OVERVIEW

This report is for Water Services activities for the period of 1 – 30 June 2020.

Significant items in this period include:

- No Lost Time Injuries recorded for the month of June 2020 or for the YTD period. Only one asset incident recorded for June 2020. This is the second year in a row that no LTI has been recorded for Water Services which is an outstanding result.

- Middle Creek, Mirani Weir, Marian Weir and Dumbleton Weir are all at or above 100% capacity at this time

- There were 1,035 leak notifications issued during June 2020

- There were 286 new registrations during June 2020 bringing the total number of myh2o registrations to 15,961 which exceeded the financial year target of 15,730.

- Customer Survey Results received for the March/April 2020 period are very positive with 94% or more of those residents surveyed confirming their satisfaction level as either Very Good or Good. Customer Service Surveys canvass the Attitude of Staff both Receiving the Request and Attending to the Request, Time Taken to Address the Request, Appearance of Completed Work, Degree Work Addresses the Request and Overall Satisfaction with Request.

- The overall end of year position for Water and Sewerage budgets remains in line with overall amended budget however final accruals can still occur.

- All drinking water compliance testing for YTD period to May 2002 has been 100% compliant with the Australian Drinking Water Guidelines requirements.

Director Engineering & Commercial Infrastructure
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.

June 2020 Summary:

<table>
<thead>
<tr>
<th>No of Incidents</th>
<th>Mechanism of injury</th>
<th>Injury Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Being Hit by Moving Object (pump cable to well opening)</td>
<td>Asset Damage</td>
</tr>
</tbody>
</table>

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.
June 2020 Summary:
No Lost Time Injuries were sustained for the 2019/2020 financial year. The Table above shows the Lost Time Injuries recorded over previous years.
### 2.1. Water and Wastewater Financial Fund Report

<table>
<thead>
<tr>
<th>Revised Budget</th>
<th>YTD Budget</th>
<th>YTD Actual</th>
<th>YTD Variance</th>
<th>YTD % Spent</th>
<th>% YTD Variance of YTD Budget</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Water Fund</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.01 - Commercial Infrastructure Management</td>
<td>(43,247,564)</td>
<td>(43,236,200)</td>
<td>(44,484,342)</td>
<td>(1,248,142)</td>
<td>103% Fixed Charge Income, Usage Income, Water Sales and Rental Income over Budget $62,000, $1,020,000, $69,000 and $29,000 respectively. Interest Received under Budget $1,000. Material and Services are under Budget by $83,000.</td>
</tr>
<tr>
<td>6.02 - Water &amp; Sewage Infrastructure Planning</td>
<td>651,804</td>
<td>842,140</td>
<td>892,927</td>
<td>50,788</td>
<td>108% Wages and Material and Services over Budget $18,000 and $33,000 respectively.</td>
</tr>
<tr>
<td>6.04 - Water Networks</td>
<td>6,682,424</td>
<td>6,575,464</td>
<td>6,742,001</td>
<td>166,537</td>
<td>103% Recoverable Works and Search Fees over Budget by $90,000 and $13,000 respectively. Backflow Fees are under Budget by $16,000. Wages are $19,000 under Budget. Material and Services over Budget $272,000 largely due to Internal Plant Hire.</td>
</tr>
<tr>
<td>6.06 - Business Services</td>
<td>28,895,801</td>
<td>28,886,812</td>
<td>29,011,893</td>
<td>125,081</td>
<td>100% Revenue over Budget $51,000 from Plumbing Fees. Depreciation over Budget $175,000.</td>
</tr>
<tr>
<td>6.07 - Water Treatment</td>
<td>5,070,274</td>
<td>4,944,007</td>
<td>5,049,905</td>
<td>105,898</td>
<td>102% Revenue under Budget $33,000 from External Lab Fees. Wages are under Budget $162,500. Materials &amp; Services over Budget by $235,500 largely due to Services, Lab Testing and Internal Plant</td>
</tr>
<tr>
<td><strong>Total Water Fund</strong></td>
<td>(1,747,262)</td>
<td>(1,987,778)</td>
<td>(2,787,616)</td>
<td>(799,838)</td>
<td>140%</td>
</tr>
<tr>
<td><strong>Sewerage Fund</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.01 - Commercial Infrastructure Management</td>
<td>(44,900,696)</td>
<td>(44,894,503)</td>
<td>(45,031,451)</td>
<td>(136,948)</td>
<td>100% Rates and Interest Revenue over Budget $97,000 and $29,000 respectively. Materials &amp; Services under Budget $19,000.</td>
</tr>
<tr>
<td>6.02 - Water &amp; Sewage Infrastructure Planning</td>
<td>929,925</td>
<td>920,253</td>
<td>889,026</td>
<td>(31,227)</td>
<td>97% Wages and Materials &amp; Services are under Budget $21,500 and $9,500 respectively.</td>
</tr>
<tr>
<td>6.04 - Water Networks</td>
<td>5,582,044</td>
<td>5,468,592</td>
<td>5,719,744</td>
<td>251,153</td>
<td>105% Revenue is under Budget $72,000. Wages are under Budget by $157,000. Materials &amp; Services over Budget $336,000 largely due to Electricity, Services and MHL (Magnesium Hydroxide).</td>
</tr>
<tr>
<td>6.06 - Business Services</td>
<td>32,657,463</td>
<td>32,638,664</td>
<td>32,574,142</td>
<td>(64,522)</td>
<td>100% Revenue over Budget $285,000 from Trade Waste and Plumbing Fees. Depreciation and Materials &amp; Services over Budget $146,000 and $67,500 respectively.</td>
</tr>
<tr>
<td>6.07 - Water Treatment</td>
<td>7,627,895</td>
<td>7,498,522</td>
<td>8,148,131</td>
<td>649,609</td>
<td>109% Septic Waste Revenue and Fees &amp; Charges under Budget $86,000 and $25,000 respectively. Grant Revenue over Budget $30,000. Wages and Materials &amp; Services are over Budget by $405,000 and $140,000 respectively largely due to Electricity.</td>
</tr>
<tr>
<td><strong>Total Sewerage Fund</strong></td>
<td>1,896,631</td>
<td>1,631,527</td>
<td>2,299,592</td>
<td>668,065</td>
<td>144%</td>
</tr>
<tr>
<td><strong>Operating (surplus) / deficit</strong></td>
<td>149,370</td>
<td>(356,251)</td>
<td>(488,024)</td>
<td>(131,773)</td>
<td>137%</td>
</tr>
</tbody>
</table>
2.2. Operating Result for Water and Sewerage Fund

### CUSTOMER SERVICES

#### 3.1. Work Requests Received

The following Chart details the number of Customer Requests received during the reporting period that relate to both Water and Sewer requests. The associated Work Orders created from the Work Requests are also displayed.

**June 2020 Summary:**

A total of 330 Work Requests were received to 30 June 2020; i.e. 301 Work Requests related to Water and 29 Work Requests related to Sewer. From these Work Requests, 289 Work Orders were generated for Water and 28 Work Orders were generated for Sewer.
3.2. Work Orders Completed

The following Chart displays the number of Work Orders created during the previous reporting period. The target is to have 90% of all customer requests closed. A summary of the performance and percentage of Work Orders completed within that month is detailed below.

Please note: results are one month in arrears to allow for accurate reporting due 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).

May 2020 Summary:

The number of Work Orders generated to 31 May 2020 was 319. 97% of these Work Orders were completed within the specified target time which is above target.

3.3. Water Requests Closed

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.

Please note: results are one month in arrears to allow for accurate reporting due 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).
3.4. Works Completed by Asset Type
The following Chart displays the work that was completed for each asset type during the reporting period. The work that was completed includes Corrective Maintenance (reactive) works, along with Preventative Maintenance Works.

Please Note: The number of works completed against the Water Main, includes works completed on Water Services, as these are currently being separated and uploaded into Assetic (MRC’s Asset Management System).

May 2020 Summary:
The number of Work Orders completed for the reporting period was 985. This includes 200 Water Meter replacements or new installations.

3.5. Estimated Works
Water Services receives requests from customers for quotations to connect to Council’s infrastructure (Estimates). These requests range from large subdivision development connections to a single service connection for a property. The following Chart displays the number of Estimates processed for customers for the reporting period and the average time taken to complete. The Chart also shows the number of Estimated Works completed and the average time taken for Water Services to complete the Estimated Works.
June 2020 Summary:

It is important to note that many estimates are requested by Developers in pre-planning of future development stages. As a result, many of the estimates completed do not result in requests for immediate work to be undertaken. Also, of note is the fact that often requests are received for two block subdivisions where clients seek to understand the total costs involved with subdivision before determining their final course of action. In the instance where a client does not accept our initial estimate provided, they can request a further breakdown of the fees and charges involved. On some occasions, clients may be able to undertake certain aspects of the work themselves, however, Council always stipulates that any live works undertaken on Council’s water or sewerage infrastructure is only undertaken by Council.

The number of Estimates processed for customers during the reporting period was 47 with the average time taken to process requests being 11.82 days; i.e. well within the 21 working day target. The number of Estimated Works Completed during the reporting period was 6 with an average time taken to complete works in the field of 1.75 days (well within the 14 working day target).

3.6. 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 have 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.

June 2020 Summary:

The number of Plumbing Applications approved for the period was 47 which is a slight decrease from the previous month. The Approval Turnaround Time was two days; i.e. well within the five-day target.
3.7. 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></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>819</td>
<td>28</td>
<td>5</td>
</tr>
<tr>
<td>Mackay North</td>
<td>79</td>
<td>1</td>
<td>1</td>
</tr>
<tr>
<td>Sarina</td>
<td>56</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Mirani/Marian</td>
<td>32</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>986</strong></td>
<td><strong>30</strong></td>
<td><strong>6</strong></td>
</tr>
</tbody>
</table>

**June 2020 Summary:**
Six new Trade Waste Approvals were provided to businesses after completion of their Trade Waste requirements. These businesses were in the following categories: one existing business completed Trade Waste requirements and five new businesses.

3.8. 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 125 each for both new licensed businesses and audits completed by June 2020. The following Chart shows the actual approvals, temporary approvals and audits achieved and the number of the target remaining.

**June 2020 Summary:**
Three approvals were issued, and 18 Audits were conducted bringing the annual audits to 143 exceeding the annual target of 125. The Trade waste approval target was impacted by COVID-19 restrictions.
3.9. 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.

**June 2020 Summary:**

The number of sample batches registered during this period was 437 and the number of samples tested was 865. The total number of tests performed was 21,322 for the month. This reduction in the tests performed was due to the noticeable reduction in the number of people dropping samples into the Laboratory for testing during the month due to restricted movements resulting from Covid-19 restrictions. Also, affecting the number of tests performed is a delay to a Planned Program of Works being undertaken in relation to the commissioning of the Bowen Water Treatment Plant. The initial commissioning testing only has commenced at this time. It is hoped that further commissioning testing can occur in late July 2020 or early August 2020.
3.10. Leak Detection Notifications

Potential leak notifications are sent to customers when the leak is identified as greater than 10 litres per hour (L/h). Notifications are sent by mail to those owners who have not signed up to the myh2o portal and cease after three consecutive months of notification. Property owners signed up to myh2o also receive notifications by email and/or SMS.

<table>
<thead>
<tr>
<th></th>
<th>Email</th>
<th>SMS</th>
<th>Letters</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Value</td>
<td>444</td>
<td>127</td>
<td>464</td>
<td>1,035</td>
</tr>
</tbody>
</table>

**June 2020 Summary:**

The number of new leaks identified during the period for residential customers was 2,133 and for non-residential customers was 427. This represents a decrease for residential and an increase for non-residential customers over the previous month. At the end of the reporting period, the number of leaks on the customer's side of the meter had decreased to 776 for residential customers and decreased to 259 for non-residential customers. The number of leaks ceased during the period had decreased to 2,271 for residential customers and increased to 435 for non-residential customers.
June 2020 Summary:
The Average Leak Days (Current Leaks) identified during June 2020 has increased for residential and decreased for non-residential customers. The difference between non-residential customers and residential customers for current leak days is 51 days. The Average Leak Days (Ceased Leaks) show that residential customers repair leaks within 10 days on average, whereas, the non-residential customer takes an average of 22 days to repair leaks. Considerable effort is devoted towards encouraging non-residential customers to fix the identified leaks, however, some of these leaks are difficult to track down due to the size and complexity of the property.

The increase in the Average Leak Days (Current Leaks) for residential customers may be linked to residents returning to more normal working arrangements and hence the time taken to follow up and repair leaks has increased slightly.

3.11. Myh2o Registrations
The following chart shows the cumulative number of myh2o registrations for the reporting period. The target number of registrations for the 2019/2020 financial year is 15,730.

Please note: MiWater relaunched as Aqualus in May 2020, with a new user interface – there has been no change to the public portal name ‘myh2o’.
June 2020 Summary:
There were 159 new registrations during June 2020 bringing the total number of myh2o registrations to 15,961 including property owners, tenants and real-estate agents. Total myh2o registrations have now exceeded the 2019/2020 financial year target of 15,730.

3.12. Community Engagement - Media and Customer Survey Results
Water Services engagement with the community is monitored; the following Chart shows the number of Media Releases, Media Updates and the number of people reached by Media Releases on Facebook. Community engagement also includes registrations to myh2o and leak detection notifications identified. Please note: The March and April survey results will be finalised for the June monthly review.

June 2020 Summary:
There were no Media Updates or Media Releases for the reporting period.

<table>
<thead>
<tr>
<th>Media Releases</th>
<th>Media Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>N/A</td>
<td>N/A</td>
</tr>
</tbody>
</table>
The following Chart shows the number of likes and positive comments, the number of neutral comments and the number of other comments received from Facebook posts, media releases and/or media updates for Water Services.

<table>
<thead>
<tr>
<th>Facebook Likes</th>
<th>Negative Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>46 for <em>How to read your water meter video</em></td>
<td>8 for <em>Cover your pool to reduce water evaporation losses</em></td>
</tr>
<tr>
<td>17 for <em>Council's water treatment team is working to ensure you continue to have world class water</em></td>
<td>22 for <em>Bin the wipes to avoid blocked pipes</em></td>
</tr>
</tbody>
</table>

* N/A
Results of Customer Survey (March / April 2020)

Representative Comments

- Excellent
- I have made several requests to report problems which need attention and have been more than happy with the promptness to rectify the situation.
- Great work 😊
- Very quick
- Amazing done job complete within 4 hours
- Excellent, there the same day
- Can hardly see where the work was done.
- All personnel involved did a remarkable & efficient job thank you
- Top job by administration and work crew, a good job and a quick response.
- The workmen that attended to my issue with the water main were very efficient and polite. They arrived very quickly and the job was done with ease.

Trends

Overall rating trends
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.

**June 2020 Summary:**

Middle Creek, Dumbleton, Mirani and Marian Weir are all at or above 100% capacity. Teemburra Dam is sitting at 99% capacity; however, Peter Faust Dam currently has the lowest volume of water stored being at only 67% 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).

June 2020 Summary:
Water consumption for Mackay, Sarina and Marian/Mirani communities indicates a decrease from May 2020 to June 2020 most likely due to the receipt of further winter rains and children returning to school and some employees returning to their regular places of employment during June 2020.
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: results are one month in arrears to allow for accurate reporting.

May 2020 Summary:
All drinking water tests were compliant against the health targets of the ADWG during May 2020.

May 2020 Summary:
There were ten aesthetic parameter samples above the recommended aesthetic ADWG levels for May 2020. Three were for sodium, one for iron, one for turbidity and five for hardness (i.e. hardness level above 200 mg/L). The Calen-Kolijo Water Supply Scheme recorded two results for hardness (232 mg/L and 226 mg/L) as the Water Softening Plant is currently offline due to the inability to source spare parts (i.e. valves) for the aging plant. The valves required can only be sourced from overseas and deliveries have been affected by Covid-19. The Eton Water Supply Scheme recorded one result (209 mg/L) but this plant is operating satisfactorily, and the result is not considered significant and falls within the expected
range of 180 - 220 due to the hardness of the water. The Koumala Water Supply Scheme recorded two results for hardness (278 mg/L and 383 mg/L) and it is hoped that this Water Softening Plant can be installed by the end of the financial year.

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. Please note: results are one month in arrears to allow for accurate reporting.

![Wastewater Test Results Chart]

May 2020 Summary:
All wastewater tests were compliant for the reporting period.

5.3. Regulator Reporting
There were no incidents that required reporting to the Department of Environment and Science (DES), the Environmental Regulator, during June 2020.
5.4. Backflow Prevention Device Register

Backflow prevention devices are designed to protect the town’s drinking water supply from contamination by acting as a barrier, keeping contaminated water separate from the drinking water supply. Local Governments have a legislative requirement in accordance with the *Plumbing and Drainage Regulation 2019* to implement and maintain a register of all devices in the municipality.

**June 2020 Summary:**

20 new devices were registered, no devices were decommissioned, and 72 tests were processed on backflow devices for June 2020.