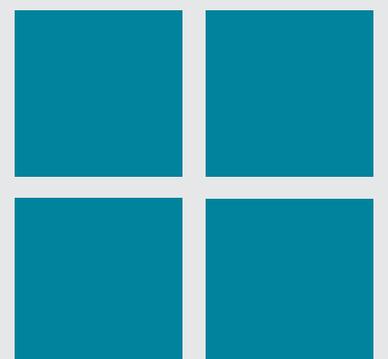
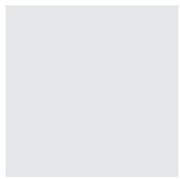




Moreton Bay WATER



This will be the last Moreton Bay Regional Council annual report to detail the operations of Moreton Bay Water – the business arm of council’s water and sewerage network and treatment operations.

As part of ongoing reforms under the South-East Queensland Water (Restructuring) Act 2007, council’s hands-on involvement in water and sewerage treatment ceased on 30 June, 2010.

On 1 July, 2010 the combined water and sewerage operations of Moreton Bay Regional Council and the neighbouring Sunshine Coast Regional Council will be merged to form a new statutory authority known as Unitywater.

Unitywater will be responsible for delivering water to customers and collecting, transporting and treating sewage. It is one of three new distributor-retailer businesses established by the Queensland Government to serve South-East Queensland (SEQ). SEQwater will continue to manage dams, weirs and water treatment plants and Linkwater will manage the operation and maintenance of the SEQ water grid.

Unitywater will operate independently and be overseen by an experienced independent board.

In the lead up to this major change to its business, council, through the operations of Moreton Bay Water, has continued to meet the demands of the region’s growing population.



Moreton Bay Water provided quality water and sewerage services in a socially responsible and sustainable manner designed to protect the community and the environment.

Water services were provided to 135,539 properties and sewerage services were provided to 117,499 properties. It was responsible for 3,019 kilometres of water mains, 35 water pumping stations and 48 water reservoirs and towers.

It also operated 2,718 kilometres of sewerage mains with 396 sewerage pumping stations that feed into eight sewage treatment plants. Two advanced water treatment plants provided class A+ purified recycled water to industrial customers.

Work to upgrade the \$152 million [Murrumba Downs Sewage Treatment Plant](#) continued throughout the financial year and is expected to be completed in September 2010. The project so far has cost \$142 million.

When completed, the sewage treatment plant is expected to have the capacity to service the needs of 159,000 people.

Work is well advanced on the [Burpengary East Sewage Treatment Plant](#) which is due for completion in May 2011. During the financial year to 30 June 2010, \$23.3 million was spent on the project.

Council engaged specialist consultants to assess the sewerage service needs of the growing communities of Woodford and D’Aguilar to determine the most cost effective way of upgrading the Woodford Sewage Treatment Plant. It was decided to upgrade the treatment plant in its current location to provide capacity for treatment for the next 10 years. Subsequently, consultants were commissioned to design the upgrade and construction is expected to commence in November 2011.

The construction contract for the [South Caboolture Sewage Treatment Plant](#) upgrade was awarded in May 2010 with work scheduled to be completed in December 2011. During the financial year to 30 June 2010, \$3.8 million was spent on the project.

The pressure system linking Donnybrook to the sewerage network has been commissioned and connections are now available for all existing residences. The Godwin Beach and Caboolture industrial estate systems have been operational for some months and are functioning well.

On Bribie Island, [three emergency sewage storage tanks](#) have been constructed and commissioned at Banksia Beach and Bellara, with \$864,000 spent on the project during the financial year. The tanks, built alongside existing pump stations, are designed to alleviate potential overflow problems during power blackouts and sustained wet weather events.

Major network construction activities were carried out in the North Lakes development corridor with \$30 million spent on four new major sewerage pumping stations and network infrastructure to service the growing population.

This infrastructure transports sewage to the newly upgraded Murrumba Downs treatment plant. Similar network expansions and pumping station upgrades are currently being undertaken in Deception Bay and Redcliffe. Sewage from these areas will be transported to the Burpengary East treatment plant.

In other infrastructure rollouts across the region, 140 Moreton Bay Water network projects ranging from \$200,000 to \$7 million are being designed or constructed to meet service standards and to provide for the region’s growing population.

Operational Initiatives and Maintenance Management Programs

Pressure and Leakage Management

Sixty-nine distinct Demand Management Areas have been established across the water networks of the Moreton Bay region. Moreton Bay Water is now able to control pressure in each of these separate areas to minimise the risk of leakage. It has been estimated that this initiative saves about four megalitres of potable water daily.

Mobile Field Office

One-hundred-and-four mobile field units were deployed by 30 June 2010 enabling field staff to remotely assess information on water and sewerage networks and receive customer service requests directly from council call centres. This project, due to be completed by December 2010, will improve response times and efficiency.

Control system

A contract for \$4.7 million was awarded in September 2009 to provide a state of the art telemetry control system to monitor 450 sites across the water and sewerage infrastructure of Moreton Bay region. The first stage of the project is due to be completed in September 2011 with the fourth and final stage being completed in April 2013.

A strategic approach

As a commercialised business unit, Moreton Bay Water maintained a comprehensive strategic management framework that included:

- **A Total Management Plan (TMP).** The TMP ensures Moreton Bay Water works to meet its responsibilities under the Water (Safety and Reliability) Act 2008 and complies with the South-East Queensland water grid's commercial arrangements administered by the State Government and the Queensland Water Commission.
- **Performance indicators**
Moreton Bay Water's key performance indicators for the reporting period to 30 June 2010 include:
 - Net loss from ordinary activities – \$8.9 million (operating income less operating expense)
 - Capital income – \$80.9 million (grants, subsidies, developer contributions)
- **Customer service indicators**

Moreton Bay Water operated according to several key customer service performance targets. These indicators measure and assess the continuity of water supply, adequacy and quality of the water supply system, effective transport of waste effluent and the long-term continuity of water supply and sewerage services.



Continuity and quality of water supply

	Target	Achieved
Less than two hundred and fifty (250) drinking water quality incidents	100%	100%
Less than 0.1 per cent of connections with verified deficient pressure and flow	100%	100%
Compliance with ADWG – Microbiological	>98%	99.4%
Compliance with ADWG – Colour <15NHU >	98%	100%
Compliance with ADWG – Turbidity <1 NTU >	98%	99.04%
Average interruption duration	Target <3 hours	1.53 hours
Percentage of unplanned service interruptions restored within five hours	95%	96.77%
Percentage of times responses onsite were within three hours	95%	95%
Percentage of connections experiencing one interruption or more	<15%	0.02%

Effective transport of effluent

	Target	Result
Less than 10 sewage overflows to customer property per 1000 connections	1.0%	0.025%
Less than three odour complaints per 1000 connections	0.3%.	0.038%
Less than 18 sewer main breaks/blockages per 100 kilometres		6.67 sewer main breaks/blockages per 100 kilometres

*ADWG – Australian Drinking Water Guidelines