Engineering and Commercial Infrastructure - Water Services

Monthly Review

March 2020
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OVERVIEW

This report is for Water Services activities for the period of 1 – 31 March 2020.

Significant items in this period include:

- No Lost Time Injuries recorded for the month of March 2020.
- MRC presented at the Queensland Water Skills Forum in Brisbane on Thursday, 5 March 2020 with an overview of the journey and learnings from the Regional Water Industry Worker Pilot for Water Network Staff and across other regional councils
- MRC representatives attended the Australian Water Association (AWA) Young Water Professionals Conference from 12–13 March 2020
- Mirani Weir, Marian Weir and Dumbleton Weir are all at or above 100% capacity at this time
- Strong Customer Feedback results were received again for the January/February 2020 period showing a very high level of customer focus
- Business Continuity Planning has been implemented as a result of COVID-19. Some additional refinements were required given the different implications of the COVID-19 epidemic however all teams have been very receptive and adjusted accordingly.
- Overall the W&S budget remains on target however sewerage Treatment is tracking ahead of YTD budget with additional costs incurred in transitioning operations back in house.

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.

March Summary:

<table>
<thead>
<tr>
<th>No of Incidents</th>
<th>Mechanism of injury</th>
<th>Injury Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>Vehicle Incident</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.
March 2020 Summary:

No Lost Time Injuries were sustained for the 2019/2020 financial year to date. The table above shows the Lost Time Injuries over previous years.

<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>Administration</td>
<td>0 0</td>
<td>0 0</td>
<td>0 0</td>
<td>0 0</td>
<td>0 0</td>
</tr>
<tr>
<td>Business Services</td>
<td>0 0</td>
<td>0 0</td>
<td>0 0</td>
<td>0 0</td>
<td>0 0</td>
</tr>
<tr>
<td>Water &amp; Sewerage Infrastructure Planning</td>
<td>0 0</td>
<td>0 0</td>
<td>0 0</td>
<td>0 0</td>
<td>0 0</td>
</tr>
<tr>
<td>Water Network</td>
<td>0 0</td>
<td>1 13</td>
<td>2 35</td>
<td>0 0</td>
<td>0 0</td>
</tr>
<tr>
<td>Water Treatment</td>
<td>0 0</td>
<td>0 0</td>
<td>0 0</td>
<td>0 0</td>
<td>0 0</td>
</tr>
<tr>
<td><strong>Water Services (total)</strong></td>
<td>0 0</td>
<td>1 13</td>
<td>2 35</td>
<td>0 0</td>
<td>0 0</td>
</tr>
</tbody>
</table>
### 2.1. Water and Wastewater Financial Fund Report

#### Financial Performance Report

**Period Covered:** 1 July 2019 to 31 March 2020

<table>
<thead>
<tr>
<th>Revised Budget</th>
<th>YTD Budget</th>
<th>YTD Actual</th>
<th>YTD Variance</th>
<th>YTD % Spent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Fund</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.01 - Commercial Infrastructure Management</td>
<td>(43,143,398)</td>
<td>(30,863,380)</td>
<td>(31,174,419)</td>
<td>(311,028) 101%</td>
</tr>
<tr>
<td>6.02 - Water &amp; Sewage Infrastructure Planning</td>
<td>853,612</td>
<td>660,100</td>
<td>590,144</td>
<td>(69,956) 89%</td>
</tr>
<tr>
<td>6.04 - Water Networks</td>
<td>6,697,110</td>
<td>4,851,222</td>
<td>4,875,088</td>
<td>23,866 100%</td>
</tr>
<tr>
<td>6.06 - Business Services</td>
<td>28,896,849</td>
<td>21,694,511</td>
<td>21,547,113</td>
<td>(147,398) 99%</td>
</tr>
<tr>
<td>6.07 - Water Treatment</td>
<td>4,944,462</td>
<td>3,718,199</td>
<td>3,728,643</td>
<td>10,444 100%</td>
</tr>
<tr>
<td><strong>Total Water Fund</strong></td>
<td>(1,751,366)</td>
<td>60,642</td>
<td>(433,430)</td>
<td>(494,072) (715%)</td>
</tr>
<tr>
<td>Sewerage Fund</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.01 - Commercial Infrastructure Management</td>
<td>(44,802,178)</td>
<td>(44,961,082)</td>
<td>(45,088,310)</td>
<td>(127,228) 100%</td>
</tr>
<tr>
<td>6.02 - Water &amp; Sewage Infrastructure Planning</td>
<td>929,925</td>
<td>595,377</td>
<td>512,539</td>
<td>(82,839) 86%</td>
</tr>
<tr>
<td>6.04 - Water Networks</td>
<td>5,592,628</td>
<td>4,090,043</td>
<td>4,115,980</td>
<td>25,937 101%</td>
</tr>
<tr>
<td>6.06 - Business Services</td>
<td>32,692,172</td>
<td>24,642,106</td>
<td>24,513,255</td>
<td>(128,852) 99%</td>
</tr>
<tr>
<td>6.07 - Water Treatment</td>
<td>7,308,924</td>
<td>5,595,745</td>
<td>6,106,487</td>
<td>510,742 109%</td>
</tr>
<tr>
<td><strong>Total Sewerage Fund</strong></td>
<td>1,721,472</td>
<td>(10,037,810)</td>
<td>(9,840,050)</td>
<td>197,761 98%</td>
</tr>
<tr>
<td><strong>Operating (surplus) / deficit</strong></td>
<td>(29,994)</td>
<td>(9,977,168)</td>
<td>(10,273,480)</td>
<td>(296,312) 103%</td>
</tr>
</tbody>
</table>

#### Revenue over Budget

- $13,000 from Plumbing Fees.
- Depreciation and Material and Services under Budget by $87,000 and $14,000 respectively.
- Revenue over Budget $228,000 from Trade Waste and Plumbing Fees.
- Material and Services over Budget by $102,000.
- Revenue under Budget $76,000 from External Lab Fees.
- Wages under Budget by $151,500.
- Material and Services are over Budget by $85,500.

#### Rates Revenue

- Over Budget $120,000. Wages are over Budget by $12,000 and Material and Services are under Budget by $27,000.

### 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.

March Summary:

A total of 394 Work Requests were received up to 31 March 2020; i.e. 356 Work Requests related to Water and 38 Work Requests related to Sewer. From those Work Requests, 328 Work Orders were generated for Water and 36 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 to 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).

February Summary:

298 Work Orders were generated up to 29 February 2020.

96% of these Work Orders were completed within the specified target 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).**

![Graph showing water requests closed](image)

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).**

![Chart showing works completed](image)

**February Summary:**

The number of Work Orders completed for the reporting period was 1,131. This includes 513 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.

March 2020 Summary:
The number of Estimates processed for customers during the reporting period was 46 with the average time taken to process requests being 8.91 days. The number of Estimated Works Completed during the reporting period was 18 with an average time taken to complete works in the field of 4.64 days.

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.

March Summary:
The number of Plumbing Applications approved for the period was 54 which is an increase from previous months. The Approval Turnaround Time was one day; 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>815</td>
<td>30</td>
<td>3</td>
</tr>
<tr>
<td>Mackay North</td>
<td>76</td>
<td>3</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>32</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>978</strong></td>
<td><strong>35</strong></td>
<td><strong>4</strong></td>
</tr>
</tbody>
</table>

March 2020 Summary:
Four new Trade Waste Approvals were provided to businesses after completion of the Trade Waste requirements. These businesses were in the following categories: three new businesses and one change of ownership.

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.

March Summary:
Fourteen Audits were conducted, and four approvals were issued.
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.

March Summary:
The number of sample batches registered during this period was 496 and the number of samples tested was 1,111. The total number of tests performed was 28,316 for the month.

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>Potential Leak Notifications Sent</th>
</tr>
</thead>
<tbody>
<tr>
<td>Email</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td>654</td>
</tr>
</tbody>
</table>
March 2020 Summary:
The number of new leaks identified during the period for residential customers was 2,228 and for non-residential customers was 449. This represents a decrease for both residential and 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 887 for residential customers and to 279 for non-residential customers. The number of leaks ceased during the period had decreased to 2,362 for residential customers and to 448 for non-residential customers.

March Summary:
The Average Leak Days (Current Leaks) identified during March 2020 has increased for both residential and non-residential customers. The difference between non-residential customers and residential customers for current leak days is 72 days. The Average Leak Days (Ceased Leaks) show that residential customers repair leaks within 12 days on average, whereas the non-residential customer takes an average of 18 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.

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.
March Summary:
There were 40 new registrations during March 2020 bringing the total number of myh2o registrations to 15,459 including property owners, tenants and real-estate agents.

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.

March Summary:
There was one Media Update and no Media Releases for the reporting period. There was a Media Response that thanked residents for binning their wet wipes and not putting them down the toilet.

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>
</tr>
</thead>
<tbody>
<tr>
<td>16 for <em>Only flush the three P’s</em></td>
</tr>
<tr>
<td>784 for <em>Bin the wipes to avoid blocked pipes</em></td>
</tr>
<tr>
<td>3 for <em>Make your garden plantastic</em></td>
</tr>
<tr>
<td>41 for <em>Only flush the three P’s (second posting)</em></td>
</tr>
</tbody>
</table>
Results of Customer Survey (January / February 2020)

Attitude of staff receiving request

- Percentage: 78.5%
- VERY GOOD: 21.4%
- GOOD: 0%
- FAIR: 0%
- POOR: 0%
- VERY POOR: 0%

Attitude of staff attending request

- Percentage: 84.2%
- VERY GOOD: 15.8%
- GOOD: 2.4%
- FAIR: 0%
- POOR: 0%
- VERY POOR: 0%

Time taken to address request

- Percentage: 75.6%
- VERY GOOD: 12.2%
- GOOD: 12.2%
- FAIR: 0%
- POOR: 0%
- VERY POOR: 0%

Appearance of completed work

- Percentage: 65.9%
- VERY GOOD: 29.3%
- GOOD: 2.4%
- FAIR: 2.4%
- POOR: 0%
- VERY POOR: 0%

Degree work addresses request

- Percentage: 73.2%
- VERY GOOD: 24.4%
- GOOD: 0%
- FAIR: 0%
- POOR: 2.4%
- VERY POOR: 0%

Overall satisfaction with response

- Percentage: 78.0%
- VERY GOOD: 19.5%
- GOOD: 0%
- FAIR: 2.4%
- POOR: 0%
- VERY POOR: 0%

Representative Comments

- Same day can't beat that
- Within 3hrs of request
- Helpful and polite
- Prompt
- Good job
- Fast, efficient, friendly
- Council workers were very helpful & pleasant whilst doing their job professionally.
- Thank you for a job well done
- Keep up the good work.
- the leak itself is rectified but ensuring rut is a safety hazard
- Everyone was kind helpful and efficient. Couldn't be happier with the service. Thank you

Trends

Overall rating trends

- Target
- 2017
- 2018
- 2019
- 2020
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 Summary:

Mirani Weir, Marian Weir and Dumbleton Weir are all above 100% capacity. Teemburra Dam is at 99% capacity with Middle Creek Dam and Peter Faust Dam sitting at 90% and 71% 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).

March Summary:

Water consumption for Mackay, Sarina and Marian/Mirani communities indicates a decrease from February 2020 to the March 2020 period.

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.

February Summary:

All drinking water tests were compliant against the health targets of the ADWG during February 2020.
February Summary:
There were eight aesthetic parameter samples above the recommended aesthetic ADWG levels for February 2020. Six were for hardness (i.e. hardness level above 200 mg/L) recorded at Calen-Kolijo (281 mg/L), Eton (206 mg/L) and Koumala (376 mg/L) Water Supply Schemes and two for sodium.

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 Summary:
All wastewater tests were compliant at the time of reporting except for 2 faecal coliform breaches both on 9 March 2020; i.e. one at Mackay North Water Recycling Facility (MNWRF) and one at Mackay South Water Recycling Facility (MSWRF). It should be noted, however, the release limits for both of these breaches did not apply as the plants were bypassing (due to wet weather flows) at the time of reporting.

5.3. Regulator Reporting
There were no incidents that required reporting to the Department of Environment and Science (DES), the Environmental Regulator, during March 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.

**March Summary:**

37 new devices were registered, 2 devices decommissioned, and 149 tests were processed on backflow devices for March 2020. 27 of the new devices registered were from the Ozcare development.