

## **PROCEDURES - SEWERAGE**

## TABLE 4.1: Adopted Performance Indicators and Targets

Performance Indicators (PI)	Target
Water Supply – Continuity	
Unplanned interruptions per 1,000 connection/year	25
Restoration of services due to unplanned interruptions	95% restored within 5 hours
Ratio of unplanned to planned interruption incidents	5
Response time to all events	2-3 hours (Mount Isa) * <24 hours (Camooweal)
Adequacy and Quality of Normal Supply	· · · · · · · · · · · · · · · · · · ·
Minimum water pressure and/or flow expectation at boundary	≥22m or 24 L/min (Mount Isa) ≥18m or 24 L/min (Camooweal)
Compliance with NHMRC Guidelines	
- microbiological	96%
- physical/chemical	96%
Drinking water quality complaints per 1,000 connections/year	6
Drinking water quality incidents/year	1
Effective Transport of Waste Effluent (sewage only)	· · · · · · · · · · · · · · · · · · ·
Total sewage overflows per 100 km/year	10
Sewage overflows to customer property per 1,000 connections/year	2
Odour complaints per 1,000 connections/year	4
Response time to all events	2-3 hours (Mount Isa) * <24 hours (Camooweal)
Continuity in the Long-Term (a) Water	· · · · · · · · · · · · · · · · · · ·
Water leaks/breaks per 100 km mains/year	4
System water loss (I/connection/day)	118
Performance Indicators (PI)	Target
Continuity in the Long-Term (b) Sewerage	
Sewer main breaks and chokes per 100 km/year	37
Sewer inflow/infiltration - ratio of peak day flow to average day flow	5

\* **NOTE:** Minor leaks refer to:

- 1. Water loss that does not constitute run off.
- 2. Water loss that does not deteriorate/damage property or assets as a result of the leak.
- 3. Water loss that does not present a hazardous condition <16 hours (minor leaks reported after business hours).

It is vital that the customer service standards MICC has developed remain consistent or enhanced to meet customers' growing expectations over time. This could be achieved by monitoring "Actual" levels of service provided by us against the levels of service that have been set. The "Actual" levels of service provided will be monitored through information recorded in the following forms:

- Service complaints /Action request form (Appendix A2);
- Planned Service Interruption Record –Water Supply (Appendix A3);
- Summary Physical/Chemical Water Quality (Appendix A4); and



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• Summary Microbiological Quality (Appendix A5).

A review of the effects of operation, maintenance and renewal activities identified in this SAMP is an integral part of management, to complete the management loop. The performance indicators (PI) MICC has adopted are easily measurable and the targets set for each PI are based on evaluation of the conditions of water supply and sewerage assets. The main objective of reviewing standards of service is to determine to what degree the target levels of service are being achieved. Standard of service will be reviewed annually with assistance from the following:

- Community satisfaction, measured by numbers of and nature of complaints received and results of annual customer survey;
- Examination of movements of key performance indicators;
- Changes in asset condition; and
- Annual valuation of water and sewerage infrastructure assets.