

## **Executive Summary: Water and Waste Services Performance Management Report May 2011**

Continued dry weather throughout May has allowed significant progress on capital projects throughout the region. A significant milestone at the Nebo Rd Water Treatment Plant was achieved with the plant entering the process proving period. Close out works including roadways will progress over the next month with demobilization from site scheduled for Mid July.

Construction is progressing on the works for Cell 2 at Hogan's Pocket. Works was focused on clearing of the site and construction of sediment dams.

Water Services met on two occasions throughout the month with DERM to discuss ways to improve the efficiency of environmental approvals with the aim of reducing the cost to serve for the community. A future workshop is scheduled for June.

Constructive collaboration with the CTM Water Alliance was undertaken during the month. Officers have collaborated on a response to DERM regarding Development Approvals for Sewage Pump Stations. Further officers are working on joint electrical standards for sewage pump stations switchboards.

### **Director Water and Waste Services**

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**Performance Management Report  
May 2011**

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# 1 **BUSINESS SERVICES**

## 1.1 **Finance**

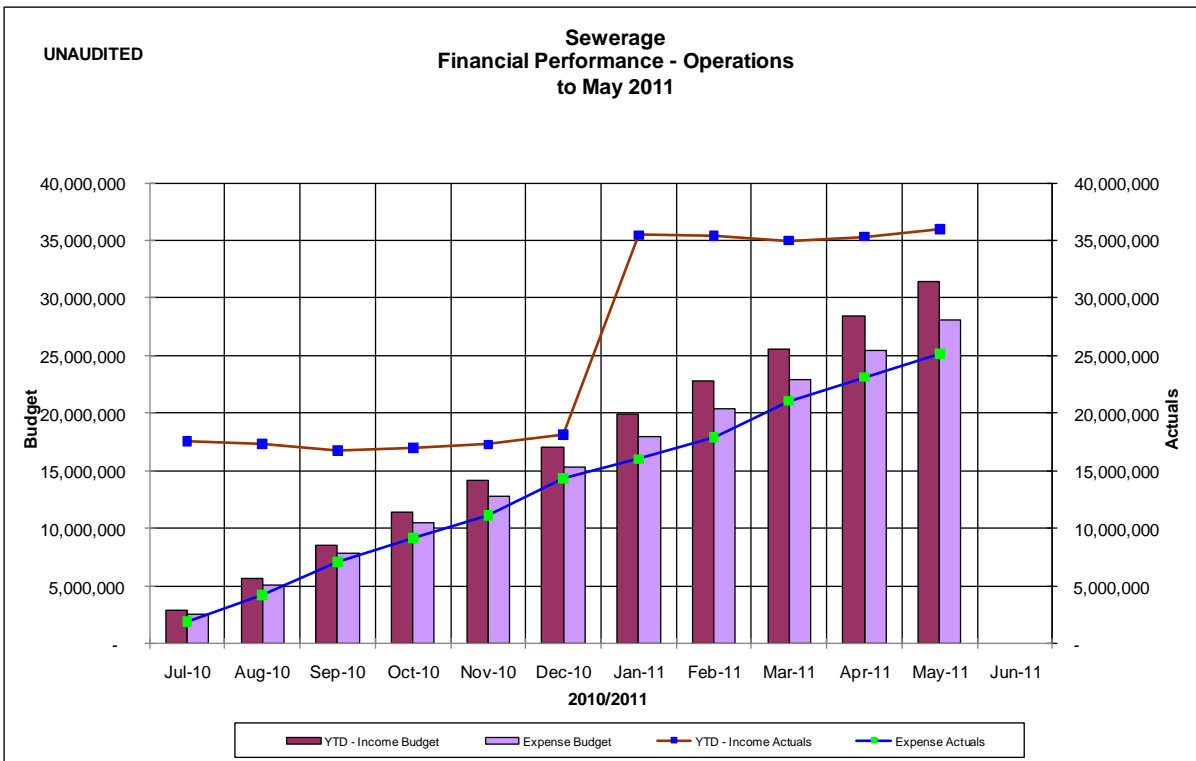
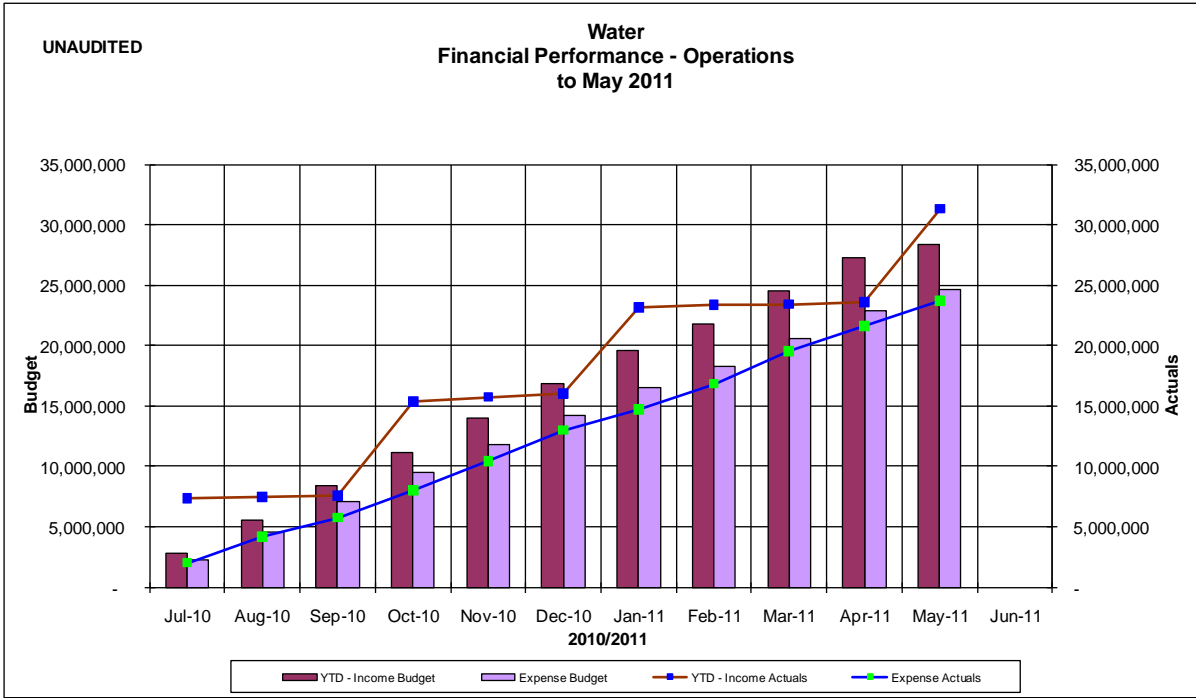
The financial performance figures for Water and Waste Services Business Units will be included in the Executive Monthly Financial Report, produced by the Corporate Services department.

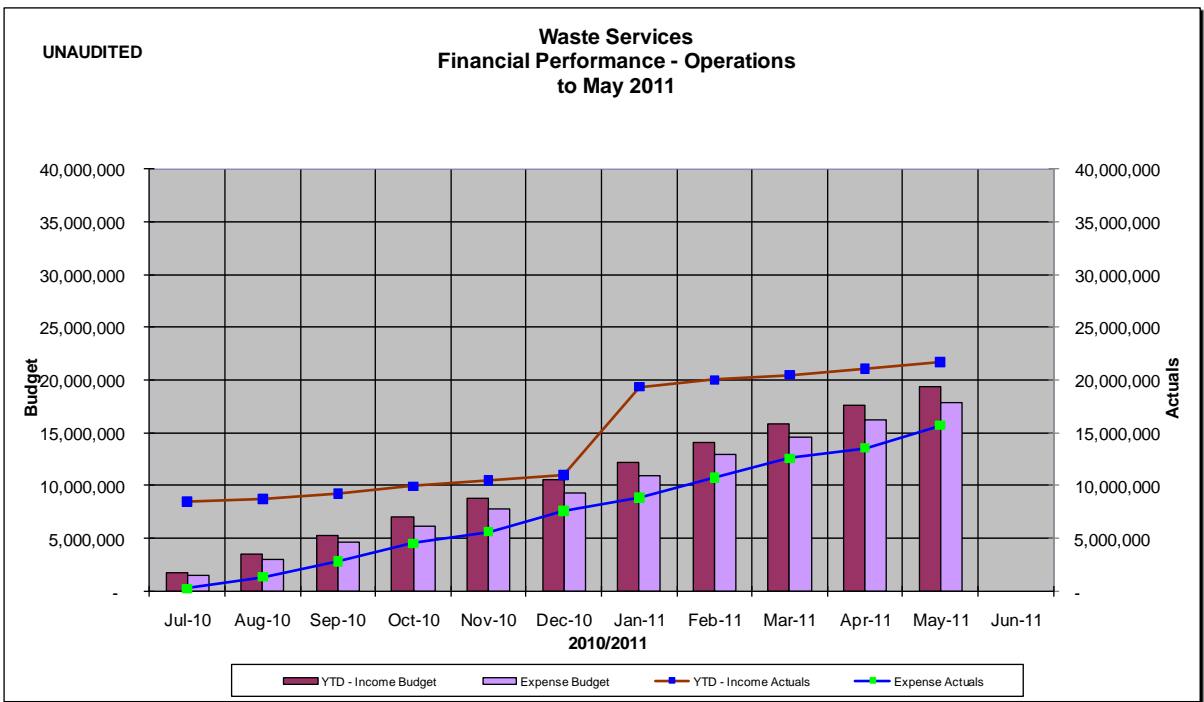
### Financial Performance of Individual Business Unit Areas

Performance Area	10/11 Budget			Actual + Commit.	Comment
	Original	Revised	YTD		
<b>Water</b>					
Revenue	33,559,2 52	30,903,2 52	28,327,9 81	31,321,4 41	
Expenditure	27,203,4 74	26,890,6 67	24,649,7 78	23,691,8 42	
<b>Wastewater</b>					
Revenue	34,123,3 18	34,237,4 39	31,384,3 19	35,989,3 40	
Expenditure	30,389,0 41	30,654,3 91	28,099,8 58	25,124,1 08	
<b>Waste</b>					
Revenue	20,965,8 26	21,089,1 29	19,331,7 02	21,687,6 61	
Expenditure	18,338,0 57	19,467,6 65	17,845,3 60	15,723,2 17	

Performance Area	10/11 Budget			Actual + Commit.	Comment
	Original	Revised	YTD		
Recoverable Works					
Sewerage	-56,085	73,915	67,756	-39,673	
Water	-279,239	-279,239	-255,969	-249,687	
CCTV	62,394	32,394	29,694	-31,747	
Bulk Water Sales	-385,987	-385,987	-353,821	-289,298	
Plumbing Inspections	-274,830	-323,182	-296,250	-418,570	
Trade Waste	-853,879	-903,879	-828,556	- 1,401,07 2	
Lab Services	45,676	45,676	41,676	228,449	
Sewer Modelling	106,885	86,936	79,691	0	
Water Modelling	107,198	107,961	98,964	288	

The Revenue and Expense information is graphically displayed below.





## 1.2 Customer Service

### Customer Service Requests

A summary of the customer requests that have been received through the pathways system for the month are detailed in the table below:

<b>Monthly Report May 2011</b>							
<b>Customer Request System - Pathways</b>							
	Apr-11	May-11	TOTALS - YTD 20102011				
<b>Statistics for Water</b>							
Request Category	Total Request	Ordinary Request	Call-Out Request	Total Request	Total Ordinary Request Y-T-D	Total Call-Out Requests Y-T-D	Total Requests Y-T-D
Fire Hydrant or Service Valve Damaged/Leaking	16	12	6	18	80	31	111
Water Service - Backflow Prevention Devices		1	-	1	8	-	8
Water Main - Broken/Leaking	29	8	12	20	136	134	270
Water Main - Replacement					4	9	13
Water Meter - Broken/Leaking	149	85	34	119	1,041	272	1,313
Water Miscellaneous	20	22	2	24	193	24	217
No Water	6	1	4	5	42	56	98
Low Water Pressure	5	7	2	9	59	8	67
Dirty Water / Cloudy Water	8	4	-	4	52	13	65
Water Odour/Taste/Smell		2	-	2	18	5	23
Public Amenities	10	21	1	22	185	9	194
Repair Park & Rec facilities - exclude public amenity	2	2	2	4	10	4	14
Water meter rewasher or leaky stopcock	17	23	1	24	197	25	222
Water Service Broken/Leaking	119	112	14	126	673	186	859
Water Service Replacement					2	-	2
Water Service - Subsidence in Ground					-	-	-
MRC Community Hall Repairs					1	2	3
Repair to MRC Pensioner Cottage					13	-	13
Alleged Breach of Water Restrictions					5	-	5
Water Leak	1	1	-	1	7	-	7
Drinking Fountains	1	1	-	1	18	2	20
<b>WATER TOTAL</b>	<b>383</b>	<b>302</b>	<b>78</b>	<b>380</b>	<b>2,744</b>	<b>780</b>	<b>3,524</b>
<b>Statistics for Sewer</b>							
Broken Manhole		3	-	3	15	5	20
Building Over Sewer Enquiries					-	-	-
Hit through sewer pipe / Breaks	1	-	1	1	-	2	2
Sewer Miscellaneous	7	2	2	4	83	27	110
Sewerage Overflows/Spillage	15	1	2	3	92	45	137
Public Toilets					-	-	-
Pump Station Faults					-	-	-
Sewerage Blockage	7	10	5	15	112	58	170
Sewerage Smell		3	1	4	19	3	22
Subsidence in Ground	8	4	-	4	35	4	39
Copies of Plans & Sewer Plans & Depths	65	85	-	85	828	1	829
<b>SEWER TOTAL</b>	<b>103</b>	<b>108</b>	<b>11</b>	<b>119</b>	<b>1,184</b>	<b>145</b>	<b>1,329</b>
<b>GRAND TOTAL</b>	<b>486</b>	<b>410</b>	<b>89</b>	<b>499</b>	<b>3,928</b>	<b>925</b>	<b>4,853</b>

Other Customer Service Activities:

Item	No.
Water Restriction Exemptions Processes	-
Rebate Applications Processes	1
Water Restriction Enquiries Received	3
Inflow/Infiltration Enquiries Received	1
Trade Waste Enquiries Received	26
Backflow Enquiries Received	20

Water Meter Applications

A summary of the water meter applications that have been processed are detailed in the table below:

Water Meter Applications for period ended 31 May 2011

	Applications Lodged				Applications Finalised				Applications Outstanding			
	20 mm	25 mm	>25 mm	Total	20 mm	25 mm	>25 mm	Total	20 mm	25 mm	>25 mm	YTD
Bal b/f 09/10				0				0	13	0	0	13
Jul-10	62	0	7	69	61	0	6	67	14	0	1	15
Aug-10	62	0	6	68	59	0	6	65	17	0	1	18
Sep-10	61	0	2	63	56	0	1	57	22	0	2	24
Oct-10	55	0	3	58	51	0	3	54	26	0	2	28
Nov-10	54	0	13	67	53	0	13	66	27	0	2	29
Dec-10	38	0	3	41	34	0	3	37	31	0	2	33
Jan-11	21	0	8	29	20	0	8	28	32	0	2	34
Feb-11	50	0	6	56	49	0	6	55	33	0	2	35
Mar-11	49	0	12	61	47	0	11	58	35	0	3	38
Apr-11	63	0	2	65	57	0	2	59	41	0	3	44
May-11	61	0	7	68	27	0	3	30	75	0	7	82
<b>Total 10/11</b>	<b>576</b>	<b>0</b>	<b>69</b>	<b>645</b>	<b>514</b>	<b>0</b>	<b>62</b>	<b>576</b>	<b>75</b>	<b>0</b>	<b>7</b>	<b>82</b>

## Backflow Licensing

<b>May 2011</b>	<b>Month</b>	<b>YTD</b>
Active Devices (start of F/Year)		
New Devices Registered	21	
Total Devices		2430
Tested by Council Plumber	87	
Tested by Private Plumber	170	
Total Tested	257	
Overdue for Testing to 31/05/2011		750
Testing Notices Sent out	86	
License Fees Invoiced	-	\$129,056
Outstanding License Fees		\$129,056

- Note fees where invoiced at the end of the month therefore non have been paid for the month.

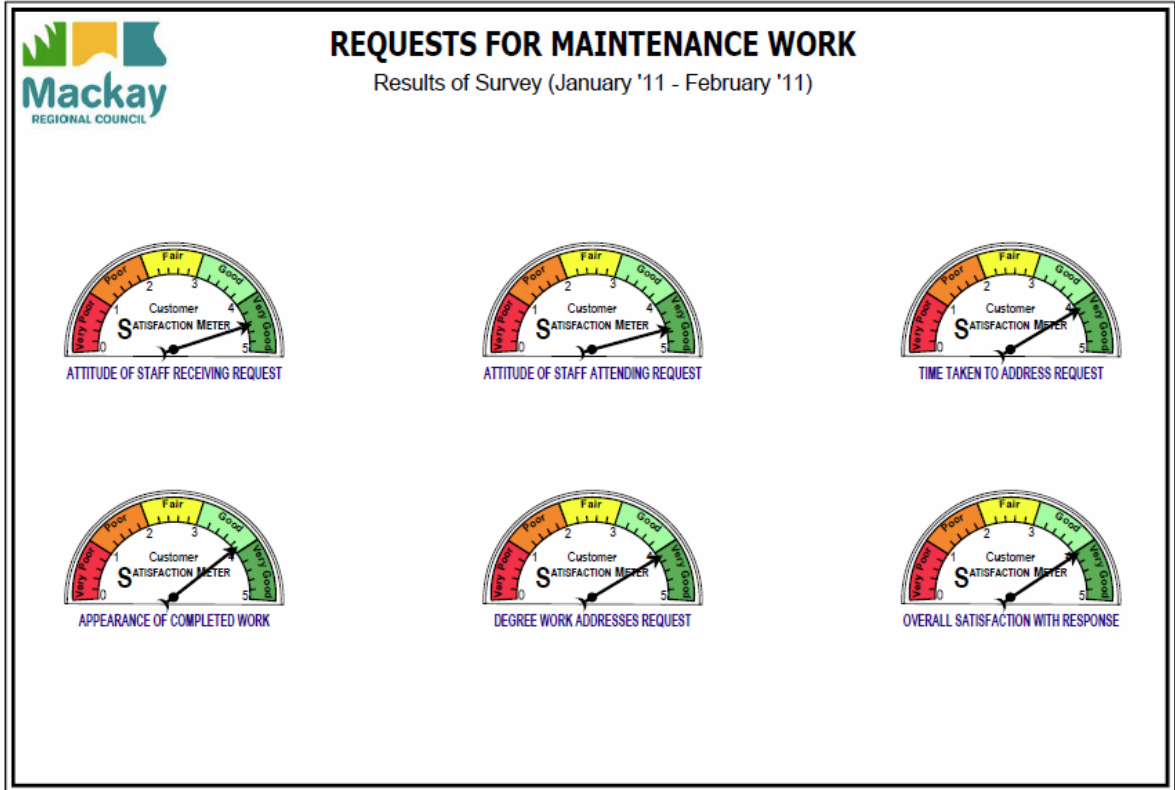
The following actions have been undertaken with respect to backflow Licensing for the month.

- Finalised Backflow Annual Licence Renewals.
  - Posted 2007 Annual Licence Renewals on 2 June 2011.
  - External backflow plumbers still testing backflow devices.
  - Ongoing auditing of premises for backflow registration and testing.
  - Drafting of a final backflow testing notice has been completed.
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## Customer Satisfaction Survey Results

The following customer service survey results were obtained for the month.

WATER & WASTE SERVICES - Water Services



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WATER & WASTE SERVICES - Water Services



Tuesday, May 03, 2011 © Mackay Regional Council

### 1.3 Human Resource Management

The following training has been undertaken.

<b>Course Name</b>	<b>No.*</b>
<b>Compulsory Training</b>	
Bedford Rd Induction	
MRC Induction	31
Harassment / Discrimination	10
CPR	1
Apply First Aid	4
MUTCD Traffic Management	32
<b>Professional Development</b>	
Diploma Of Local Gov Administration	1
Principal Plumbers Meeting	2
<b>Safe Plan Take 5 Training by Supervisors/ Managers</b>	
SP 1.1 WH&S Management Systems	8
SP 2.8.1 Issue Resolution	56
SP 3.3.1 First Aid Management	30
SP 5.1.1 WH&S Training	31
SP 3.7.1 Purchasing Requirements	32
SP 3.8.1 Contractor Controls	15

*\*Numbers only as available from Chris 21 - 2 June 2011*

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## 1.4 Work Place Health & Safety

Incident Reports:

<b>Incident Type</b>	<b>No.</b>
No Time Lost (NTL)	2
Medically Treated Injury (MTI)	0
Lost Time Injury (LTI)	0
Non Injury Incident (NII) - Near Miss	2
Public Incident	0
Contractor (non staff)	1

Safety cultural change was supported through:

- In-house refresher training on the use and management of WWS Work Method Statements has been undertaken
- In-house refresher training for Hazard Risk & Control was offered
- Amended / revised WWS Work Method Statement books issued
- Ongoing coaching / training of new admin staff and supervisors regarding the effective management and recording of TBTs
- Deliver Bedford Rd Induction to new employees
- Training and ongoing coaching delivered to supervisors and management regarding Hazard Inspections, Monthly Action Plans and Take 5 delivery
- SafePlan liaison role to assist supervisors achieve mandatory Monthly Action Plans
- Data entry for SafePlan MAPs
- All areas of WWS now on-line for SafePlan
- Gas detector instrument training to familiarise staff and outline management and care of the new fleet for all relevant staff

## 1.5 Systems and Processes

### IT Projects

- Ongoing discussions on Asset Management System
- Provide requirements for Incident Management System to Consultant hired by MRC

## 1.6 Governance

- Continued discussion on the commercialization process and new governance structure with Consultants
  - Two revised policies will be placed before Council for Adoption next month.
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## 1.7 Communication

The following key activities have occurred in relation to communication and promotion of the water business for the month.

- Directorate Promotion:
  - MRC website updated with the following information:
    - Water usage stats
    - Water interruption notices
  - Arranged for the brochure 'Plumbing and Drainage Responsibilities' to be inserted into the water bills along with a water saving tip.
  - Press releases were prepared for the following:
    - NATA Accreditation awarded to laboratory
    - Alliance wins award
  - Prepared promotional materials for upcoming event 'Eco Expo' - held at Queens Park on Sunday, June 5, 2011.
  - Prepared National Water Week poster competition promotional material.
  - Formatted existing Water Services forms into updated template.
- Communication Plans:
  - Trade waste – follow up advertising campaign commenced on the 16/01/11 and will run through to the 30/06/11. The campaign consists of television and radio advertisements.
  - Inflow and infiltration – draft strategy was prepared for follow up communication on overflow issues following the wet.
  - Remote water metering - draft strategy was prepared to communicate to the upcoming trial area. The strategy consists of a press release, brochure and survey.
  - Issued final community consultation strategy for the SWRF
- Education:
  - The following water education program sessions were held during April:

School	Visit Type	Sessions	Students
Eimeo State Primary School	Classroom	5	131
<b>Total</b>		<b>5</b>	<b>131</b>

- Promoted the Water Education Program at a teacher's professional development day attended by 22 teachers from around the region.
- Internal Communication:
  - January – June edition of internal WWS newsletter 'The Resource' was issued.
  - Submitted articles and water and recycling tips to Grapevine.

## 1.8 Scientific and Analytical Services (SAS)

### Monitoring Program

In May, SAS has developed a Receiving Environment Monitoring Plan (REMP), and Controlled Effluent Release Monitoring Plan (CERMP) for Bakers Creek as part of the

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license obligations for the MSWRF, and the Transitional Environmental Plan (TEP) on this facility.

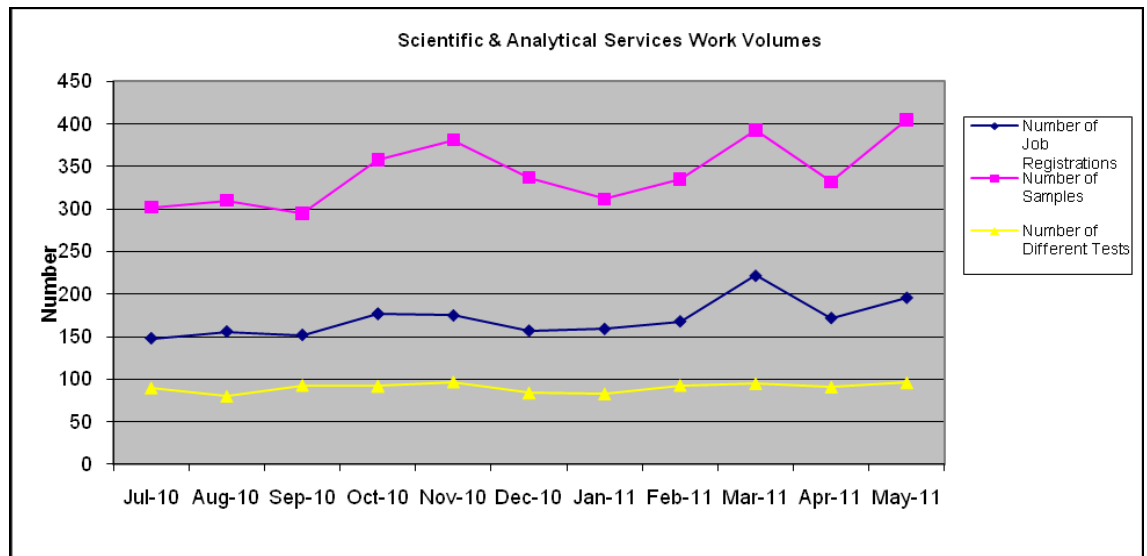
Laboratory Performance Statistics:

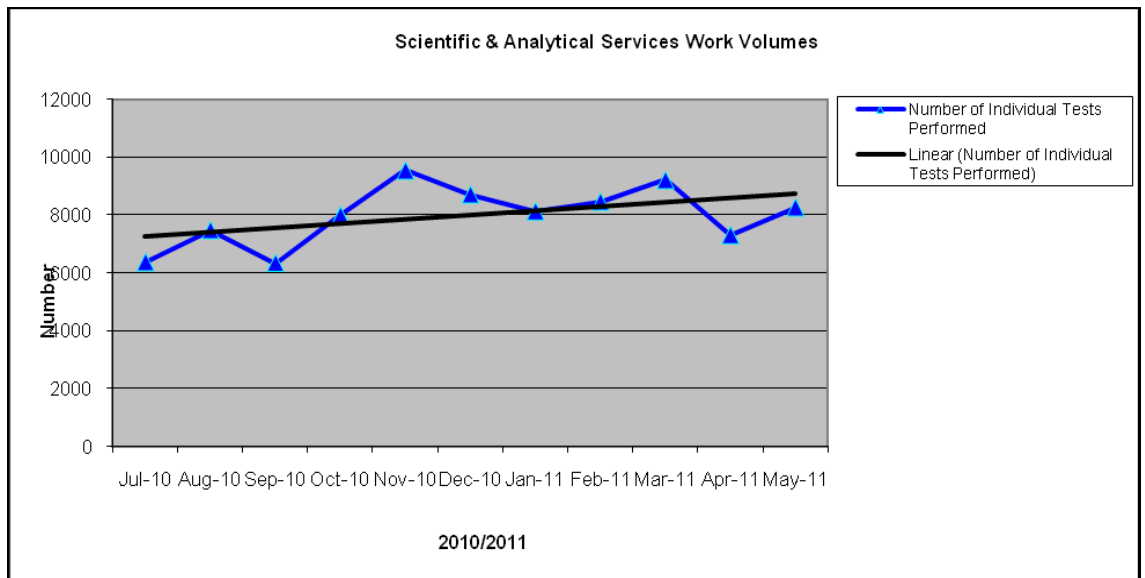
KPI	This Month	12 M-to-Date	Target
Registrations	196	2001	167
Samples	405	3933	328
Test Types	96	128	95
Individual Tests Performed	8264	90052	7504
Clients	27	38	25

Registration:

Customer	No.
Water & Sewerage	162
Waste	8
Other Council Departments	4
External Clients	22

The following graph details the number of tests performed by the laboratory over time:





### NATA accreditation

The NATA accreditation process for biology is still ongoing. The NATA Accreditation Advisory Committee reviewed the lead assessor's findings and submissions and came back with a further information request. This information was provided and the submission has gone back to the committee for final approval.

## **2 PLANNING AND SUSTAINABILITY**

Activity No.	Project / Activity	Status	Critical Issues
<b>1. Strategic Asset Management</b>			
1.1	Capture of Asset data	As Constructed data for Marian & Mirani Sewers have been received allowing the start of data Capture. Data cleanup is in progress for North Mackay Water Network.	Mirani Cadastre is to be surveyed. Corporate GIS capture and Asset capture in progress.
1.2	Inflow and Infiltration Strategy for entire MRC Region	The I/I crews have been mobilized to Marian to progress smoke testing and leak detection.	The progress of the smoke testing is reliant on ongoing fine weather.

Activity No.	Project / Activity	Status	Critical Issues
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## 2. Strategic Infrastructure Planning

2.1	Sewerage Strategy Report for Mackay City	Following an internal review work is temporarily suspended in order to review planning population growth assumptions and fast track a separate initiative for the Marian/Mirani/Sarina PIP review. Council presentation date is to be reforecast.	The accuracy of the master planning is highly reliant on accurate population assessments and forecasts.
2.2	Regional Water Supply Report	Consultant is appointed and work is underway. Draft report for Koumala completed.	Scope of works has increased markedly over that anticipated. Best estimate of completion is currently October 2011.
2.3	Demand Management	A District Metered Area planning project has commenced. 34 concept DMA's have been identified. 7 have been selected for further investigation.	
2.4	Water Supply Planning Report for Mirani and Marian	A range of options are being investigated for reducing the capital cost for the future Mirani / Marian Water supplies.	Identification of a suitable off-take position and type.
2.5	Upgrade of Mirani WWTP	Design work has commenced.	
2.6	10 Year Capital Plan	Ongoing development of priorities based on growth and asset performance. Projects for next year are under assessment for works requirements and detailed briefs are being	Balancing defined unexpected severe financial constraints with desired levels of service and increased risk. Complexity of modeling

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Activity No.	Project / Activity	Status	Critical Issues
		developed.	the plethora of permutations for forecasting long term impacts.

### **3. Detailed Infrastructure Planning**

3.1	Implementation of planning activities associated with Year 1 Capital Plan	Consultants will assist in completing business cases. This is an ongoing process.	The funding uncertainty associated with the 20yr capital plan and recently emergent priorities.
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### **4. Development Assessment**

4.1	Development Approvals - Planning	Ongoing input into development approvals and operational works reports as required. Additional resource now appointed to assist in timely provision of advice.	Complications posed by possible new Developments occurring outside of the PIA approval areas.
4.2	Development Approvals - Compliance	Liaison with Engineering Services is ongoing to ensure consistent development approvals and acceptance of assets. Draft Service Level Agreement in progress.	

### **5. Policy & Standards**

5.1	Review of Water Services engineering guidelines, planning policies and standard drawings	Local resources engaged to update some standard plans. Standards & Specifications for proposed District Metered Areas are being developed in April and May and will be finalized in June.	
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### 3 INFRASTRUCTURE DELIVERY













#### *Summary of Water Services Current Capital Program*









The following table summarises key projects in the Water Infrastructure Delivery budget for 2010 / 2011.

#### **Water Projects**

Legend	
On track	
Of concern	
Not on track	

Project	Status	Budget	Time	Comments
Boundary Rd (Bruce Highway – Rainlovers St.)	Construction			Contractor has re-established on site Programme for Water and Sewer works not yet finalised
Critical Issues	<ul style="list-style-type: none"> <li>Under bore of Bruce Highway</li> <li>2010/11 under spend due to wet weather delays</li> </ul>			
WMR Connors Rd, Paget	Construction			Interface with Ergon assets that are not in their correct alignment continues to impact progress.
Critical Issues	<ul style="list-style-type: none"> <li>Existing services and interfaces with pipe route for safe access for construction and maintenance activities</li> </ul>			
Sarina WTP Chlorination Unit	Construction			Site works complete. Chlorine dosing units to be relocated.
Critical Issues	<ul style="list-style-type: none"> <li>Installation of chlorine dosing unit</li> </ul>			
Nebo Rd WTP Upgrade	Construction			Upgraded plant undergoing performance proving in accordance with commissioning plan. Internal road works and stormwater drainage are underway. Physical works expected to be essentially complete by end of June 2011. Landscaping works commenced.
Critical Issues	<ul style="list-style-type: none"> <li>Sludge handling facility still requires some refinement</li> </ul>			
Dumbleton Raw Water Trunk Main and Pump Station	Planning / Design			Interim upgrade implementation plan development in progress. Design complete and TOC report to be presented in June.
Critical Issues	<ul style="list-style-type: none"> <li>Geotech investigation for thrust blocks and valve constraint concerns ongoing to be complete this month</li> <li>Negotiations for Sunwater parcel of land ongoing.</li> <li>Detailed estimate for construction of works received, higher than preliminary budget.</li> </ul>			
Marian	Procurement			Booster pump station and rising

Project	Status	Budget	Time	Comments
Augmentation	/ Construction			main construction works commenced. Internal network upgrade works substantially complete. 150dia main from Marcam to Staytes Road tender evaluation in progress. Fabrication of switchboard and booster pumpset in progress
Critical Issues:	<ul style="list-style-type: none"> <li>Booster pump control interface with switchboard to be resolved</li> <li>Physical impediment to proposed underbore at Daly St / Anzac Ave intersection, negotiating with QTMR for open cut trenching</li> </ul>			
Mirani Augmentation	Design			Civil / structural plan work complete, Finalisation of design electrical documentation in progress.
Critical Issues	<ul style="list-style-type: none"> <li>Functional control specification to be finalised</li> </ul>			
South Mackay Trunk Main	Construction			Work in progress, though high water table delaying under bores. Clash with Telstra on Cooks Lane being addressed.
Critical Issues	<ul style="list-style-type: none"> <li>Wet ground conditions delaying thrust bores</li> <li>Telstra relocation required</li> </ul>			
Reservoir Chlorination System	Planning			Mt Basset and Shoal Pt identified as locations for supplementary dosing. Concept arrangement of physical works finalised. Budget price received from supplier
Critical Issues	<ul style="list-style-type: none"> <li>Electrical supply to sites</li> </ul>			
Shakespeare St	Procurement / Construction			150mm dia main works recommenced and night works in progress for works at Milton St crossing. 300mm dia main pipe being tendered.
Critical Issues	<ul style="list-style-type: none"> <li>Interface with existing services at Milton St impacting progress of 150mm main</li> <li>300mm main out to tender</li> </ul>			
Bruce Highway (Stockroute Rd Intersection)	Procurement			Water Mains Schedule and specification issued to QTMR for inclusion in Tender. Delivery of Principal supplied RCP envelopers complete.
Critical Issues	<ul style="list-style-type: none"> <li>2010/11 Under spend due to QTMR delays in tendering works, further delayed with MRC request to combine Connors Rd in construction package</li> </ul>			

Project	Status	Budget	Time	Comments
Digitisation of Telemetry	Procurement / Construction			MWS review of Clear SCADA implementation proposals outstanding
Critical Issues	<ul style="list-style-type: none"> <li>• Technical specification for the implementation of the Mirani telemetry network, including radio survey, to be tendered</li> <li>• Integrated of Mackay network onto ClearScada to provide capacity for development</li> <li>• Electrical / control resources to assist with scoping and implementation works</li> </ul>			
Nebo Rd Fluoridisation	Commissioned			Final subsidy claim to be submitted.
Critical Issues	<ul style="list-style-type: none"> <li>• Finalisation of documentation for completion of project report.</li> <li>• Costs to be finalised for submission of final subsidy claim.</li> </ul>			
Sarina Water Supply Main	Commissioned			Wet ground conditions delaying completion of outstanding minor works
Critical Issues	<ul style="list-style-type: none"> <li>• Finalisation of subsidy claim</li> </ul>			
Nebo Road Trunk Main Replacement	Planning			Service location and potholing programme complete. Design work in progress
Critical Issues	<ul style="list-style-type: none"> <li>•</li> </ul>			

## 4 OPERATIONS

### 4.1 Water Treatment System Performance

The capital works program at Nebo Rd WTP is approaching completion with commissioning complete for most of the major items of plant. Construction of the roadworks for the site is expected to be completed in the second week of June and construction demobilization scheduled for mid July.

The Chemical and Dewatering Buildings at Nebo Road WTP are complete and the commissioning team is currently involved in process proving. Caustic and PAC rooms are complete as well as the switch room. The footpaths for all new structures are complete. All roofing has been completed. The River Water Dosing Tank (RWDT) is complete. Walkways on the tanks have been completed. RWDT commissioning is complete.

The filter and dewatering electrical boards are in place and the electrical fit out is complete with the main switchboard and the chemical dosing switchboard both in place. The clarifier blowdown pipe work is complete and in operation, undergoing process proving.

Construction of the sludge thickener tank, thickened sludge tank, and the wash water tank is complete. The pipe work associated with these tanks is complete and commissioning is complete.

The wash water tank and associated pumps and pipes are complete.

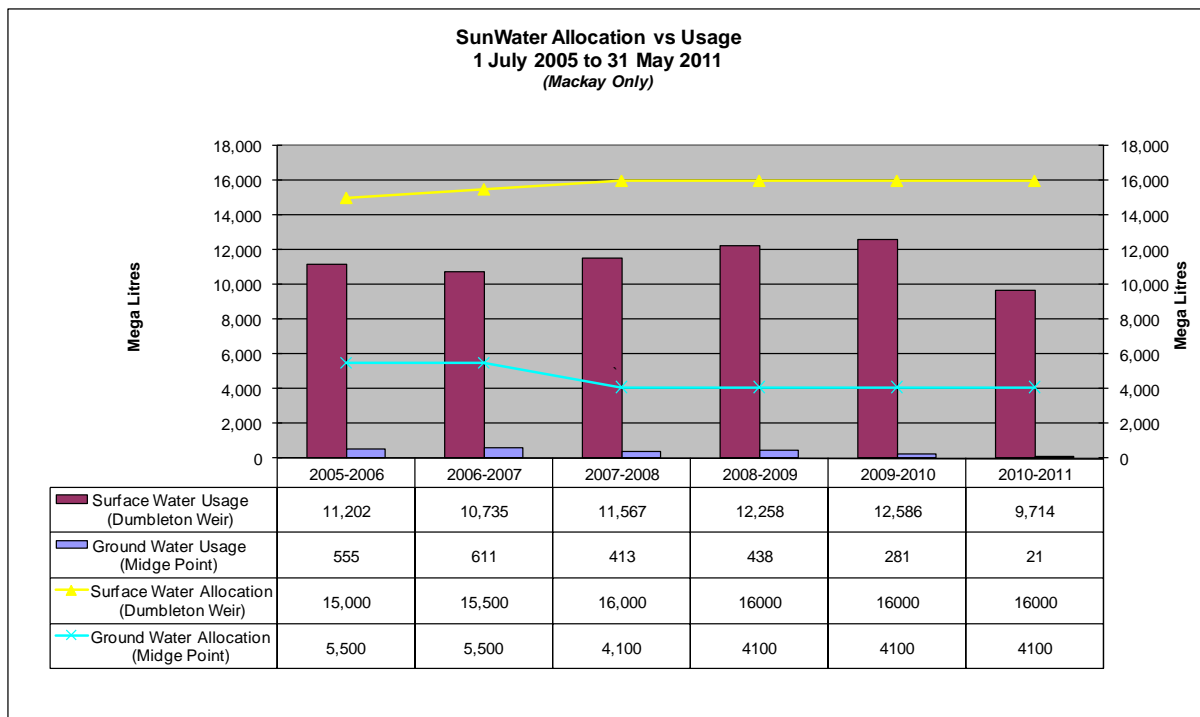
The Small Community Fluoride package plants at Sarina WTP and Marwood Bores Pump Station are undergoing optimisation.

Dam levels in the region remain high as summarised below, with the wet season rain added to by intermittent extreme rain events replenishing the Dumbleton and Mirani bulk water supplies.

### Water Storage Levels

AS AT 31 MAY 2011			
Weir / Dam	Current Volume (ML)	Capacity (ML)	%age
Mirani Weir	2950	4660	63
Marian Weir	3980	3980	100
Dumbleton Weir	6320	8840	71
Middle Creek Dam	1486	1486	100
Peter Faust Dam	491400	491400	100
Teemburra Dam	147500	147500	100

A summary of the water use against SunWater allocations is detailed in the figure below.



### Mackay (Nebo Rd) Water Supply Summary

Water consumption in May has remained constant with the average consumption being 29 ML/d. Annual consumption was forecast at approximately 14,000 ML. This will be within the available SunWater allocation of 16,000 ML. There has been no groundwater usage from the Nebo Rd bores.

### **Water Source Performance Summary**

	<b>Allocation (ML/year)</b>	<b>May Consumption (ML)</b>	<b>April Consumption (ML)</b>	<b>March Consumption (ML)</b>	<b>Year to Date Consumption (10/11) (ML)</b>
Dumbleton Weir	16000	915	856	856	10009
Mackay Bores	5500	0	2	14	83

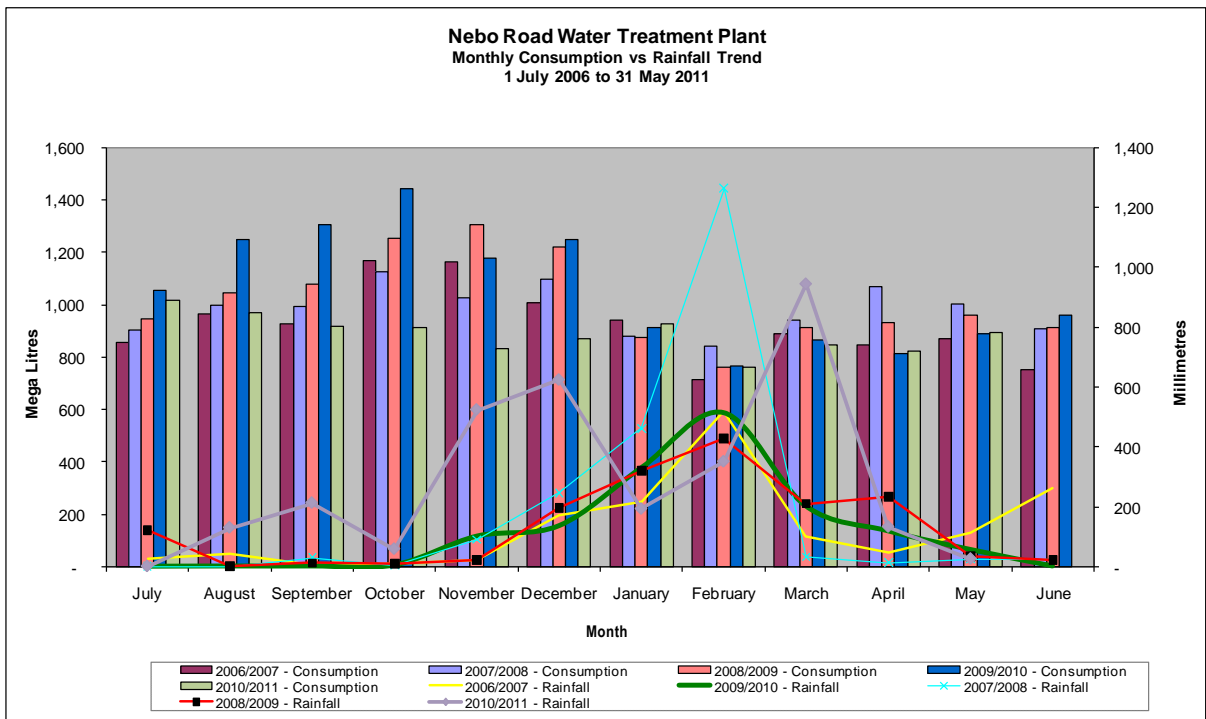
### **Water Consumption Performance Summary**

	<b>May</b>	<b>April</b>	<b>March</b>
Monthly Water Consumption (ML)	894	823	848
Average Daily Water Consumption (ML)	29	27	27
Maximum Daily Water Consumption (ML)	35	31	40
Average Water Consumption *(Litres per Equivalent Person per Day)*	264	245	249
Rainfall (mm)	25	132	943

\* Based on an estimated equivalent population of 110,000 Treatment Plant capacity to approximately 50 ML/day

Consumption trends for the last three months have remained relatively constant due to extreme rainfall events throughout November and through to March resulting in the daily average remaining relatively constant.

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### Sarina and Beaches Water Supply Summary

A summary of the water supplied to Sarina and the surrounding communities is detailed below.

### **Water Source Performance Summary**

	Allocation (ML/year)	May (10/11) Consumption (ML)	April (10/11) Consumption (ML)	March (10/11) Consumption (ML)	Year to Date Consumption (10/11) (ML)
Mt Blarney WTP (Plane Creek)	N/A	29.2	36.7	17.6	285.2
Sarina Bores	200	4.5	6.4	19.4	159.5
Marwood Bores	350	31.7	34.6	31.0	342.5
Bally Keel Bore	150	4.0	6.7	6.6	79.9
Armstrong Beach Bore		2.3	2.5	2.1	28.4

## Water Consumption Performance Summary

	May	April	March
Monthly Water Consumption (ML)	71.7	86.9	76.7
Average Daily Water Consumption (ML)	2.3	2.9	2.47
Average Water Consumption *(Litres per Equivalent Person)	257	322	274
Rainfall (mm)	0	198	656

\* Based on an estimated equivalent population of 9,000. This population estimate has undergone some review. Further review will be undertaken following recommendations made from the Council Population Working Group which met in May.

### Pioneer Valley Water Supply Summary

Demand has increased marginally in all areas due to the dry weather.

## Water Source Performance Summary

	Allocation (ML/year)	May (10/11) Consumption (ML)	April (10/11) Consumption (ML)	March (10/11) Consumption (ML)	Year to Date Consumption (10/11) (ML)
Mirani Bore	100	8.4	6.8	6.5	77.42
Marian Bore	95	18.5	16.3	14.8	177.38
Pinnacle / Garget	60	3.1	1.3	2.6	20.28
Finch Hatton	46	2.8	2.3	2.2	26.04

\*A seasonal allocation of 80ML has been transferred from a local farmer to increase allocation to 175ML.

## Water Consumption Performance Summary

	May	April	March
Monthly Water Consumption (ML)	32.8	26.7	26.1
Average Daily Water Consumption (ML)	1.06	0.89	0.84
Average Water Consumption (Litres per Equivalent Person)	284	238	225
Rainfall (mm)	32	110	838.5

\*Based on an estimated equivalent population of 3,730 EP

## Remote Water Treatment Sites Performance

A summary of the water supplied to the remote sites is detailed below.

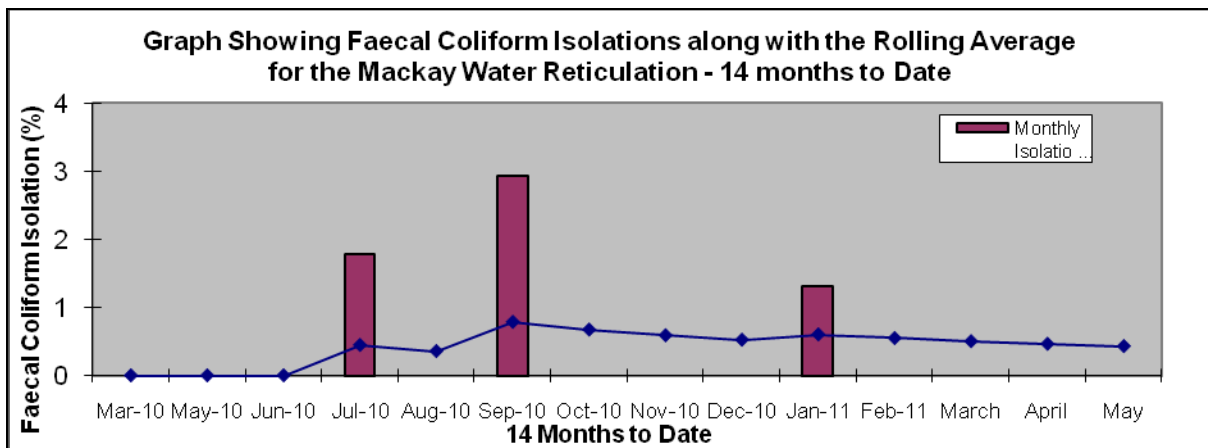
### **Water Source Performance Summary**

	<b>May (10/11) Consumption (ML)</b>	<b>April (10/11) Consumption (ML)</b>	<b>March (10/11) Consumption (ML)</b>	<b>Year to Date Consumption (10/11) (ML)</b>
Eton	4.95	5.12	4.65	46.03
Calen	2.62	2.50	2.10	26.1
Bloomsbury	0.54	0.37	0.37	6.27
Midge Point	12.19	13.12	9.51	134.28
Koumala	0.89	1.19	1.07	12.26

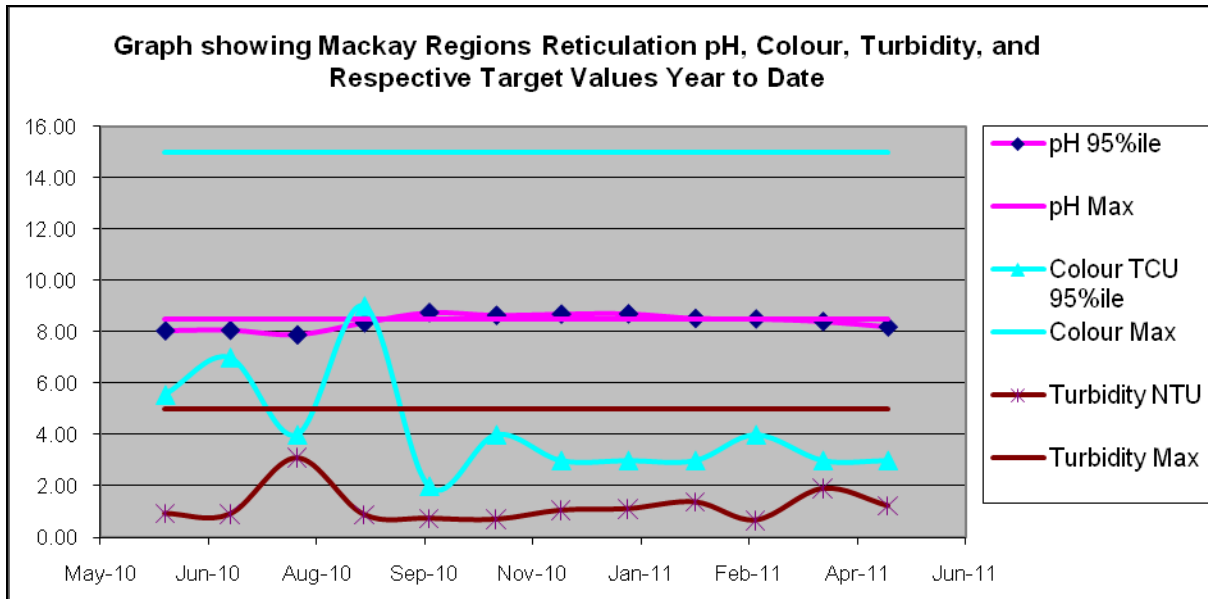
### **4.2 Water Quality**

There were no exceedences or non-compliances for any analyte.

### **Coliform Isolation Results**

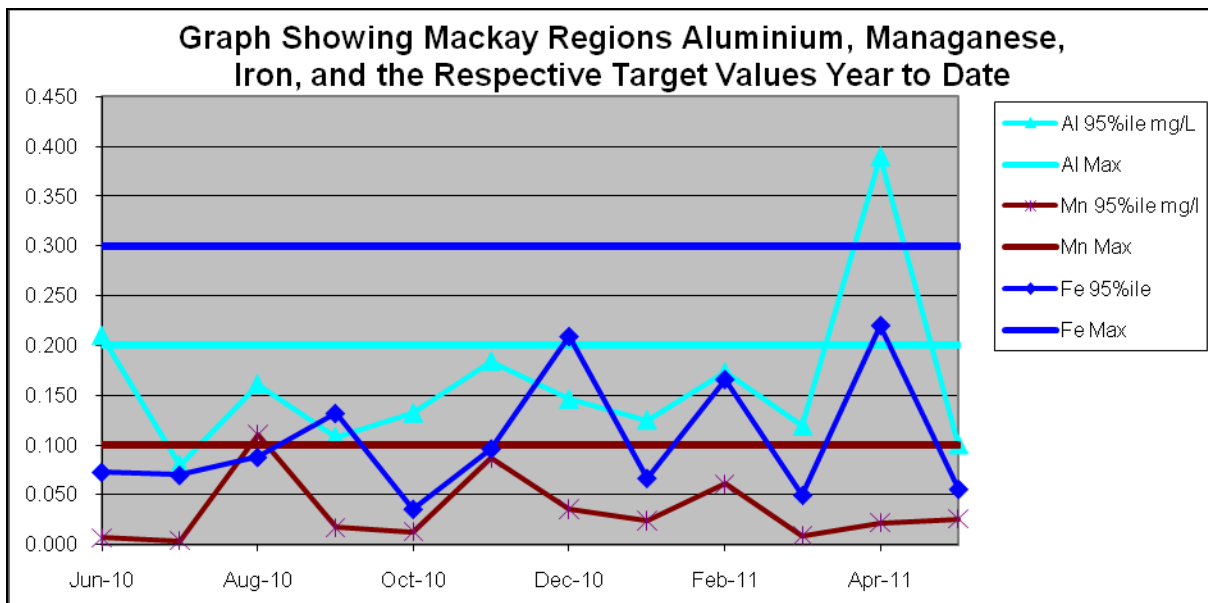


## Reticulation pH, Colour, Turbidity

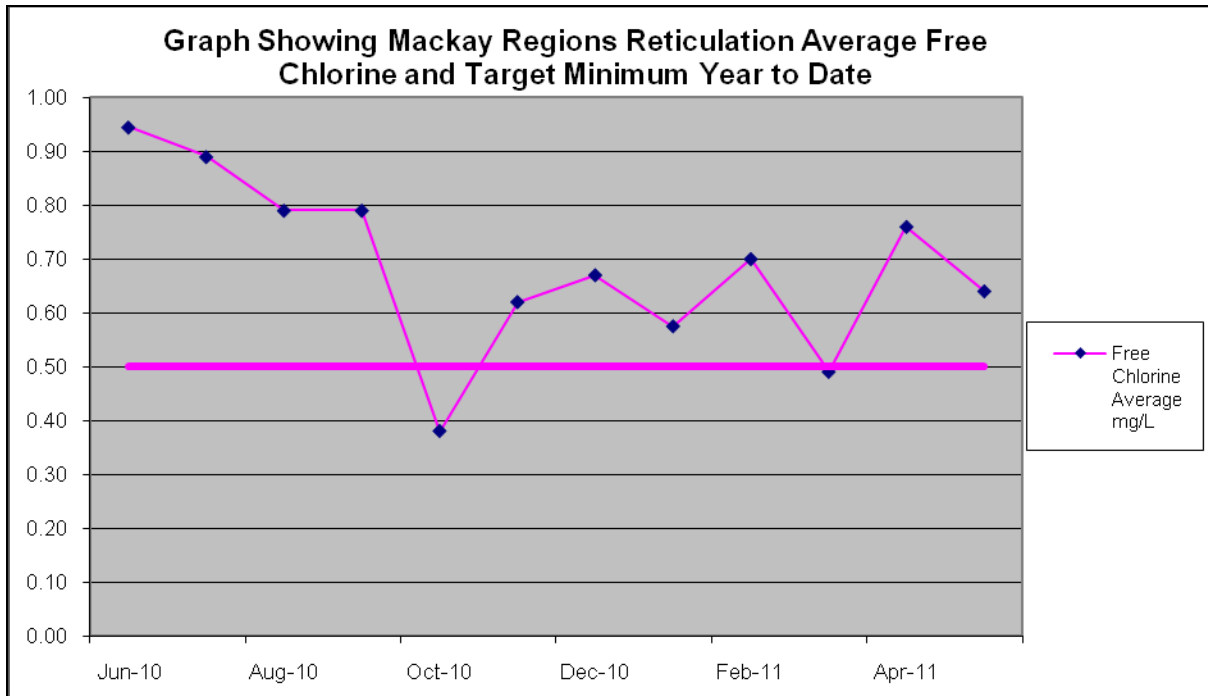


Physical chemical parameters of Colour and Turbidity have not exceeded the guidelines in the Mackay distribution system for the period February 2010 to May 2011.

## Aluminium, Manganese, Iron



## Chlorine Residual Results



Chlorine residual have been in line with the targets.

### 4.3 *Wastewater Treatment System Performance*

The significant events for the wastewater system are as follows:

- Installation of flow meters at Mirani and Sarina WWTP's is complete and they await commissioning.
- Installation of automatic samplers at Mirani and Sarina WWTP's is complete and they await commissioning.

### Mackay North Water Recycling Facility and Catchment

In April, the plant received a total of 138 ML of influent this month equating to an average flow of 4.6 ML/d. The maximum flow for the month 8.96 ML. Total rainfall for the month was 122 mm.

## MNWRF Performance Summary

Date	Licence Effluent pH (mg/l)	Licence Effluent DO (mg/l)	Licence Effluent BOD(mg/l)	Licence Effluent COD(mg/l)	Licence Effluent Suspended Solids(mg/l)	Licence Effluent TN(mg/l)	Licence Effluent TP(mg/l)	Licence Effluent Faecal Coliforms cfu/100 ml
Limits Licence	Range 6-8.5	Min 2 mg/L	Max 20mg/L	Refer BOD	Max 30mg/L	Max 15mg/L	Max 3mg/L	50%ile 150 90%ile 1000 Max 4000
<b>2/04/2011</b>	7	5.5	10	39	23	3.3	0.7	133
<b>10/04/2011</b>	6.9	4.2	5	26	6	9.9	0.2	128
<b>18/04/2011</b>	7.1	5.1	5	10	3	3.9	0.1	28
<b>27/04/2011</b>	7.3	5.8	5	45	34	7.2	1.6	17
<b>Contract Limit</b>						Average < 5 mg/L	Average < 1 mg/L	
Average of all results in the month						6.1	0.7	

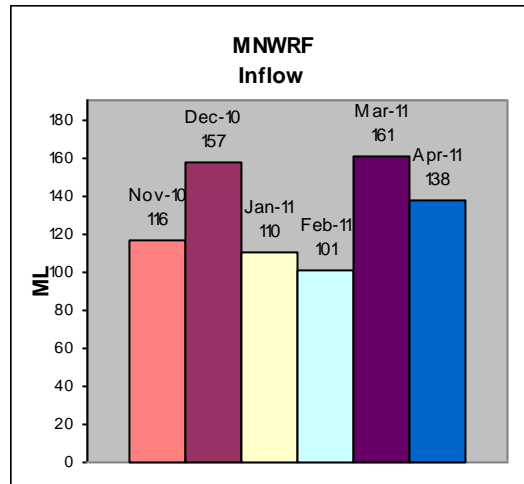
(Note: Data is a month behind due to timing of Tenix monthly report submissions for plant operation)

## Summary of Discharges from System

Parameter	April	March	February	Year to Date(10/11)
Total Wastewater Treated	138	161	101	1028
Effluent Released at Outfall (ML)	126	93	93	967.7
Tonnes of Biosolids Removed From Site	111	127	104	1176
% Biosolids Beneficially Reused	100	100	100	100

\* Effluent figure higher than inflow due to monthly rainfall.

A summary of the flows over the previous six months treated by MNWRF is shown below.



### MSWRF Performance Summary

In April, the plant received a total of 1104 ML of influent this month equating to an average flow of 37 ML/d. The maximum flow for the month was 80 ML. Effluent flow to reuse storages was 0 ML. Effluent flow to Bakers Creek was 1067 ML. Total rainfall for the month was 108 mm.

### Discharges to Storage licence compliance

WEEKLY (8 <sup>th</sup> DAY) LAB RESULTS									
Date	Effluent pH (mg/l)	Effluent BOD (mg/l)	Effluent COD(mg/l)	Effluent TSS (mg/l)	Effluent TN(mg/l)	Effluent TP(mg/l)	Effluent Faecal Coliforms	Turbidity	Disinfection Chlorination
<b>Licence Limits</b>	6.0 to 8.5	Max 20	Refer BOD	Max 30	50 <sup>th</sup> ile 10 Max 30mg/L	50 <sup>th</sup> ile 8 Max 15mg/L	50 <sup>th</sup> ile 1000 Max 4000	Max 15mg/L	Min 1
2/04/2011	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek
10/04/2011	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek
18/04/2011	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek
27/04/2011	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek
<b>Contract Limits</b>	pH 6.0 to 8.5				<b>Average &lt;10mg/L</b>	<b>Average &lt;8mg/L</b>	<b>50<sup>th</sup>ile &lt;10cfu</b>	<b>95<sup>th</sup>ile &lt;2 Max 5NTU</b>	<b>&gt;1.0mg/L</b>
<b>Average of all results in the month</b>	discharge to creek				discharge to creek	discharge to creek	discharge to creek	discharge to creek	discharge to creek

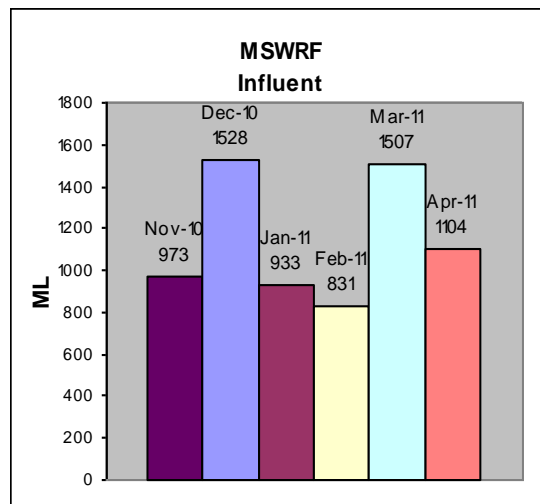
## MSWRF Discharges to Bakers Creek licence compliance

Date	Effluent pH (mg/l)	Effluent DO	Effluent BOD (mg/l)	Effluent TSS (mg/l)	Effluent TN(mg/l)	Effluent NH4	Effluent TP(mg/l)	Effluent Faecal Coliforms
<b>Licence Limits</b>	6.0 to 8.5	Min 2	Max 20	Max 30	Max 30mg/L	90th%ile 3 Max 6	Max 15mg/L	50th%ile 150 90th %ile 1000 Max 4000 (Up to 3 x ADWF)
<b>2/04/2011</b>	6.8	3.7	5	19	5.3	3.5	0.6	100
<b>10/04/2011</b>	6.8	4.1	5	3	3.5	1.1	1.8	12800
<b>18/04/2011</b>	7.1	4.9	5	3	4.3	0.7	2.3	1
<b>27/04/2011</b>	7	5.6	5	7	4.1	1.2	0.8	46

## Summary of Discharges from System

Parameter	April	March	February	Year to Date (10/11)
Total Wastewater Treated	1104	1507	831	9068.93
Effluent Released at Outfall (ML)	1067	1487	820	8285.39
Effluent Reused (ML)	0	0	0	702.13
% Effluent Reused (target 88%)	0	0	0	N/A
Effluent Storage (% remaining RWS2)	0	0	0	N/A
Effluent Storage (% remaining RWS3)	0	0	0	N/A
Tonnes of Biosolids Removed From Site	408	328	407	3802
% Biosolids Beneficially Reused	100	100	100	100

A summary of the flows over the previous six months treated by MSWRF is shown below.



## Sarina Wastewater Treatment Plant

For May the plant received a total of 32.4 ML of influent this month equating to an average flow of 1.05 ML/d. The maximum flow for the month was 1.3 ML/d. Total rainfall for the month was 27 mm.

### Sarina WWTP Performance Summary

MONTHLY LICENCE READINGS - SARINA					
Date	Effluent BOD(mg/l)	Effluent Suspended Solids (mg/l)	Effluent Faecal Coliforms cfu/100 ml	Effluent TN (mg/l)	Effluent TP (mg/l)
Limits	Max 30	Max 45	Max 4000	Max	Max 5mg/L
4-May-11	<15	14	<1	22.1	6.2

### Summary of Discharges from System

Parameter	May	April	March	Year to Date (10/11)
Total Wastewater Treated	32.8	75.9	131.1	710.36
Average Daily Flow	1.05	2.5	4.2	3.25
Effluent Released at Outfall (ML)	32.8	75.3	110.2	625.93
Effluent Reused (ML)	10.01	0	0	38.53
% Effluent Reused	0	0	0	5.4
Target / Licensed Effluent to be Reused (%)	N/A	N/A	N/A	N/A
Effluent in Storage (%)	100	100	100	N/A
Tonnes of Biosolids Removed From Site (m3)	0	0	0	64
% Biosolids Beneficially Reused	N/A	N/A	N/A	N/A

The Total Wastewater Treated was recorded as 32831 KL which is 427 KL more than the inflow for the month. This was due to all tanks at the plant operating at maximum capacity and discharging the extra 427 KL as they returned to normal operating volumes.

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## Mirani/Marian Wastewater Treatment Plant

For May the plant received a total of 20.3 ML of influent this month equating to an average flow of 0.66 ML/d. The maximum flow for the month was 0.75 ML/d. Total rainfall for the month was 32 mm.

### Mirani WWTP Performance Summary

MONTHLY LICENCE READINGS - MIRANI								
Date	Effluent pH (mg/l)	Effluent DO (mg/l)	Effluent BOD(mg/l)	Effluent Suspended Solids (mg/l)	Effluent TN (mg/l)	Effluent TP (mg/l)	Effluent Faecal Coliforms cfu/100 ml	Ammonia
Limits to water storage	6.5-8.5	N/A	Max 20mg/L	Max 30mg/L	N/A	N/A	Max 4000	N/A
Limits to water way	6.5-8.5	Min 2 mg/L	Max 15mg/L	Max 20mg/L	Max 20mg/L	Max 5mg/L	Max 600	Max 2

Laboratory results were not available at 03/06/2011

Mirani discharge all effluent to the recycled water storage under normal weather conditions. The local cane farmers have not used any effluent from the reuse storage dam for irrigation.

The Pioneer Valley Golf Club used 8.3 ML of effluent from the storage dam in May.

Whilst discharging to the reuse storage dam the licence limits are DO – 2.0 mg/L, BOD - 20 mg/L, Suspended Solids - 30 mg/L, and E-Coli - 4000 cfu/100ml.

### Summary of Discharges from System

Parameter	May	April	March	Year to Date (10/11)
Total Wastewater Treated	20.3	36.4	36.4	284.92
Average Daily Flow	0.66	0.79	1.18	0.85
Effluent Released at Outfall (ML)	0	8.3	25.4	92.5
Effluent Reused (ML)	20.0	14.3	0.001	128.23
% Effluent Reused		39.2	0	45.0
Target / Licensed Effluent to be Reused (%)	100	100	100	100
Effluent in Storage (%)	73	60	67	N/A
Tonnes of Biosolids Removed From Site (m3)	0	0	0	129.4
% Biosolids Beneficially Reused	0	0	0	100

## Effluent Recycling

Recycled Water usage in May was again 0 ML with no recycled water usage at all. Extremely high rainfall has suppressed demand for all of the MWRP area.

As suggested within previous reports, any significant rainfall events would hinder RW usage. Not only has there been substantial rainfall, in addition weather conditions have been cool.

We do not expect much use of the RW until the weather conditions return to a dryer regime.

Storage levels are as follows:

RWS 2----- 100 %

RWS 3----- 100 %

Farm Balance Ponds are generally very close to full supply level.

## 4.4 Network Reticulation Systems

### 4.4.1 Civil Water Maintenance

- The last disconnection of a temporary sewer main and installation of new scour valve was undertaken on the Forgan Bridge. This is the last civil works needed to be undertaken by Water Services and brings to a successful close the re-direction of sewer and water mains involved on the Main Road Department Forgan Bridge Development site.
  - The mangrove trees have been trimmed on the Sydney Street Rising Main near the Mt Bassett Sewerage Pump Station, as per our environmental permit which ensures the best possible maintenance for our rising main.
  - The bore supplying water to the Bloomsbury water system which was extensively damaged in the years flood events has been re-instated.
  - 7.5 kgs of additional chlorine has been installed in the Midge Point Reservoir as part of the ongoing program to maintain the best water quality for the Midge Point system.
  - Water mains have been lowered in Warland and Graffunder Streets to allow for new stormwater installations as part of Council road rehabilitation program.
  - Fire hydrants have been located, cleared and new cap size installed at Marine Parade, Pattinson Street, Lawson Street and O'Flynn Crescent after they were being misplaced during road re-surfacing.
  - The fire hydrant landing valves have been repaired at the Nebo Road Water Treatment Plant after recent expansion work on the site created the need under the fire act for their installation.
  - A 375mm water main installed in Ron Searle Drive, Harbour has been flushed ready to go into service following its installation 12 months ago.
  - The Midge Point trunk main has been inspected from Kelsey Creek to Midge Point after the recent dry weather allowed the first such
-

inspection in over 12 months. Operations have some concerns about the upkeep of the easement this asset sits on.

- The Hay Point water main deviation has been finalised. This deviation has allowed the construction of the hall road needed for the major work to be undertaken at the Port.
  - A 525mm stormwater line has been repaired at the Nebo Road Water Treatment Plant after excavations being undertaken during the refit identified the fault.
  - The 250mm water line from The Leap to Seaforth has been inspected to identify damage to the pipeline and easements after the recent rainfall events.
  - Most water main easements have been cleared and sprayed as part of Council's ongoing maintenance program.
  - An air valve on the Crowley Road bore line has been replaced after it failed in service.
  - Extensive ground maintenance work has been undertaken around Mt Pleasant No.1 Reservoir after it became damaged by vehicular traffic during the wet season.
  - Extensive works have been undertaken to progress the necessary relocation of pipes currently stored at Bedford Road prior to the Depot relocation.
  - Extensive location works of water and sewer infrastructure has been carried out for Council's maintenance and construction teams to allow them to proceed with road rehabilitation works.
  - Three (3) water main connections have been carried out at the Plantation Palms Development and another at Boundary Road, Paget to allow the connection of new subdivisions to Council's infrastructure.
  - Nine (9) fire hydrant replacements have occurred in the Marian/Eton area after routine maintenance checks identified the faults.
  - Four (4) valves have been replaced in East Mackay and Bucasia after they failed in service.
- Installation of larger water services and fire line/metchecks were installed at:
    - Old Eimeo Road, Cnr Mackay-Bucasia Road – 100 metcheck, 50 meter
    - 83 -105 Farrellys Lane, Paget – 100 metcheck, 50 meter
    - 6 - 8 Evolution Drive, Paget – 100 metcheck, 40 meter
    - Titanium Drive, Paget – 100 metcheck, 40 meter
-

- Building maintenance undertaken for internal departments:
    - City Heart Gardens – repair bayonet line
    - Gooseponds Park – repair drinking fountain
    - Queens Park Toilets – repair hand basin near Orchid House
    - Eungella Public Toilets – repair absorption trenches
    - Finch Hatton Public Toilets – repair absorption trenches
    - Eton Public Toilets – repair toilets blocked by vandals
    - Hens & Roosters, Marian Public Toilets – repair toilets
    - Palm Street, Cremorne – installation 63mm poly and 25mm water meter to new park area around new bridge
    - Mt Bassett Cemetery – install water to new toilet block and prepare effluent tanks
    - Calen Pump Station – repair 80mm PVC water line to water purifier
    - Marian Water Pump Station – replace copper pipe work chlorine line
  
  - Other Work:
    - Faulty/Damaged water meters were repaired this month
    - Water meters were replaced this month at Slade Point as part of meter replacement program.
    - Flush 150mm water main, repair hydrants and landing valves at the Emergency Centre on Holts Road after rocks were found in the system.
    - One underground meter box was installed on existing service this month.
    - Three water disconnections were carried out this month at Milne Lane Mackay, Mango Avenue Eimeo and Davey Street Glenella.
    - A water meter has been repositioned at the Cutler Drive Sewerage Pump Station. Meters re-installed on correct block.
    - Seven water services were replaced this month – 31 Hill End Road Glenella, 15 Dampier Street Andergrove, 6 & 8 Carl Murray Street Mt Pleasant, 24 Byron Street Mackay, Ocean Avenue Slade Point
    - Installation of 2<sup>nd</sup> water meter/poly to boundary on blocks (owner splitting block) has been carried out at Steve Street, Walkerston.
-

#### 4.4.2 Civil Sewer Maintenance – Recoverable Works

- Two new HCP's were installed in Hocking Street and Evan Street to allow small sub-divisions access to the network.
- Three manhole connections in Daly Street and Hawkins Street to allow developers to connect new sub-divisions into the network.
- Two manholes were raised in Cameron Street and Macrossan Street.
- Two HCP disconnections were undertaken in Eimeo Road and Milne Lane.
- Two new manhole bases were constructed in Turner Street and Eileen Street to give connection points to the network for new sub-divisions.

#### 4.4.3 Standard Maintenance

- Nine HCP blockages were cleared in Duncan Street, Blacks Beach Road, Othello Street, Glenpark Street, Wheeler Drive, Wilson Park, Seaforth Amenities and Ness Street Depot (x 2)
- Seven HCP's repairs were undertaken in Credlin Street, Digby Street, Frith Street, Palm Court, Othello Street, Gentle Avenue and Stoddart Place.
- Two sewer main blockages were cleared in Wood Street and East Gordon Street.
- Nine manhole repairs were undertaken after routine inspections identified faults in Sologinkins Road, Stott Street, Royal Sands Boulevard (x 2), Bedford Road, Phillip Street, Rae Street, Bridge Road and Norris Road.
- Six HCP's were camered to identify the extent of the damage in Mortenson Street, Wheeler Drive, Frith Street, Blacks Beach Road, Palm Court and Othello Street.
- Eight subsidences in Mortensen Street, Tropical Avenue, Vesta Lane, Palm Street, Flors Avenue, Hosack Street, Lynch Street and Tramontana Street.
- Two sewer main repairs in High Street and Grendon Street.
- The head wall and overflow have been repaired on the Avalon Drive Pump Station after it was identified as a point of ingress during recent rain events.

#### 4.4.4 CCTV Investigations

##### CCTV Monthly Report - May 2011

###### **New Developments:**

Mira Flores Estate Stage 1	434.89m
14 Paul Street, Marian (sewer extension)	27.15m
Danastas Avenue, Subdivision (Resurvey)	113.40m
20 Newport Parade, Blacks Beach	86.21m

###### **Building Over Sewers:**

62 Hart Street, South Mackay	60.08m
16 Townsend Street, Bucasia	97.17m

###### **General Mains Investigations:**

Brake Street, North Mackay	149.15m
Shoal Point Trunk Main	623.82m

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23 - 17 Burgess Street Trunk Main  
 Palm Court, Bucasia Trunk Main

129.97m  
 148.77m

## 4.5 Trade Waste

### 4.5.1 Main Focus

Two "Show Cause" notices were issued and further letters were sent advising a Show Cause Notice will be issued if Applications for Approval to Discharge Trade Waste to Sewer are not submitted within the required timeframe or if temporary approval conditions are not satisfied.

Trade waste meter reading was conducted mid May in readiness for trade waste accounts issued in early June.

### 4.5.2 Trade Waste Statistics

MAY 2011	Bakers Creek WWTP	Bucasia WWTP	Sarina WWTP	Mirani WWTP
Total approvals issued @ 31 May 2011	413	35	3	1
Businesses approved @ 31 May 2011	344	25	2	1
• Category 1	99	7	1	0
• Category 2	85	5	0	0
• Category 3	160	13	1	1
Applications under assessment @ 31 May 2011	14	0	0	0
Temporary approvals				
Temporary approvals issued for May 2011	10	0	0	0
Temporary approvals awaiting formal approval @ 31 May 2011	52	0	0	0
Total non-generator assessments	470	1	0	2
Non-generator assessment for May 2011	34	0	0	0
Total approvals issued				
Approvals issued for May 2011	16	0	0	0
• Category 1	9	0	0	0
• Category 2	3		0	0
• Category 3	4		0	0
Compliance tests performed during May 2011	66	4	1	1
• Within set limits	47	3	1	1
• Exceeding set limits	19	1	0	0
Outstanding test results @ 31 May 2011	13	4	0	0
Compliance test results outstanding from April 2011	17	2	0	0
• Within set limits	16	2	0	0
• Exceeding set limits	1	0	0	0

## 4.6 Plumbing

### 4.6.1 Main Focus

Two plumbing inspectors attended the Principal Plumbing Inspectors Meeting, which was held in Gympie on 19 May 2011. Both inspectors reported positive feedback and identified that plumbing inspectors across the state are experiencing similar industry concerns. It is

anticipated that Council's plumbing inspectors will attend these meetings on a rostered basis, to ensure they are kept up to date with industry and legislative changes and also have the opportunity to network with other plumbing inspectors across the state. The next meeting is scheduled to be held in Ipswich and it is hoped that Mackay will be able to host the following meeting.

The remaining vacant plumbing inspector position was filled early in May. However, since this appointment, another plumbing inspector position has become vacant. This position has been filled and the successful applicant is expected to commence employment in early June.

A meeting was held with the ULDA regarding the plumbing approval process associated with the redevelopment of the Bedford Road Depot site. The plumbing department will be working closely with the ULDA and its partners throughout the approval and inspection process to assist delivery of the joint venture project.

#### 4.6.2 Plumbing Inspections

Inspection type	May 2011
Booked inspections	439
Additional inspections	8
Urgent inspections (Form 3)	12
<b>Total</b>	<b>459</b>

Improved weather conditions during May saw demand return for plumbing inspections. Of the 459 inspections carried out in May, 8 inspections were booked directly through plumbing inspectors and 12 were booked as Form-3 inspections.

#### 4.6.3 Plumbing Applications

Location	May 2011 Received	May 2011 Decided	Information Requests Issued	Average days to decide	May 2010 Received
Central	102	95	33	5	67
West	21	15	5	3	20
South	12	9	9	7	13
<b>Total</b>	<b>135</b>	<b>119</b>	<b>47</b>	<b>5</b>	<b>100</b>

The total number of plumbing applications received for May 2011 was 135, compared to 100 for May 2010. Of the 135 applications received, 102 related to the Central & North region, 21 related to the West region and 12 related to the South region.

The total number of plumbing applications decided during May 2011 was 119. Of the 119 applications decided, 95 related to the Central & North region, 15 related to the West region and 9 related to the South region.

The total number of information requests issued during May 2011 was 47, of which 33 related to the Central & North region, 5 related to the West region and 9 related to the South region.

Provision of insufficient plans is still a factor in the number of information requests issued. However, the significant increase in the number of information requests issued for May is primarily due to mandatory information being omitted from the application form 1 with respect to the type of hot water system being installed. The plumbing inspection team is continuing its endeavours to educate the plumbers, builders, etc. with regard to the change in legislation and completion of the application form 1.

## **5 WASTE SERVICES**

### *5.1 Management*

- Hogan's Pocket Cell 2 Capital Project:
  - Works currently focused on clearing & grubbing site;
  - Construction of two new sediment dams; and
  - Construction of new leachate pond.
- Landfill Gas Capital Project:
  - Council's contractor LGP installed test wells at Bayersville, Sarina and Hay Point landfill sites during the month of May.
  - Analysis of gas quality & quantity was hampered at Bayersville due to volume of leachate in the landfill. Further tests will be required at end of dry season and subsequent to site remediation / capping works to determine if renewable energy option is viable.
  - Analysis at Hay Point & Sarina landfills indicated minor volumes of lfg present that were insufficient for continuous operation of the test flare.
  - Test wells will be installed at Otterburn and Hogan's Pocket next month.

### **Active Waste Disposal Sites**

Active Waste Disposal Sites:	May			April		
	Inspections	Actions required	Actions completed	Inspections	Actions required	Actions completed
Hogans Pocket L/F	16	2	2	13	2	2
Paget T/S	22	2	2	13	1	1
Bloomsbury T/S	1	0	0	1	0	0
Kolijo T/S	1	0	0	1	0	0
Kuttabul I/B	3	2	0	1	0	0
Seaforth T/S	3	1	1	3	2	2
Sarina L/F	24	5	5	1	0	0
Hay Point L/F	11	2	2	1	0	0
Koumala T/S	5	2	2	0	0	0
Otterburn L/F	7	1	1	2	0	0
Gargett L/F	7	2	2	4	3	3
Finch Hatton T/S	4	1	1	2	0	0
Eungella T/S	5	0	0	1	0	0

## Greenwaste Sites

Greenwaste Sites:	May			April		
	Inspections	Actions required	Actions Completed	Inspections	Actions required	Actions completed
Bayersville	4	1	1	9	6	6
Walkerston	2	2	1	1	0	0
Bucasia	2	0	0	1	1	1

## Closed Waste Sites

Closed Waste Sites:	May			April		
	Inspections	Actions Required	Actions Completed	Inspections	Actions required	Actions completed
Illawong (Far Beach)	8	2	2	2	1	1
Bakers Creek	0	0	0	0	0	0
Eton	0	0	0	1	0	0
Habana	0	0	0	0	0	0
St Helens	1	0	0	1	0	0
Midge Point	1	0	0	1	0	0
Colston Park	0	0	0	0	0	0
Seaforth L/F	3	1	1	2	1	1
Koumala	4	1	0	0	0	0

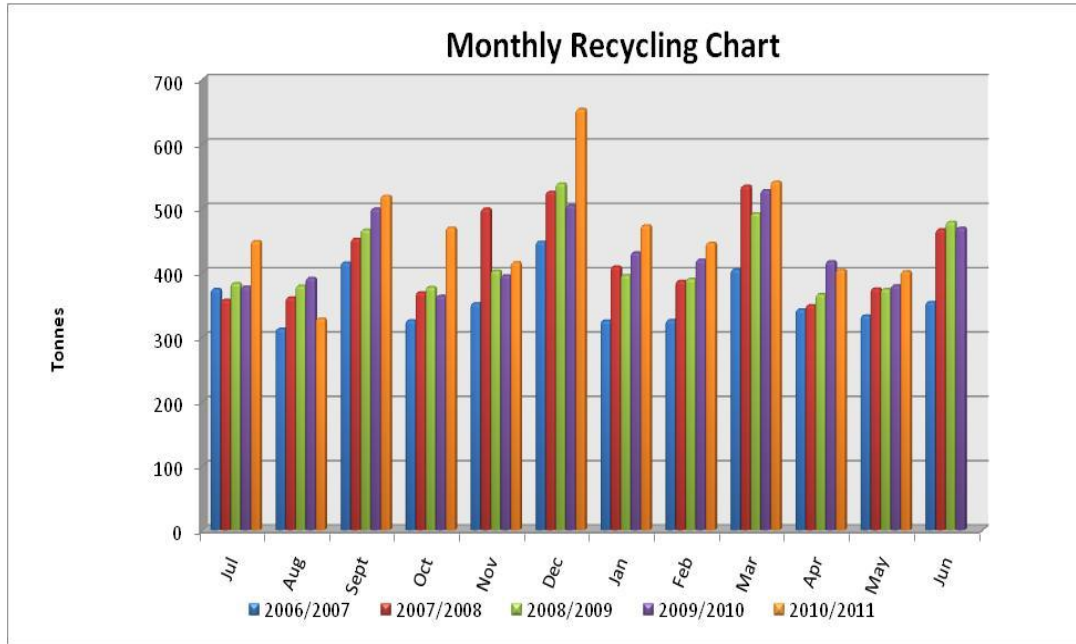
## Waste Site Transactions (Receipts Issued)

Transaction (Receipts)	May-11	Apr-11	Mar-11	Feb-11	Jan-11	Dec-10	Nov-10	Oct-10	Sep-10	Aug-10	Jul-10	Jun-10	May-10
Hogans Pocket L/F	46	53	65	58	47	59	53	51	43	13	9	3	19
Paget T/S	8853	9,919	8,346	9,784	12,898	11,580	8,691	9,989	8,365	8,813	8,635	8,468	9,259
Bloomsbury T/S	116	118	88	118	172	150	85	135	112	116	117	97	124
Kolijo T/S	113	143	96	152	125	120	130	149	135	137	118	127	180
Kuttabul I/B	106	133	102	150	164	154	119	118	123	147	128	153	185
Seaforth T/S	208	267	185	231	376	216	216	264	229	256	239	211	278
Sarina L/F	766	941	635	965	1,344	720	703	910	740	769	462	362	501
Hay Point L/F	226	290	270	288	407	271	229	298	222	244	283	238	255
Koumala T/S	13	12	15	14	24	23	20	19	36	24	18	22	29
Otterburn L/F	405	474	295	401	729	470	361	499	366	375	350	338	411
Gargett L/F	88	87	71	95	138	90	77	101	97	102	88	92	124
Finch Hatton T/S	76	80	60	85	117	62	63	90	67	44	68	52	57
Eungella T/S	33	38	36	50	58	43	33	53	34	42	56	36	66
Bayersville Greenwaste Facility	606	1,104	779	1,055	1,408	576	726	1,032	559	540	595	549	819
Walkerston Greenwaste Facility	180	262	169	244	286	138	148	254	124	123	151	126	175
Bucasia Greenwaste Facility	442	670	487	637	906	360	523	775	413	390	501	398	594

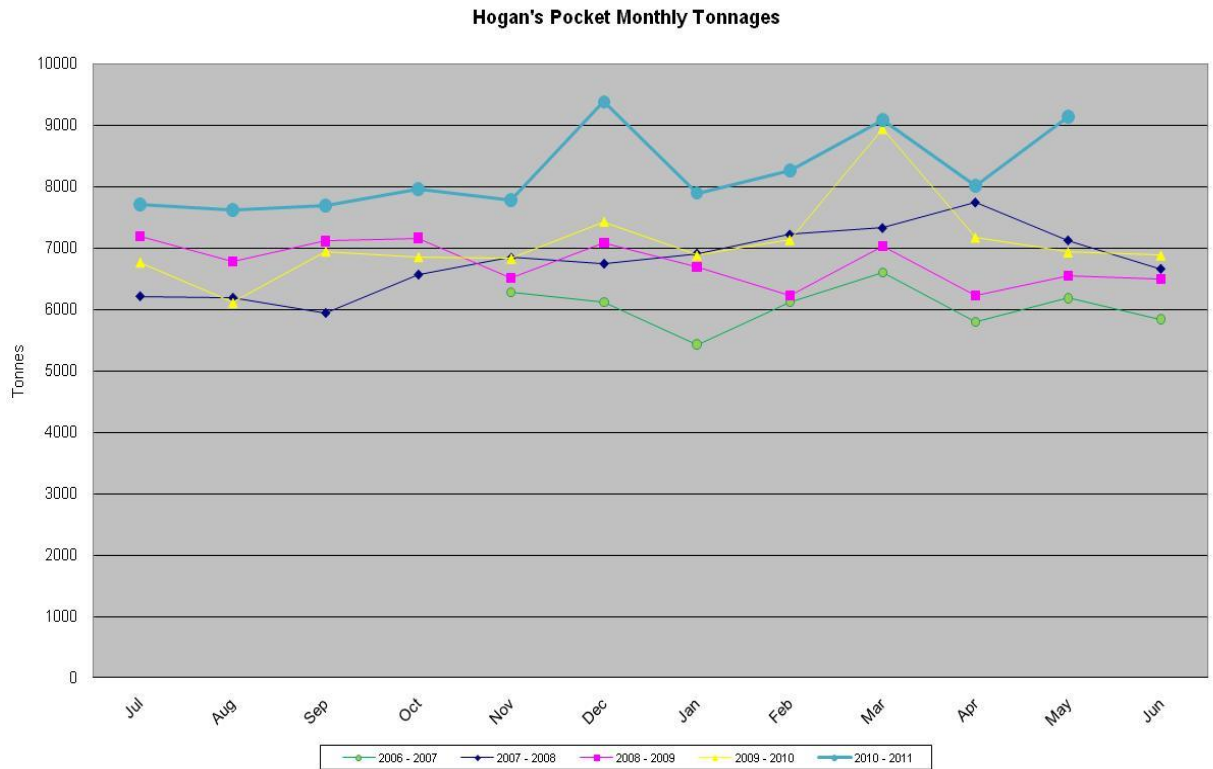
## Collection Services

Collection Services:	May-11	Apr-11	Mar-11	Feb-11	Jan-11	Dec-10	Nov-10	Oct-10	Sep-10	Aug-10	Jul-10	Jun-10	May-10
No of new waste bin services provided	65	77	96	58	60	85	104	93	120	20	96	104	86
No of waste bin replacements - damaged	83	62	74	90	93	67	59	81	74	76	65	108	119
No of waste bin replacements - stolen	0	24	39	41	32	31	49	35	36	34	34	40	22
No of waste bin repairs	91	57	76	72	77	57	69	72	66	57	87	70	62
No of New recycling bins services	65	77	1	0	9	0	1	10	8	0	0	2	3
No of recycling - replacements - damaged	13	11	4	22	4	4	5	4	5	4	16	2	2
No of recycling - replacements - stolen	0	14	20	14	13	10	23	14	4	23	19	11	10
No of recycling bins - repairs	10	10	18	7	16	26	14	6	9	16	14	9	8

## Recycling Collection



## Waste Disposal Monthly



## **Environmental Education Performance Report May 2011**

### **Main focus of work activities:**

#### **Environmental Education duties:**

##### **Education visits to the Materials Recovery Facility:**

Co-coordinated and performed the following school and community visits at the Materials Recovery Facility:

- Genesis Industrial- 2 Adults.
- Parkinson Disease Support Group- 15 Adults.
- Mirani Rotary Club- 12 visitors.
- Churches of Christ Care-6 Adults.

##### **Maintenance of the Materials Recovery Facility**

Maintenance carried out at the Materials Recovery Facility (MRF) during May:

- Cleaning and sealing of the building exterior at the entry to the MRF.
- Cleaning and housing of the closed circuit cameras located around the facility.

##### **Mobile Muster**

Two boxes of used mobile phones collected at council offices and Libraries throughout the Mackay region were dispatched to MobileMuster.

##### **International Composting Awareness Week (ICAW) 1-7 May:**

- A council sponsored composting workshop at the Community Gardens was organised on Saturday 7 May to celebrate International Composting Awareness Week. The workshop was fully booked with twenty people registering to attend. Fourteen members of the community actually attended the workshop.

##### **Greenmount Heritage Fair:**

- A recycling display was organised for the Greenmount Heritage Fair on 29 May.
- It is estimated the display received in excess of 100 visitors.
- Visitors were given the opportunity to fill in a recycling quiz and received a mini recycling bin and go in the draw for a composting bin. A student from Beaconsfield State School won the composting bin.

##### **EcoExpo**

- Prepared for the EcoExpo organised by the Mackay Conservation Group to celebrate World Environment Day on Sunday 5 June.

##### **Sarina Art Extravaganza**

- Displayed the 2010 Recycling Art winning entries at the Sarina Art Extravaganza from 27 May to 4 June. Each year the Mackay Regional Council offer schools in the region the opportunity to enter a recycling art competition. The art extravaganza provides an
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opportunity to showcase to the community the amazing artwork produced by schools in our region. The competition challenges people's perceptions of waste and celebrates the recycling and reuse of valuable resources through the creation of artwork.

### **Teacher Professional Development Day- Hampden State School**

- Attended a teacher professional development day at Hampden State School on 20 May 2011 and consulted with 22 teachers schools in the region at a professional development day

### **Recycling Bin Inspection Program**

- The annual recycling bin inspection program commenced on 9 May for a six week period. A full report will be submitted in June monthly report.

### **Website:**

- Ongoing liaison with Kylee Gilbank, Hailey Bolland and Corporate Communications to update website information.

### **Conference / meetings:**

- Attended a meeting with JJ Richards 3 May.
  - Attended an Educators meeting 11 May.
  - Attended a meeting with Ken Furdek 13 May.
  - Attended EcoExpo planning meetings on 18 May and 31 May.
  - Attended Waste Services staff meeting 25 May.
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