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OVERVIEW

This report is for Water Services activities for March 2019. Significant items in this period include:

- Mackay hosted the Water and Waste Advisory Board (WWAB) Meeting on Monday, 25 March 2019
- Mirani Weir, Marian Weir, Dumbleton Weir, Teemburra Dam and Middle Creek Dam are all at or above 100% capacity due to recent rainfall events
- No Lost Time Injuries were sustained during March 2019
- MRC presented at the Queensland Water Skills Forum in Brisbane on Thursday, 7 March 2019 on the Water Industry Worker training framework for Water Network staff.

Director Engineering & Commercial Infrastructure
SAFETY

1.1. Incident Statistics
The incident statistic details a summary of the Water Services safety incident performance. Water Services aspires to achieve zero harm with a stretch target of zero injuries.

<table>
<thead>
<tr>
<th>No of Incidents</th>
<th>Mechanism of injury</th>
<th>Injury Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td>Vehicle Incident</td>
<td>Asset Damage</td>
</tr>
<tr>
<td>1</td>
<td>Bite/Sting</td>
<td>Near Miss</td>
</tr>
</tbody>
</table>

March 2019 Summary:

1.2. Lost Time Injuries
Water Services aspires to achieve zero Lost Time Injuries by improving safety performance by developing a proactive safety culture and implementing best practice safety management across all business areas.
March 2019 Summary:
No Lost Time Injuries were sustained during the period March 2019. The table below shows the Lost Time Injuries over previous years.

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LTI</td>
<td>Days Lost</td>
<td>LTI</td>
<td>Days Lost</td>
<td>LTI</td>
</tr>
<tr>
<td>Administration</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Business Services</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Planning &amp; Sustainability</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water Network</td>
<td>3</td>
<td>71</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
<tr>
<td>Water Treatment</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Infrastructure Delivery</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water Services</td>
<td>3</td>
<td>71</td>
<td>0</td>
<td>0</td>
<td>1</td>
</tr>
</tbody>
</table>
2.1. Water and Wastewater Financial Fund Report

<table>
<thead>
<tr>
<th>Financial Performance Report</th>
<th>Commercial Infrastructure</th>
<th>% YTD Variance of YTD Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td>Period Covered: 1 July 2018 to 31 March 2019</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revised Budget</td>
<td>YTD Budget</td>
<td>YTD Actual</td>
</tr>
<tr>
<td>Water Fund</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.01 - Commercial Infrastructure Management</td>
<td>(41,649,804)</td>
<td>(30,187,414)</td>
</tr>
<tr>
<td>6.02 - Planning &amp; Sustainability</td>
<td>811,954</td>
<td>595,308</td>
</tr>
<tr>
<td>Water Networks</td>
<td>6,436,726</td>
<td>4,677,861</td>
</tr>
<tr>
<td>6.06 - Business Services</td>
<td>28,621,280</td>
<td>21,165,361</td>
</tr>
<tr>
<td>6.07 - Water Treatment</td>
<td>5,298,407</td>
<td>3,907,317</td>
</tr>
<tr>
<td>Total Water Fund</td>
<td>(481,337)</td>
<td>158,432</td>
</tr>
<tr>
<td>Sewerage Fund</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.01 - Commercial Infrastructure Management</td>
<td>(43,762,092)</td>
<td>(44,022,769)</td>
</tr>
<tr>
<td>6.02 - Planning &amp; Sustainability</td>
<td>961,501</td>
<td>633,694</td>
</tr>
<tr>
<td>6.04 - Water Networks</td>
<td>5,632,294</td>
<td>3,929,454</td>
</tr>
<tr>
<td>6.06 - Business Services</td>
<td>32,138,405</td>
<td>24,097,683</td>
</tr>
<tr>
<td>6.07 - Water Treatment</td>
<td>6,438,807</td>
<td>4,586,802</td>
</tr>
<tr>
<td>Total Sewerage Fund</td>
<td>1,408,915</td>
<td>(10,775,137)</td>
</tr>
<tr>
<td>Operating (surplus) / deficit</td>
<td>827,578</td>
<td>(10,616,705)</td>
</tr>
</tbody>
</table>

The budget for the contract payments for the Bakers Creek and Bucasia Sewerage Treatment Plants is calculated on the previous year's flow rates as at August each year. The current year's flow rate is higher than the previous year. Indexation, additional recycled water usage (at $150/ML) and electricity prices all contributed to the YTD Variance.
2.2. Operating Result for Water and Sewerage Fund

<table>
<thead>
<tr>
<th>Operating (surplus) / deficit</th>
<th>October</th>
<th>November</th>
<th>December</th>
<th>January</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
</tr>
</thead>
<tbody>
<tr>
<td>YTD Actual</td>
<td>0</td>
<td>50</td>
<td>100</td>
<td>150</td>
<td>200</td>
<td>250</td>
<td>300</td>
<td>350</td>
<td>400</td>
</tr>
<tr>
<td>YTD Budget</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

3.1. Work Requests Received

The following chart details the number customer requests received that relate to the Water Business, both Water and Sewer requests. The associated Work Orders created from the Work Requests are also displayed.

March 2019 Summary:

The reporting parameters have been reviewed and amended, six months after implementing the new Asset Management System, Assetic. As the work scheduling method in Assetic is different to the previous Pathway system, enhancements to reporting have been identified. The number of Work Requests received in some cases will be different to the number of Work Orders completed as several Work Requests may be received for the same issue. However, only one Work Order is generated, and all Work Requests for the issue are associated with that individual Work Order. A total of 348 Work Requests were received for March 2019; 308 Work Requests were received for water and 40 Work Requests were received for sewer. From the 308 water Work Requests received, 285 Work Orders were generated; 40 Work Orders were generated from the 40 sewer Work Requests.
3.2. Work Orders

The following chart displays the number of Work Orders created during the reporting period, with the percentage of Work Orders completed within the month. The target is to have 90% of all customer requests closed.

**March 2019 Summary:**

The number of Work Orders generated for March 2019 was 325. 90% of these Work Orders were completed within the specified target which is on target.

When a customer lodges a request via the Call Centre, it is sometimes not reflective of the actual problem. Therefore, the following graph shows the actual work undertaken and completed. The numbers of Customer Requests will not always match the number of actions undertaken mainly due to multiple customers reporting the one issue and the timing of completed work (i.e. a request received at the end of one month being actioned at the start of the next month).

As the majority of Customer Requests are water related, the following graph is a breakdown of the action type for the current period based on the Customer Requests above, along with the yearly trend for Water.
3.3. Plumbing Applications

In accordance with the Plumbing and Drainage Act, a plumbing application is required for all new or modifications to plumbing installations. A plumbing application must be lodged to Local Government. Water Services has a regulatory time frame of 20 business days to assess a plumbing application. An internal target of five business days has been set for all residential plumbing applications.

March 2019 Summary:
The number of Plumbing Applications approved remained consistent with the two previous months; i.e. 39 for March 2019. The Approval Turnaround Time decreased to two days which is inside the five-day target.

3.4. Trade Waste Approvals
There is an ongoing program for undertaking trade waste assessment and licensing applicable businesses that discharge trade waste. As part of the trade waste assessment process a temporary Trade Waste Approval is established while the formal approval process is undertaken. The table below summarises the number of Trade Waste Approvals for the Mackay region.

<table>
<thead>
<tr>
<th>Region</th>
<th>Total Approved Businesses</th>
<th>Temporary Approvals in Place</th>
<th>New Approved Businesses for the Month</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mackay South</td>
<td>793</td>
<td>27</td>
<td>10</td>
</tr>
<tr>
<td>Mackay North</td>
<td>73</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Sarina</td>
<td>55</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mirani/Marian</td>
<td>31</td>
<td>4</td>
<td>0</td>
</tr>
<tr>
<td>Total</td>
<td>952</td>
<td>32</td>
<td>11</td>
</tr>
</tbody>
</table>

March 2019 Summary:
11 new Trade Waste Approvals were provided to businesses during March 2019. These businesses were in the following categories: two for a change of ownership and five new businesses, four existing businesses with Trade Waste requirements completed.
3.5. Annual Trade Waste Activity
Annual targets are set for the Trade Waste team with respect to licensing trade waste businesses. The target has been set at 250 for new licensed businesses and audits completed by June 2019. The following chart shows the actual approvals, temporary approvals and audits achieved and the number of the target remaining.

**March 2019 Summary:**
11 Approvals were issued and 10 Audits were conducted during this period.

3.6. Building Over Adjacent Sewers
Building Over Adjacent Sewer (BOAS) applications are lodged where the construction of a structure is proposed within close proximity of a sewer main. The application is assessed against Queensland Development Code Mandatory Part 1.4 with council reviewing applications that do not comply with acceptable solutions identified in the code. Building over sewer applications are assessed within a target timeframe of 20 business days.

<table>
<thead>
<tr>
<th>Month</th>
<th>Number</th>
<th>Month</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>April 2018</td>
<td>0</td>
<td>October 2018</td>
<td>1</td>
</tr>
<tr>
<td>May 2018</td>
<td>1</td>
<td>November 2018</td>
<td>0</td>
</tr>
<tr>
<td>June 2018</td>
<td>1</td>
<td>December 2018</td>
<td>2</td>
</tr>
<tr>
<td>July 2018</td>
<td>0</td>
<td>January 2019</td>
<td>0</td>
</tr>
<tr>
<td>August 2018</td>
<td>0</td>
<td>February 2019</td>
<td>0</td>
</tr>
<tr>
<td>September 2018</td>
<td>0</td>
<td>March 2019</td>
<td>0</td>
</tr>
</tbody>
</table>
**March 2019 Summary:**
No BOAS referrals were received during March 2019. Plumbing Inspectors continue to handle enquiries and provide information on infrastructure locations and general information regarding the Queensland Development Code.

### 3.7. Scientific and Analytical Services

Scientific and Analytical Services provides laboratory analysis in accordance with National Association of Testing Authorities (NATA) Standards to both Mackay Regional Council and external customers. A summary of the laboratory activities is detailed below.

**March 2019 Summary:**
The number of sample batches registered and the number of samples analysed in March 2019 remained approximately 1,100 and 500 respectively. The total number of tests performed in March 2019 remained approximately 25,000 for the month. During the month, the Laboratory completed all scheduled potable water and wastewater testing and sampling as per monitoring programs for Mackay and Isaac Regional Councils. The Laboratory also undertook additional Receiving Environment Monitoring Program (REMP) sampling. No major rain event was triggered.
3.8. Community Engagement

Water Services engagement with the community on the services provided is monitored. The following chart shows the number of media releases, media updates and the number of people that were reached by the Media Releases on Facebook.

**March 2019 Summary:**
There were no media releases or updates issued during March 2019.

The following chart shows the number of likes and positive comments, the number of neutral comments and the number of negative comments received on Facebook from Media Releases and Media updates for Water Services.

**March 2019 Summary:**

<table>
<thead>
<tr>
<th>Facebook Likes</th>
</tr>
</thead>
<tbody>
<tr>
<td>39 for the post <em>Job well done. Video showing sewer and planning team diverting sewage from a broken pipe.</em></td>
</tr>
<tr>
<td>32 for the post <em>Don't block your pipes, bin those wipes</em></td>
</tr>
<tr>
<td>14 for the post <em>New water laboratory on its way</em></td>
</tr>
</tbody>
</table>
The following chart shows the cumulative number of myh2o registrations for the reporting period. The target number of registrations for the 2018/19 financial year is 14,300.

March 2019 Summary:

There were 31 new registrations for March 2019 bringing the total number of myh2o registrations to 14,129 including property owners, tenants and agents.

3.9. Leak Detection Notifications

Leak Detection notifications are sent to customers, when a leak on their property is identified that is greater than 10 litres per hour (L/h). Follow up notices are sent to residents, monthly for a three-month period after the initial notification.
March 2019 Summary:
The number of new leaks identified during March 2019 for residential customers was 2,192 and for non-residential customers was 462. This was a decrease for both residential customers and non-residential customers from the previous month. At the end of the reporting period, the number of meters with leaks on the customer's side had decreased to 926 for residential customers and to 303 for non-residential customers. The number of leaks ceased during the period has decreased to 2,262 for residential customers and 472 for non-residential customers.

March 2019 Summary:
The Average Leak Days (Current Leaks) identified during March 2019 has increased for both residential customers and non-residential customers. The difference between non-residential and residential for current leak days is 68 days. The Average Leak Days (Ceased Leaks) show that on average the residential customer has leaks repaired within 10 days, whereas on average the non-residential customer takes 15 days to have leaks repaired.

Considerable effort is undertaken with non-residential customers to encourage attention to fixing the identified leaks, however, some of these leaks are very difficult to track down due to the size and complexity of the property.
4.1. Surface Water Raw Water Storage Capacities

Water is sourced from a combination of surface and groundwater sources. With the exception of Middle Creek Dam, the storage facilities are owned and operated by SunWater. Middle Creek Dam is under Council’s control. The water stored in each of the storages is detailed below.

March 2019 Summary:

Mirani Weir, Marian Weir, Dumbleton Weir, Teemburra Dam and Middle Creek Dam are all at or above 100% capacity. Peter Faust Dam is at 82% capacity.

4.2. Annual Water Consumption vs Allocation by Source

Water Services has an annual water allocation or water license for each water source. The water allocation and year to date water consumption for each of the water source is detailed below.

** Calen Water Usage figures are not based on Water Allocation but show the amount of water usage for the area to date.
4.3. Water Consumption by Locality – Residential Customers Only

Water Services supplies potable water to both residential and commercial customers throughout the Mackay region. The average water consumption in each of the three major community centres is detailed below for residential customers only. The water consumption is presented as litres per equivalent population per day (L/p/d).

March 2019 Summary:

Water consumption for Mackay, Sarina and the Marian/Mirani communities all indicate an increase from February 2019 to March 2019.
4.4. Significant Projects

Water Services undertakes a range of projects across the water business. Projects take the form of Capital works projects, planning studies and investigations. Information for the significant projects in Water Services is provided in the table below and was current as at 31 March 2019. Significant Projects are assessed on the following criteria: Dollar Amount, Risk and/or Community Interest.

<table>
<thead>
<tr>
<th>Council Project Management Phases</th>
<th>Indicators</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Planning (Plan)</td>
<td>On Track</td>
</tr>
<tr>
<td>2. Design (Des)</td>
<td>Potential Issue</td>
</tr>
<tr>
<td>3. Procurement (Proc)</td>
<td>Definite Issue</td>
</tr>
<tr>
<td>4. Construction (Con)</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>PROJECT</th>
<th>PHASE</th>
<th>PHASE % COMPLETE</th>
<th>INDICATORS</th>
<th>ORIGINAL BUDGET DETAILS</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Eton Water Supply</td>
<td>Design and Construction</td>
<td>98%</td>
<td>Schedule</td>
<td>On Track</td>
<td>The new Water Treatment Works was operational as of 28 January 2019 and completion of minor outstanding works was completed in early March 2019.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Budget</td>
<td>Original scheduled Completion Date: 30/06/2018</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Amended Completion Date: 5/02/2019</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Other Issues/Risk</td>
<td>Original Budget: $650,000</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Amended budget: $1,150,000</td>
<td></td>
</tr>
<tr>
<td>Sewerage Network Refurbishments (Relining)</td>
<td>Construction</td>
<td>65%</td>
<td>Schedule</td>
<td>Scheduled Completion Date: 28/02/2019 for Sarina works and 30/06/2019 for Mackay works</td>
<td>Mackay relining works commenced in December 2018. Some wet weather delays were experienced in March 2019 and additional emergency works were completed (850m of DN 450mm sewer along Mackay Bucasia Road). All relining and junction sealing is complete on the Mackay sewers above 225mm in diameter. Third and final package of mains&lt;300dia scheduled to commence in April 2019 has commenced in late March 2019 and thus the revised completion date is now scheduled for end of May 2019.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Budget</td>
<td>Original Budget: $2,635,000</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Other Issues/Risk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sewerage Network Refurbishments (Maintenance Holes (MHs))</td>
<td>Construction</td>
<td>70%</td>
<td>Schedule</td>
<td>Scheduled Completion Date: 30/06/2019</td>
<td>Inspections of inaccessible manholes are in progress with 70 of 160 completed. Inaccessibility is due to locked gates, dogs, heavy objects on manholes and thick bush.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Original Budget: $855,000</td>
<td></td>
</tr>
<tr>
<td>PROJECT</td>
<td>PHASE</td>
<td>PHASE % COMPLETE</td>
<td>INDICATORS</td>
<td>ORIGINAL BUDGET DETAILS</td>
<td>COMMENTS</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>------------------------------</td>
<td>------------------</td>
<td>------------</td>
<td>--------------------------</td>
<td>------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Budget</td>
<td></td>
<td>Manhole repairs by the Sewer Network Crew are in progress with 100 of 135 completed.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Other</td>
<td></td>
<td>The Sewer Network Crew have completed repair of all 135 MHs allocated.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Issues/</td>
<td></td>
<td>The second package of Manhole Repair and Relining Works are to be completed under the Whitsunday, Isaac, Mackay (WIM) Alliance Agreement with Whitsunday Regional Council. The contract has been awarded and works commenced in early April 2019.</td>
</tr>
<tr>
<td>Water Main Replacements - Roads</td>
<td>Design and Construction</td>
<td>100% Design Phase</td>
<td>Schedule</td>
<td>Scheduled Completion</td>
<td>Final connections for the Vines Creek Water Main are complete and the new main is now operational.</td>
</tr>
<tr>
<td>Driven</td>
<td></td>
<td>40% Construction</td>
<td></td>
<td>Date: 30/6/2019</td>
<td>The contract has been awarded for Basset and Martin Streets and The Crescent with works commencing early April 2019.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>Original Budget:</td>
<td>Field Services Water Crew has commenced works on the Goosewalk Water main. Completion of works is expected by end April 2019.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$2,509,214</td>
<td>The following roads driven water main renewals are in various stages of design. Once design is completed, they are scheduled for construction.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Budget</td>
<td></td>
<td>Detailed design in progress for Bothwick street Water Main.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Other</td>
<td></td>
<td>The contract for external construction of the water mains for Nicholson Street, William Street, Atherton Street, Innes Street and Lillendal Avenue in Sarina has been awarded to Aqua Project Solutions Pty Ltd. The pre-start meeting occurred on 8 April 2019 and the project will commence after Anzac Day.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Issues/</td>
<td></td>
<td>Construction of the water main at the Goldsmith Street/Bridge Road intersection is complete.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Risk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>PROJECT</td>
<td>PHASE</td>
<td>PHASE % COMPLETE</td>
<td>INDICATORS</td>
<td>ORIGINAL BUDGET DETAILS</td>
<td>COMMENTS</td>
</tr>
<tr>
<td>-------------------------------------</td>
<td>-------------------------------------</td>
<td>------------------</td>
<td>------------</td>
<td>-------------------------</td>
<td>-----------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| Water Main Renewals                 | Design and Construction             | 85% Design Phase | Schedule   | Scheduled Completion Date: 30/06/2019  
                                      |                                     | 45% Construction                | Original Budget: $2,344,934                                                                                                          | The Cape Hillsborough Road Water Main is complete with As Constructed Plans submitted.  
                                      |                                     |                               | Budget                  |                                                                                                                                              | 2018/2019 Projects:  
                                      |                                     |                               | Other Issues/ Risk               | Works are now complete and new main commissioned for Bovey Street.  
                                      |                                     |                               |                                      | Construction commenced in early January 2019 and is progressing well for Pratt Street. The work crew has completed two-thirds of the water main installation with cut-ins at Milton Street and Juliet Street ends. Works are expected to be completed by early May 2019.  
                                      |                                     |                               |                                      | The following water mains are in various stages of investigation (survey and service locations) and design with construction being scheduled as necessary to deliver the Program.  
                                      |                                     |                               |                                      | Blacks Beach Road - Investigation of the preferred pipe alignment is complete and additional survey and service location information has been received. Detail design in progress.  
                                      |                                     |                               |                                      | Tenders have been received for construction of Droughtmaster Drive and are being evaluated. Ian Reddacliff Drive Water Main construction has been deferred. |
| Nebo Road WTP Clear Water Tank Valves & Filter Valves Replacements | Design and Construction | 40%              | Schedule   | Scheduled Completion Date: 30/06/2019  
                                      |                                      |                               | Other Issues/ Risk               | Filter Valves Replacements: Scope of Works and finalisation of tender documentation have been delayed with re-allocation of project resources. Tender for Principal supplied materials now expected to be issued mid-April 2019. |
| Mirani Recycled Water Storage       | Construction                        | 98%              | Schedule   | Scheduled Completion Date: 20/12/2018  
<pre><code>                                  |                                      |                               | Budget                  | 2018/2019 Original Budget: $3,393,320                                                                                                     | 300ML dam and transfer pipeline was completed by end of November 2018. Commissioning of the pump station at the 60ML dam now completed. Minor defects identified during commissioning are being addressed by the contractor. As Constructed plan drafting in progress. |
</code></pre>
<table>
<thead>
<tr>
<th>PROJECT</th>
<th>PHASE</th>
<th>PHASE % COMPLETE</th>
<th>INDICATORS</th>
<th>ORIGINAL BUDGET DETAILS</th>
<th>COMMENTS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mt Pleasant Reservoir No 1 Refurbishment</td>
<td>Defects Liability Period</td>
<td>70%</td>
<td>Schedule</td>
<td>Scheduled Completion Date: March 2018</td>
<td>An Off-Maintenance Inspection has been requested with all relevant parties to assess the remaining leaks and agree on repairs if needed before the Defects Liability Period expires on 30 April 2019.</td>
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<td></td>
<td>Budget</td>
<td>Original Budget: $1,661,016 (FY 2017/2018)</td>
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<td>Other Issues/ Risk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Mirani WRF Upgrade</td>
<td>Construction</td>
<td>2%</td>
<td>Schedule</td>
<td>Scheduled Commissioning Completion Date: 30/07/2020</td>
<td>Design and Construct Tender awarded on 14 November 2018. Pre-Start Meeting held with the contractor mid-January 2019. Contractor has been slow mobilising resources and engaging consultants. Design meetings and workshops occurred in March 2019 and site establishment is scheduled to commence in May 2019.</td>
</tr>
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<td></td>
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<td>Budget</td>
<td>Original Budget: $15,834,449</td>
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<td>Other Issues/ Risk</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Water Laboratory Relocation</td>
<td>Construction</td>
<td>50%</td>
<td>Schedule</td>
<td>Scheduled Completion Date: 30/06/2018</td>
<td>Construction contract for the building fit-out has been awarded to Fergus Builders. On site work commenced on 29 January 2019 and is progressing well. Demolition works, new wall installation, new ceiling grid installation and window works are complete. Plumbing, electrical, fire, air-conditioning and painting works are in progress. Switchboard order has been placed. Proposed completion date of the works is 10 May 2019.</td>
</tr>
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<td>Budget</td>
<td>Original Project Budget: $1,750,000</td>
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<tr>
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<td></td>
<td>Other Issues/ Risk</td>
<td>Amended Project Budget: $3,412,500</td>
<td></td>
</tr>
</tbody>
</table>
5.1. Drinking Water Compliance

Potable water is provided in accordance with the requirements of the Water Supply Safety and Reliability Act, measured against the Australian Drinking Water Quality Guidelines. Drinking Water samples are taken at the outlet of Water Treatment Plants and at various locations within the reticulation network. Please note: these results are reported one month in arrears. A summary of the performance is detailed below.

**February 2019 Summary:**

All drinking water tests were compliant against the health targets of the ADWG during February 2019.

The hardness values for Eton ranged from 230 - 280 mg/L as the new water softener was commissioned. These values are significantly lower than the hardness values experienced pre-softener and are just above the aesthetic value hardness of 200 mg/L CaCO₃. Koumala hardness values ranged from 360 - 380.
5.2. **Wastewater Compliance**

The discharges from wastewater treatment facilities are regulated by Development Approvals issued by the Department of Environment and Science (DES). The licence requirements differ based on the year the Development Approval was issued and the receiving environment associated with discharges.

**March 2019 Summary:**

Wastewater test results available as at March 2019 were compliant with Wastewater Licence limits.

5.3. **Backflow Testing**

Backflow devices are installed on water services where there is a risk that water could return from a private property back into the Water Reticulation network. The requirement for backflow devices is regulated in accordance with the Standard Plumbing and Drainage Regulation.

**March 2019 Summary:**

10 new devices were registered while three devices were cancelled during March 2019. Council also performed 42 tests on backflow devices during March 2019.