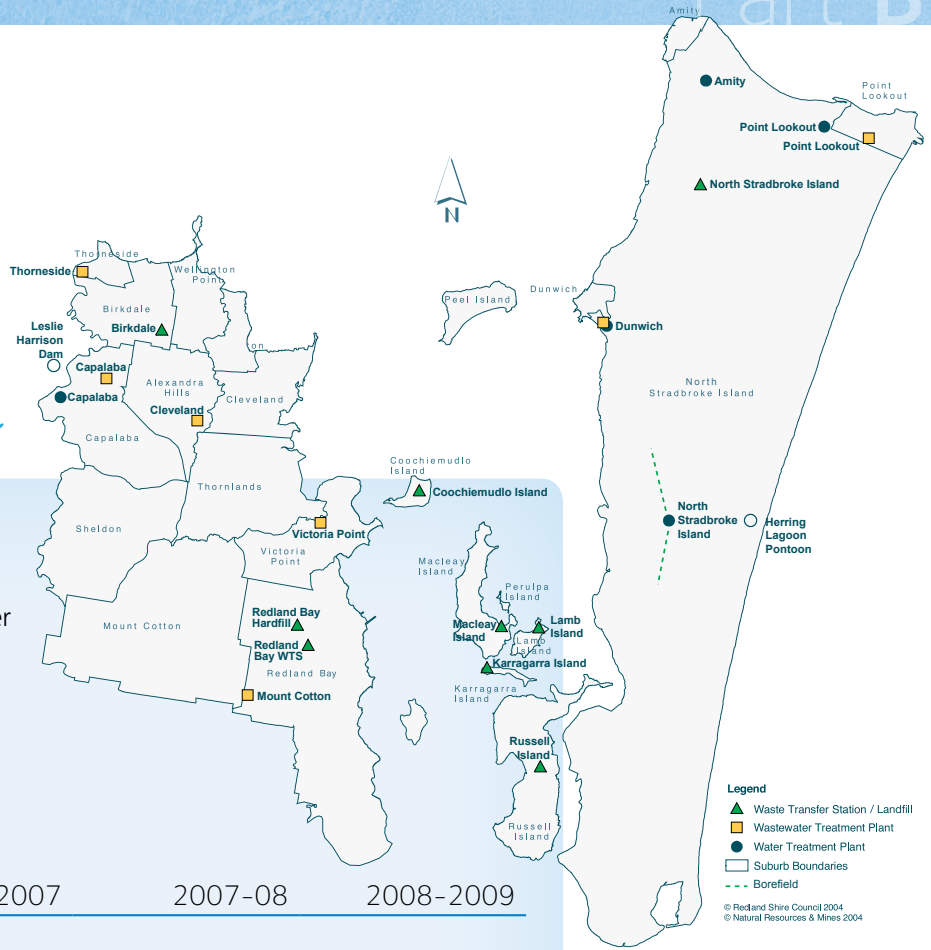
Redland Water highlights

Redland Water is a commercial business unit of Redland City Council, responsible for water supply and wastewater treatment.

Redland Water's mission is to meet or exceed agreed standards of water and wastewater services while managing the business for long-term success.

Redland Water contributes to preserving the city's quality of life by servicing the Redlands population through 49,233 water connections and 45,092 wastewater connections (active).

In 2008-09 Redland Water supplied 10,970 megalitres (ML) of drinking water to customers and treated 11,278 megalitres (ML) of wastewater.



	2004-05	2005-06	2006-2007	2007-08	2008-2009
Water					
Water consumption (ML)					
Residential	15,149	11,363	10,424	9,399	9317
Commercial	1,650	1,562	1,454	1,462	1331
Council	376	220	230	185	155
Other	214	159	56	145	167
Total consumption (ML)	17,389	13,304	12,164	11,191	10,970
Number of meters	46,050	46,657	47,639	48,511	49,233
Wastewater					
Wastewater treated (ML)	9,319 influent	10,588 influent	9,160 influent	9,602 influent	11,278 effluent

Redland Water highlights continued

At a glance

Water	
Reservoirs	6
Length of water main	1203km
Water meters	49,233
Water connections including multiple properties per meter (MPPM), children but excluding MPPM boundary meter	54,762
Water bought	12,117 ML
Water supplied	10,970 ML
Total assets	**$332m**

Wastewater	
Treatment plants	7
Pumping stations	133
Length of sewer main	1081 km
Active services (excluding vacant land)	45,092
Wastewater treated (effluent vol)	11278 ML
Sludge for reuse	100% (19,831wt)
Recycled effluent for reuse	458 ML
Trade waste generators	717
Trade waste discharged to sewer	280 ML
Total assets	**$465m**

Our statutory duties

The *Water Supply (Safety & Reliability) Act 2008* requires water and wastewater service providers to prepare an annual report on their approved Strategic Asset Management Plan (SAMP), Customer Service Standards (CSS) and their System Leakage Management Plan (SLMP).

This annual report provides customers and the regulator - the Department of Environment and Resource Management (DERM) - with information on:

- results of reviews and audits of our SAMP
- results of reviews of our CSS
- performance against targets set in the SAMP and CSS (including shortcomings)
- actions taken to complete the SAMP (as set out in the SAMP Action Plans)
- actions taken to complete the SLMP including volumetric reduction levels and funds spent.

Reviews & audits

Strategic Asset Management Plan (SAMP)	RW is required to regularly review its SAMP to make sure it remains relevant. Reviews take place at times set by the regulator, usually 2–5 years. A review of the SAMP occurred in 2008 as part of the Total Management Plan (TMP) review and update. The change reflected the transfer of water sources, infrastructure and responsibility to the state government's bulk water authorities for potable water supply – SEQWater and LinkWater. Next review of the SAMP is required by 31 December 2012.
Customer Service Standards (CSS)	Legislation requires RW to review its CSS every year and to state the outcome of the review in the annual report. The CSS was reviewed in 2008-09 to reflect the water reforms and the impact on customers.
System Leakage Management Plan (SLMP)	Legislation requires RW to review its SLMP every three years. The first review of the SLMP is due by 1 October 2010.
Audits	Findings and recommendations of any audit report must be summarised in the annual report. No audits SAMP or SLMP audits fell due in 2008-09.

This report details RW's performance for the 2008-09 financial year and fulfils the business unit's duties under the *Local Government Act 1993*, the *Water Act 2000* and the *Water Supply (Safety & Reliability Act) 2008*.

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A Message from our General Manager

Water reform across south-east Queensland dominated the lives of many Redland Water staff during the past 12 months. It continued to be a year of uncertainty for staff, with the model for the distribution and retail roles of water and wastewater yet to be agreed on by state government and the Council of Mayors. Despite this continuing uncertainty, the team provided high quality water distribution and wastewater services, underpinned by excellent customer services.

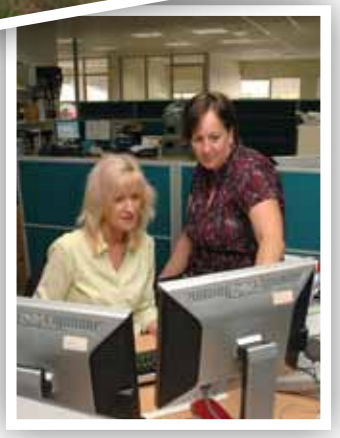
The year saw several changes because of water reform and the impending separation of the water business from Council on 1 July 2010 including:

- transferring the solid waste services team under the umbrella of Redland Water & Waste to Council's Operations & Maintenance group
- reverting the business unit name to Redland Water
- restructuring the Customer Service & Business Performance group to separate the distribution and retail roles allowing for transparency required by state government
- taking on the role of infrastructure planning and capital works delivery by Treatment Operations, as the Technical Support group ceased to exist after most staff transferred to the bulk water entities.

Highlights for the year included the drought officially ending with the region's dams reaching over 60 per cent combined capacity. Nearly 10,500 Redland homes took advantage of the Home Water Wise service to reduce their consumption of potable water. Businesses in the city continued to develop their water efficiency management plans to play their part in reducing water consumption.

The coming year is a time of further change for Redland Water staff as we move towards forming entities responsible for water distribution, wastewater and trade waste on 1 July 2010. However, regardless of what the future holds, the main objectives of our business do not change, that is, to provide high quality water and wastewater services to the community of the Redlands.

Gary Soutar



Redland Water highlights continued

Environmental initiatives

Redland Water continued its focus on improving environmental performance of its wastewater treatment plants, pump stations and water and wastewater reticulation mains. Activities for 2008-09 included:

Potable water

- We completed the first phase of the water pressure and leakage management program for the southern part of the mainland, North Stradbroke Island and Southern Moreton Bay Islands. (For details go to 'System Leakage Management Plan Performance', *page 81*. **Project spend 2008-09: $280,310.**

Recycled water

- We began detailed assessment of total water cycle management opportunities around development areas of Thornlands and Victoria Point. The assessment included energy and greenhouse gas minimisation strategies.

Wastewater

Activities included:

- reducing odours in the vicinity of Mooroondu Road, Thorneside, by installing a chemical dosing system at the Ruth Street, Thorneside pump station
- controlling odours at Victoria Point by commissioning a chemical dosing facility at the pump station on Coochiemudlo Island
- lessening the number of wastewater treatment plant non-conformances with EPA licence over compliance year from two to one (this is a best practice outcome)
- planning to replace the existing rising main with dual rising main from pump station 6 at Cleveland Showgrounds to Cleveland Wastewater Treatment Plant (duplicating the rising main at this location will reduce the potential for sewer overflows while providing for increased catchment capacity).

Getting the message out

Events and community presentations are part of Redland Water's demand management initiatives to increase awareness of water use and the effect it has on our water supplies. Activities this year included:

February 2009

Redland Water joined with the Queensland Water Commission in a roadshow to local shopping centres promoting water conservation and advising on water restrictions. A show highlight – the unique Redland Water Buckets and Hoses Game – had plenty of young ones eager to play. At the throw of a dice children moved along the board-game winning prizes for answering questions on conservation.

July 2009

Around 50 members of the local Healthy Slimmers Club were treated to a preview of Redland Water's new DVD 'Water in the Redlands'. With North Stradbroke Island as a backdrop, the DVD explains where our water comes from and why we need to conserve this resource. Tips and fact sheets were provided with members raising plenty of questions on the future of water and its impact on residents. Apart from tips, members were treated to free Redland Water buckets – another reminder of the preciousness of water.

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Gary Henderson from Faith Lutheran College receiving Faith's certificate of achievement for water saving from Mayor Melva Hobson. Lee Williamson Redland Water's commercial account manager looks on while, ironically, rain teems in background!

Teaching young ones about water conservation in a fun interactive way. Our 3m x 3m Fill your Bucket game proved popular with the kids as part of our roadshow visiting shopping centres and local events.

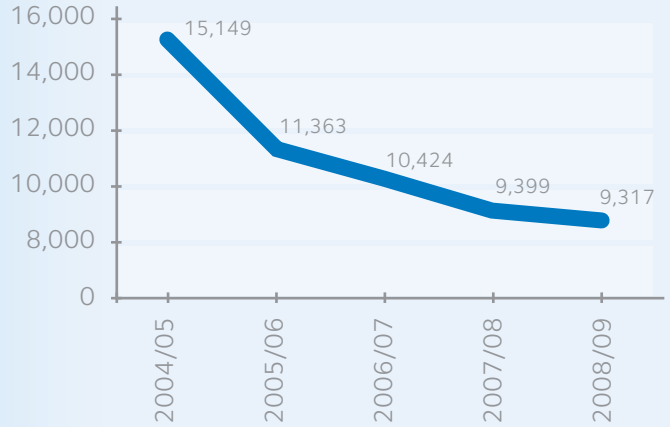
Redland Water highlights continued

Our community responds

The successful Redland City Council and state government-funded Home Water Wise Service (HWWS) program was completed, with over 10,500 Redland homes taking part. HWWS plumbers retrofitted homes with water efficient showerheads, flow restrictors and aerators and repaired leaking taps. Estimated total savings each year: 220 megalitres of potable water and a decrease of around 6.29 million kilograms of $C0_2$ gases - a remarkable achievement by residents and the program!

Generally Redland residents continued a steady pattern of wise water use in the face of another dry year and continued population growth – see graph below of annual residential water use for the past five years.

Redlands residential water use 2004 to 2009



Tenanted properties also shot into focus, with new legislation requiring water advice notices to be provided to residents occupying a rented home. The notice gives residents information on their water use, allowing them to keep an eye on their usage patterns, making changes as necessary. For the April 2008-09 quarter, Redland Water provided water advice notices to around 12,500 tenanted properties in preparation for the legislated start date of 1 July 2009.

Business saved water too

Our second annual Business Water Conservation Awards in May recognised four local organisations for their water saving efforts: Faith Lutheran College, YMCA Victoria Point, Stockland Cleveland and the Isle of Coochie Golf Club. By installing water efficient fixtures, promoting wise water use to tenants and using alternative supplies, these organisations reduced their water consumption by up to 71% during 2008-09. Collectively, they now save around 11.71 megalitres of water each year.

On 30 March 2009, water restrictions for non-residential customers moved from Redlands Level Two restrictions to the Queensland Water Commission Medium Level water restrictions. (Residential customers continued on Redland City Council Level 2 restrictions.)

Delivering on customer service

Customer service standards

Customer service standards describe and define the levels of service Redland Water commits to provide to its customers for water and wastewater services. In 2008-09, it reviewed its customer service standards to reflect the transfer of water sources, bulk infrastructure and treatment to the state government entities of SEQ Water and LinkWater. Other changes included an increase in days for new water service connections (standard mainland) from 10 days to 15 days, and a revised target for water main breaks and leaks from four to eight for every 100km of distribution main.

Below is a summary of Redland Water's water and wastewater service standard key performance indicators (KPIs), targets, performance and confidence gradings for 2008-09.

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Redland Water highlights continued

Confidence grading

DERM's guidelines for preparing SAMPs require service providers to show confidence gradings for the data in the annual report (including an explanation of low confidence levels). The confidence levels (reliability and accuracy bands) used are consistent with DERM guidelines. The following key explains the reliability and accuracy bands.

Reliability bands

A	B	C	D
Highly reliable	Reliable	Unreliable	Highly unreliable
Data is based on sound records, procedures, investigations, or analyses that are properly documented and recognised as the best available assessment methods.	Generally as in 'A', but with minor shortcomings, for example, some documentation is missing, or assessment is old, or some reliance on unconfirmed reports, or some extrapolations made from records of more than 50%.	Generally as in 'A' or 'B' but data is based on extrapolations from records covering more than 30% but less than 50%.	Data is based on unconfirmed verbal reports or cursory inspections or analysis, including extrapolations from such reports/ inspections/analysis.

Accuracy bands

1 +/- 1%	2 +/- 5%	3 +/- 10%	4 +/- 25%	5 +/- 50%	6 +/- 100%

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New electronic filling station for use by potable water carriers at Valley Way, Mount Cotton.

Song and dance team Tapstar and Dripette from Shoalhaven Water provided water conservation message in a novel way at the Redlands Spring Festival in September 2008. (Photo courtesy of Shoalhaven Water.)

Redland Water highlights continued

Key Performance Indicators (KPI)	Measure	Target	Actual	Satisfactory	Reliability	Accuracy
Water						
Day-to-day continuity						
Extent of unplanned interruptions – connections (all events)	#/100km main or #/1000 connections	Max 8 Max 2	2.4 0.6	√ √	A	3
Time for restoration of service (all events)	% Restored within 5 hours	Min 97	95 (1)	×	A	4
Average response time to urgent requests	minutes	Max 60	47	√	B	3
Adequacy and quality of normal supply						
Pressure and/or flow	% compliance	98% of properties to have a min 22 metres static head and a flow rate of 30 litres per minute	100 (2)	√	A	3
Drinking water quality complaints	No. per 1,000 connections	Max 4	3.85	√	A	3
Drinking water quality incidents	No. per year	Max 144	80	√	A	4
Continuity in the long-term						
Water main breaks and leaks within distribution system	No. per 100km of main	Max 8	2.5	√	A	3
Other						
Water service connections	% Response within 15 working days of the request	Satisfactory (80-90%) Outstanding (90-100%)	100	√	A	2
Response to discoloured water	% Response within 4 hours	Satisfactory (80-90%) Outstanding (90-100%)	100	√	D	2
Response to non-urgent requests	% Response within 5 working days of the request	Min 90	100	√	C	2
Meter tolerance	%	2	- (2)	√		

Notes:

(1) Repairs exceeded the 5-hour restoration time because of the water main size (250mm and above) and ground instability.

(2) For customer requests to check water pressure, only 14 connections did not meet the service standard when first tested. However, following remedial work by Redland Water, all properties met the service standard.

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Redland Water highlights continued

KPI	Measure	Target	Actual	Satisfactory	Reliability	Accuracy
Wastewater						
Effective transport of waste effluent						
Sewage overflows	No. per 100km of main	Max 8	5	√	A	2
Sewage overflows to customer property	No. per 1000 connections	Max 2	1	√	A	2
Odour complaints	No. per 1000 connections	Max 0.85	.62	√	A	2
Average response time to urgent requests	Minutes	Max 60	40	√	B	4
% wastewater service interruptions restored within 5 hours	%	Min 95	100	√	B	3
Response to reports of odour	% Response within 5 hours	90	100	√	B	3
Response to non-urgent requests	% Response within 5 working days of the request	Min 90	100	√	B	2
Additional key performance indicators as set out in Redland Water's Performance Plan						
Average residential water consumption per person a day	Litres/day/person (Level 2 RCC)	240	180	√	A	2
Earnings before interest tax and depreciation (EBITD)	%	0-5%	1.82%	√	A	1
Operating performance (expenditure to budget)	%	+/-5	-1.56%	√	A	1
Number of dry weather sewer overflows	No.	Max 84	54	√	A	2
Dry weather sewer overflows affecting customers	No.	Max 132	51	√	A	2
% Capital works program practical completion % Planned project milestones achieved each quarter	%	Min 95	100	√	B	2
Lost time injury frequency rate	No.	Max 20	53.66 (1)	×	A	1

Notes: (1) Failure to achieve measure due to larger than expected number of minor injuries, for example, ankle sprains from working on uneven ground. No major injuries were recorded for the year.

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Redland Water highlights continued

Managing our assets

Water

On 1 July 2008 our water treatment plants and water sources at Herring Lagoon, NSI borefields and Leslie Harrison Dam transferred to the state government's new entities - SEQWater and Linkwater. The value of water assets transferred to the state government was offset by a decrease in Council's loan with Queensland Treasury. The assets of wastewater including treatment plants, wastewater pump stations and reticulation mains are unaffected by the transfer and remain within Council's ownership.

While water supply and treatment is now the state government's responsibility, Redland Water remains responsible for the reticulation mains piping treated water to customers. Regular testing of water supplied from the South-east Queensland Water Grid ensures Redlands residents and business continue to receive high quality water to their door.

Projects and activities for our assets in 2008-09 included:

Water

- We continued the water meter replacement program, replacing 11,203 old, slowing or under registering meters, mostly on residential properties. The replacement strategy is important in reducing unaccounted for water, reducing revenue loss, and providing accurate consumption information to customers. **Project spend 2008-09: $631,460.**
- We replaced over 200 unlined cast iron water main fittings and hydrant items with cement lined fittings, ensuring network performance and standards are upheld. If left unchecked, unlined fittings can lessen available flow and pressure, increase interruptions to supply, lead to discolouration of water, and leakage. **Project spend 2008-09: $276,337.**
- Fire flow augmentation commenced for the reticulation system, improving the network's capacity to provide fire flows under state-planning guidelines. **Project spend 2008-09: $415,673.**
- We completed installation of fixed water tanker filling stations at Valley Way, Mount Cotton, and commenced installation of station at Ney Road, Capalaba. This now allows transition from hydrant filling to stations with electronic card system. **Project spend 2008-09: $44,047.**

Wastewater

One of Redland Water's key objectives is to develop effective infrastructure planning consistent with Council's strategies for growth. Towards this goal, Redland Water completed detailed wastewater modelling for Capalaba, Cleveland and Thorneside wastewater catchments. The modelling identifies infrastructure upgrades necessary to preserve service standards and avoid sewer overflows as these areas develop.

Improving wastewater system, plant and pump station reliability

- The sewerage telemetry SCADA was upgraded and extended to another 16 pump stations at Victoria Point (5), Cleveland (4), Redland Bay (3), Alexandra Hills (2), Capalaba (1) and Thorneside (1). We improved fault-finding and response times in attending to problems such as overflows. **Project spend 2008-09: $341,056.**
- New switchboards were installed at pump stations 16, 32, 36, 81, 82 and 49 and rewired PS48. **Project spend 2008-09: $368,957.**
- We upgraded programmable logic control (PLC) units at Thorneside and Mount Cotton Wastewater Treatment Plants. **Project spend 2008-09: $327,839.**
- We undertook CCTV inspection of Cleveland wastewater reticulation system to collect asset information needed to determine future maintenance programs
- We investigated and reviewed planning for city wide maintenance hole project (assess works needed to raise or clear sewer access holes for access and sewer functionality).

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Redland Water highlights continued

Operational performance 2008-09

In fulfilling the duties of its performance plan, Redland Water provided all stated services and roles for:

- water supply to customers
- wastewater collection and treatment
- tradewaste.

We also:

- reported monthly to Council on water and effluent quality, customer service statistics, financial and capital project status
- complied with Council's corporate plan, policies and procedures, and integrated environmental management system (IEMS).

Community service obligations

As required by Council, Redland Water provided several services to the community. Council paid back Redland Water the cost of providing these services, known as community service obligations (CSOs).

For water and wastewater, this included:

Concealed water leak concessions	$201,823
Reduced water access and consumption charges for 'not-for-profit' sporting and community organisations	$133,764
Reduced pedestal charges for 'not-for-profit' sporting and community organisations	$140,805
Total	$476,392

System Leakage Management Plan performance

As required under the *Water Supply (Safety & Reliability) Act 2008,* we report our performance against Redlands System Leakage Management Plan (SLMP).

During 2008-09, Redland Water finished the Pressure & Leakage Management Plan (PLMP) for the southern part of the city with 17 out of 28 Demand Management Areas (DMAs) completed. No further DMAs are due for completion based on an unfavourable value for money assessment of estimated savings available in remaining areas. Also, LinkWater now controls most of the locations where further flow meters would need installation.

For the year, the overall volumetric decrease in water leakage from the system was 403ML (down from 1254ML in 2007-08 to 851ML in 2008-09). **Project spend 2008-09: $280,310.**

No review of the SLMP is required this year.

Drinking water quality monitoring

The Water Supply (Safety and Reliability) Act 2008 contains new rules regulating drinking water quality to protect public health. The rules, introduced in two stages, require service providers including Redland City Council (and therefore Redland Water) to:

- carry out an initial drinking water quality monitoring and reporting program from 2 January 2009 (stage one)
- develop and carry out a drinking water quality management plan (DWQMP) (stage two).

This requirement is extra to Redland Water's existing drinking water quality management systems.

The notice provides for monitoring and reporting on detection of E coli and other incidences likely to affect drinking water quality.

Redland Water provided Department of Environment and Resource Management (DERM) with all quarterly reports as required.

Our SAMP performance

Asset management

Strategic Asset Management Plans (SAMPs) ensure continued supply of services for customers and help Redland Water maintain assets and plan for future needs to meet customer demand. These plans also provide performance indicators and targets for service standards. This annual report compares those targets with performance in 2008-09.

Confidence grading

DERM guidelines for preparing SAMPs require service providers to show confidence grading for the data in the annual report (including an explanation of low confidence levels). The confidence levels (reliability and accuracy bands) used are consistent with DERM guidelines. The key on page 77 explains the reliability and accuracy bands.

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Key performance indicators (KPI)

Below is a summary of our KPIs, targets, performance, and confidence gradings.

KPI	Measure	Target	Actual	Satisfactory	Reliability	Accuracy
Water						
Day-to-day continuity						
Relative incidence of planned and unplanned interruptions	Ratio (not greater than)	Greater than 1.25	3.6 (1)	√	C	4
Adequacy and quality of normal supply						
Poor pressure complaints	No. per 1,000 connections	Max .75	.29	√	A	4
Drinking water quality and specific standards for physical/ chemical quality	% Compliance ADWG	Min 98	100	√	A	1
	E Coli	Min 99.9	100	√		
	Manganese	Min 98	100	√		
	pH	Min 98	100	√		
	Aluminium	Min 95	100	√		
	Chlorine	Min 95	100	√		
	Trichloromethanes	Min 95	95	√		
Continuity in the long-term						
System water loss	Litres per connection per day	Max 150L	47	√	A	5
Other						
Operating costs per megalitre of water provided	$	≤ $1210	1086	√	A	1

(1) Planned interruptions (105) – unplanned interruptions (29)

KPI	Measure	Target	Actual	Satisfactory	Reliability	Accuracy
Wastewater						
Continuity in the long term						
Wastewater main breaks and chokes	No. per 100km of main	Max 18	5	√	A	2
Sewer inflow and infiltration (ADWF/ PWWF)	Ratio	<1:6	1:4.4	√	A	2
Other						
Overall percentage compliance with EPA licence	%	Min 97	99.9	√	A	2
Number of WWTP non-conformances with EPA licence over compliance year	No.	Max 6	1	√	A	1
Nitrogen load from effluent discharge	Average kg per day	Max 100	55.71	√	A	2
Operating (OMA) costs per property serviced	$	≤ $244	251 (1)	×	A	1

(1) OMA exceeded budget because of write-offs from capital to operational of $200,000.

Snapshot of our Financial Performance

Water and wastewater services

Financial performance	2007-08	2008-09
Revenue from ordinary activities	$61m	$69m
Expenses from ordinary activities	$56m	$59m
Borrowing costs	$1m	$0m
Result from ordinary activities (before tax and dividend)	$4m	$10m
Total assets	$811m	$797m
Debt outstanding	$192m	$300m
Dividend and tax to RCC	$7m	$8m

In detail	Actual 2007-08	Actual 2008-09	Variance
Operating revenue	$61,170,000	$68,562,000	$7,392,000
Operating expenses	$55,762,000	$58,554,000	$2,792,000
Operating surplus/(deficit)	$5,408,000	$10,008,000	$4,600,000
Capital works programme	$4,687,000	$3,618,000	-$1,069,000
Financial Ratios			
Economic rate of return	10.14%	8.60%	-1.54%
Rate of return on operating assets	0.65%	1.26%	0.61%
Debt to total equity	31.55%	60.90%	29.35%

Changes to the annual performance plan

As a result of water reforms initiated by the state government, and Waste Management's move from Redland Water & Waste to Council's Operations & Maintenance unit, the performance plan was split into two – one covering wastewater and remaining water operations, and the second to cover waste management. No KPIs were identified for removal from either performance plan. Indicator targets for water and wastewater operating costs were raised while targets for poor pressure requests and sewer overflows affecting customer properties were lowered (based on continued meeting or exceeding of higher targets).

Cross-subsidies

The Guidelines for Identification and Measurement of Cross-Subsidies issued by the Department of Environment and Resource Management were applied to determine any cross-subsidies for water and wastewater services for 2008-09.

Full cost pricing	Water	Wastewater
Administration/operations/overheads	$12,478,375	$11,259,690
Depreciation	$7,720,703	$8,266,844
Competitive neutrality	$357,924	$270,419
Return on assets (includes tax and dividend)	$16,934,906	$17,140,676
Total full cost pricing	$37,491,908	$36,937,629
Volume delivered to/wastewater received from customers kL	10,943,616	11,278,000
Average cost per kL (full cost pricing)	**$3.43**	**$3.28**

Cross-subsidy reflecting revenue-cost divergence water supply 2008-09

Revenue sources	Domestic	Commercial	Other consumers	Total
Water charges	$26,062,314	$2,937,209	$66,566	$29,066,089
Other revenues	$2,866,161	$179,562		$3,045,723
CSO	**$133,764**		**$201,823**	**$335,587**
Headworks	$1,061,211	$76,207		$1,137,418
Total revenue	$30,123,450	$3,192,978	$268,389	$33,584,817
kL used	9,302,847	1,562,466	78,303	10,943,616
$/kL contribution	$3.238	$2.044	$3.428	$3.069
Difference per kL from full cost pricing	-$0.188	-$1.382	$0.002	-$0.357
Cross-subsidy received	Nil	Nil	Nil	Nil

Cross-subsidy reflecting revenue-cost divergence wastewater supply 2008-09

Revenue sources	Domestic	Commercial	Other consumers	Total
Wastewater charges	$31,719,543	$3,014,954		$34,734,497
Other revenues	$1,194,369	$45,020		$1,239,389
CSO			**$140,805**	**$140,805**
Headworks	$2,539,512	$241,382		$2,780,894
Total revenue	$35,453,424	$3,301,356	$140,805	$38,895,585
kL used	10,258,469	978,930	40,601	11,278,000
$/kL contribution	$3.456	$3.372	$3.468	$3.449
Difference per kL from full cost pricing	$0.181	$0.097	$0.193	$0.174
Cross-subsidy received	Nil	Nil	Nil	Nil

Actions taken to implement SAMP in 2008-09 (as detailed in Redland 2008-10 SAMP/TMP)

Plan	Action	Target date	Progress
Customer service/customer relations	Review Maximo works management	31/12/2009	Modifications underway to improve reporting against key performance indicators and improve customer feedback on job status.
	Continue water meter replacement program	30/06/2010	Replaced 11,203 meters (cost $631,460).
Drinking water quality	Align drinking water quality supply plan within distribution network with Water Grid requirements	31/03/2009	Completed emergency response plan in line with Grid requirements.
Human Resource Management Plan	Develop change management program to support staff through water reform process	31/12/2009	Change Manager engaged. Change Management Plan prepared. Implementation ongoing.
Water demand	Work with the Queensland Water Commission (QWC) to develop a regional demand management program	Ongoing	Ongoing discussions with QWC. Redlands moving to QWC water restrictions 1 December 2009.
Pressure and leakage	Continue actions as detailed in Redland Water & Waste SEQ Leakage & Pressure Management Project: Detailed Planning Report September 2007 Revision – issue 1	01/07/2010	Completed phase 1 – no further work planned because of cost-benefit analysis. Refer elsewhere in annual report for details, (cost $280,310).
Asset evaluation and renewal	Leakage management – Division 6 (Capalaba/Mt Cotton/ Sheldon)	30/06/2010	Action under review as part of overall leakage management within the city.
	New sewer pump station access lids and ladders	30/06/2010	Ladders purchased.
	Carryout renewal of belt and bearings – Thorneside Wastewater Treatment Plant	30/06/2010	Not yet started.
	Renew bearings – Thorneside Wastewater Treatment Plant aerator gearbox	30/06/2010	Not yet started.
	Replace belts and bearings – Cleveland Wastewater Treatment Plant	30/06/2010	Project started.
	Refurbish No. 1 Bioreactor and pipework – Mount Cotton Wastewater Treatment Plant	30/06/2010	Not yet started.
	Continue unlined fittings program for water reticulation	30/06/2010	Replaced 200 unlined cast iron water main fittings and hydrant parts.
	Continue sewer access hole raising project	30/06/2010	See Sewer Overflow Plan.
	Continue implementation of Maximo – works management and asset condition data	30/06/2010	Project is ongoing.

Plan	Action	Target date	Progress
Operations	Fulfil hazardous analysis critical control point system	30/06/2010	Not yet started.
	Complete telemetry upgrade		Project completed.
	Carry out local chlorine boosting		Working with Grid participants.
	Complete all trade waste licensing		95% complete.
Sewer overflow	Review policies and procedures to conform with EPA guidelines and industry best practices	30/12/2009	Site based management plans prepared for wastewater pump stations.
	Pump station switchboard pump replacement program	Continuing	Completed switchboard replacement program based on field audit and risk assessment.
	Review buried manhole location and raising program	30/12/2009	Planning investigation work undertaken.
Energy	Prepare greenhouse gas emission assessment for wastewater activities	June 2008	Project completed.
	Explore feasibility of producing bio-diesel from cooking oil collected from residents	December 2009	Draft feasibility prepared - under review by Redland Water.
Envrionmental	Continue upgrading wastewater SCADA system	30/12/2009	Project completed.
	Develop overflow abatement strategy in line with EPA guidelines	30/12/2009	Project started.
	Upgrade Thorneside and Mt Cotton Waste Treatment Plants	01/07/2009	Mt Cotton and Thorneside Waste Treatment Plant/central processing unit upgraded. (cost $327,839).
Effluent	Research options to increase use of recycled water by water carriers	30/12/2009	Investigating option to provide recycled water at Capalaba Wastewater Treatment Plant.
	Install fixed water tanker filling stations – recycled water	No target date set	See item above.
Biosolids	Award tender for disposal of biosolids effective July 2009	01/07/2009	Completed. Contract awarded to Thiess Services Pty Ltd.
Tradewaste	Review trade waste policy	30/06/2010	Project started.
Knowledge management	Develop central intranet pages for access to all definitions and procedures	30/12/2009	New corporate intranet site under development. Pages for definitions not commenced. Procedures pages in place.
Drought management plan	Review plan		Project started.