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OVERVIEW

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

- There were no Lost Time Injuries recorded for the month of August 2019

- Whitsunday Isaac Mackay (WIM) Alliance Meeting was hosted by Isaac Regional Council on 1 August 2019

- Speaking delegates represented Mackay Regional Council at the Australian Water Association (AWA) North Queensland Regional Conference on 14 & 15 August 2019

- The Official Opening of the Scientific and Analytical Services (SAS) Laboratory occurred on 19 August 2019

- The drier weather in August 2019 has seen an increase in water usage across the three schemes of Mackay, Sarina and Marian/Mirani. Marian/Mirani has jumped the highest which is largely the result of increased outdoor water usage

- Negotiations with Downer regarding the handback of the Mackay South and Mackay North Water Recycling Facilities have stalled and a Notice of Dispute was issued to Downer on 30 August 2019

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.

August 2019 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>Muscular Stress</td>
<td>Suitable Duties Injury</td>
</tr>
<tr>
<td>1</td>
<td>Hitting objects with a Part of the Body</td>
<td>First Aid Injury - Laceration</td>
</tr>
<tr>
<td>2</td>
<td>Vehicle Incident</td>
<td>Asset Damage</td>
</tr>
<tr>
<td>2</td>
<td>Single Exposure to Chemical or Substance</td>
<td>Near Miss &amp; Medical Treatment Injury (Irritation)</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.

August 2019 Summary:

No Lost Time Injuries were sustained for the 2019/2020 financial year to date. The table below shows the Lost Time Injuries over previous years.
2.1. Water and Wastewater Financial Fund Report

### Financial Performance Report

**Period Covered:** 1 July 2019 to 31 August 2019

<table>
<thead>
<tr>
<th>Department</th>
<th>2015-16</th>
<th>2016-17</th>
<th>2017-18</th>
<th>2018-19</th>
<th>2019-20</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>LTI Days Lost</td>
<td>LTI Days Lost</td>
<td>LTI Days Lost</td>
<td>LTI Days Lost</td>
<td>LTI Days Lost</td>
</tr>
<tr>
<td>Administration</td>
<td>6.01 - Commercial Infrastructure Management</td>
<td>(43,863,187)</td>
<td>(10,763,000)</td>
<td>(10,659,991)</td>
<td>(98,382)</td>
</tr>
<tr>
<td></td>
<td>6.02 - Planning &amp; Sustainability</td>
<td>853,612</td>
<td>122,769</td>
<td>89,504</td>
<td>(43,255)</td>
</tr>
<tr>
<td></td>
<td>6.04 - Water Networks</td>
<td>6,208,740</td>
<td>1,142,124</td>
<td>1,214,054</td>
<td>71,850</td>
</tr>
<tr>
<td></td>
<td>6.06 - Business Services</td>
<td>28,348,280</td>
<td>3,810,475</td>
<td>3,829,304</td>
<td>7,829</td>
</tr>
<tr>
<td></td>
<td>6.07 - Water Treatment</td>
<td>4,858,338</td>
<td>922,910</td>
<td>7,011,812</td>
<td>79,201</td>
</tr>
<tr>
<td></td>
<td><strong>Total Water Fund</strong></td>
<td>(2,294,218)</td>
<td>(4,754,051)</td>
<td>(4,724,687)</td>
<td>29,364</td>
</tr>
<tr>
<td></td>
<td>6.01 - Commercial Infrastructure Management</td>
<td>(44,817,613)</td>
<td>(23,800,382)</td>
<td>(24,013,236)</td>
<td>(212,853)</td>
</tr>
<tr>
<td></td>
<td>6.02 - Planning &amp; Sustainability</td>
<td>929,925</td>
<td>114,589</td>
<td>77,525</td>
<td>(37,063)</td>
</tr>
<tr>
<td></td>
<td>6.04 - Water Networks</td>
<td>5,636,887</td>
<td>846,281</td>
<td>824,549</td>
<td>(21,733)</td>
</tr>
<tr>
<td></td>
<td>6.06 - Business Services</td>
<td>30,844,124</td>
<td>3,916,397</td>
<td>3,950,877</td>
<td>(36,081)</td>
</tr>
<tr>
<td></td>
<td>6.07 - Water Treatment</td>
<td>6,839,057</td>
<td>1,028,874</td>
<td>2,108,582</td>
<td>1,079,908</td>
</tr>
<tr>
<td></td>
<td><strong>Total Sewerage Fund</strong></td>
<td>1,232,381</td>
<td>(17,834,901)</td>
<td>(17,051,704)</td>
<td>783,198</td>
</tr>
</tbody>
</table>

### Operating (surplus) / deficit

- Water Fund: (1,061,838) (22,588,952) (21,776,391) 812,561
- Sewerage Fund: 1,232,381 (17,834,901) (17,051,704) 783,198

Water Treatment is significantly over budget on the sewerage fund as contract payments associated with bringing the Wastewater Treatment Plants in-house are still being finalised and will be addressed at the next budget review following finalisation of the negotiations.
2.2. Operating Result for Water and Sewerage Fund

The following chart details the number of Customer Requests received that relate to the Water Business; i.e. both Water and Sewer requests. The associated Work Orders created from the Work Requests are also displayed.

August 2019 Summary:
A total of 316 Work Requests were received during August 2019; i.e. 280 Work Requests related to Water and 36 related to Sewer. From those work requests, 269 Work Orders were generated for Water and 35 Work Orders were generated for Sewer.
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.

**August 2019 Summary:**

The number of Work Orders generated for August 2019 was 304. 90% of these Work Orders were completed within the specified target time.

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).
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 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.

August 2019 Summary:

The number of Plumbing Applications approved during August 2019 remains consistent with the previous month; i.e. 44 for July and 41 for August 2019. The Approval Turnaround Time is two days, well within 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>797</td>
<td>30</td>
<td>8</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>1</td>
<td>0</td>
</tr>
<tr>
<td>Mirani/Marian</td>
<td>33</td>
<td>2</td>
<td>1</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>958</strong></td>
<td><strong>34</strong></td>
<td><strong>10</strong></td>
</tr>
</tbody>
</table>

August 2019 Summary:

Ten new Trade Waste Approvals were provided to businesses during August 2019 after completion of the Trade Waste requirements. These businesses were in the following categories; three for a change of ownership, one existing business completed Trade Waste requirements and six new businesses.
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 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.

![Target Trade Waste Approvals & Audits Completed Chart]

**August 2019 Summary:**
Sixteen Audits were conducted during August 2019 and ten Approvals were issued.

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>Building Over Adjacent Sewers Applications</th>
<th>Month</th>
<th>Number</th>
<th>Month</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>September 2018</td>
<td>0</td>
<td>March 2019</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>October 2018</td>
<td>1</td>
<td>April 2019</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>November 2018</td>
<td>0</td>
<td>May 2019</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>December 2018</td>
<td>2</td>
<td>June 2019</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>January 2019</td>
<td>0</td>
<td>July 2019</td>
<td>0</td>
<td></td>
</tr>
<tr>
<td>February 2019</td>
<td>0</td>
<td>August 2019</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

**August 2019 Summary:**
One BOAS referral was received during August 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.

**August 2019 Summary:**

The number of sample batches registered, and the number of samples tested remain around 973 and 468, respectively, while the total number of tests performed was around 26,000 for the month.

3.8. 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.
**August 2019 Summary:**

The number of new leaks identified during August 2019 for residential customers was 1,959 and for non-residential customers was 474. This represents an increase for residential and a decrease 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 722 for residential customers and decreased to 267 for non-residential customers. The number of leaks ceased during the period for residential customers had decreased to 2,019 and to 501 for non-residential customers.

**August 2019 Summary:**

The Average Leak Days (Current Leaks) identified during August 2019 has increased for both residential and non-residential customers. The difference between non-residential and residential for current leak days is 84 days. The Average Leak Days (Ceased Leaks) show that residential customers repair leaks within 11 days on average, whereas the non-residential customer takes an average of 17 days to repair leaks. Considerable effort is taken to encourage 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.
3.9. **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.

![Myh2o Registrations Chart]

**August 2019 Summary:**

There were 65 new registrations during August 2019 bringing the total number of myh2o registrations to 14,645 which includes property owners, tenants and agents.

3.10. **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 include registrations to myh2o and leak detection notifications identified.

Please note the July and August survey results will be finalised for the September monthly review.

**August 2019 Summary:**

<table>
<thead>
<tr>
<th>Media Releases</th>
<th>Media Updates</th>
</tr>
</thead>
<tbody>
<tr>
<td>New water laboratory open for business</td>
<td>Road and bus stop closure in Rural View to complete water main repairs.</td>
</tr>
</tbody>
</table>
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 August 2019 Summary:

<table>
<thead>
<tr>
<th>Facebook Likes</th>
<th>Negative Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>36 for Council has been providing high quality</td>
<td>How do ratepayers keep track of what water the council uses and wastes?</td>
</tr>
<tr>
<td>recycled water to our farmers for more than 10 years</td>
<td>What is the go with Golf Links Road bridge? Patching the concrete with bitumen?</td>
</tr>
<tr>
<td>three for It is world water week. Let’s protect</td>
<td></td>
</tr>
<tr>
<td>our waterways from pollution</td>
<td></td>
</tr>
<tr>
<td>Four for Road and bus stop closure in Rural View to</td>
<td></td>
</tr>
<tr>
<td>complete water main repairs</td>
<td></td>
</tr>
<tr>
<td>31 for New water laboratory open for business</td>
<td></td>
</tr>
<tr>
<td>27 for Let’s kick the plastic water bottle habit</td>
<td></td>
</tr>
</tbody>
</table>

**ASSET MANAGEMENT**

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.
August 2019 Summary:
Mirani Weir, Marian Weir, Dumbleton Weir and Teemburra Dam are all at or above 100% capacity. Middle Creek Dam and Peter Faust Dam are at 95% and 78% capacity respectively.

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).
August 2019 Summary:
Water consumption for Mackay, Sarina and Marian/Mirani communities indicate an increase from July 2019 to August 2019 due to the ongoing drier weather. The increase in usage normally corresponds to increases in outdoor usage which is common for this time of year when little rainfall occurs.

PROJECTS

4.4 Significant Projects
This section of the report has been removed to avoid duplication. For an update on Capital Projects being undertaken, please refer to the Capital Works Department Monthly Review.

REGULATORY COMPLIANCE

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.

![Health Parameter Test Results](image)

July 2019 Summary:
All drinking water tests were compliant against the health targets of the ADWG during July 2019.
July 2019 Summary:
The aesthetic value for hardness at Eton, Calen/Kolijo and Koumala exceeded the recommended hardness of 200 mg/L CaCO3. Eton Water Softener was off-line between 1 July 2019 and 15 July 2019 due to a number of operational reasons which have subsequently been addressed. Water quality at Eton met health-based targets; i.e. it was only the aesthetic parameter of hardness which was exceeded. Hardness values for Calen/Kolijo were slightly over the recommended 200mg/L CaCO3 with results of 230mg/L. This is due to changes in the groundwater quality and is not unexpected for this time of the year. Hardness values for Koumala ranged from 390 -395 mg/L CaCO3 and will continue to be in this range until the installation of the Water Softening Plant due later in the financial year.

The pH at Marian and Midge Point (one sample each respectively) was low at 6.4pH units. This was very close to the aesthetic limit of 6.50 pH units and does not present any concern from a drinking water quality perspective.

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.
August 2019 Summary:
All wastewater tests were compliant in August 2019.

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.

August 2019 Summary:
Four new devices were registered while ten devices were cancelled during August 2019. There were 34 tests performed on backflow devices during August 2019.