



REGULATED SERVICE PROVIDER NO. 478

WATER SUPPLY AND SEWERAGE SERVICES

CUSTOMER CHARTER



TABLE OF CONTENTS

	Page No.
1.0 INTRODUCTION	2
1.1. Our Obligations	2
1.2. Our Expectations	2
2.0 WATER SUPPLY AND SEWERAGE CUSTOMER SERVICE STANDARD	3
2.1. Water Supply Services	3
2.2. Sewerage Services	4
3.0 CUSTOMER SERVICE PROCEDURES	7
3.1. Obtaining Water Supply and Sewerage Service Connection	7
3.2. Charges and Customer Accounts	8
3.3. Water Meters	10
3.4. Customer Service	11
3.5. Customer Complaint Handling and Resolution	12
4.0 CUSTOMER OBLIGATIONS	13
4.1. Damage to Council Assets	13
4.2. Water Supply Service Connections	13
4.3. Sewerage Service Connections	13
4.4. Discharge of Unauthorised Substances	14
4.5. Backflow Prevention	14
5.0 SCHEDULE 1: CUSTOMER SERVICE STANDARD	15
1.0 OVERVIEW OF CUSTOMER SERVICE STANDARD	17
2.0 CUSTOMER ADVICE RESPONSE TIMES	17
3.0 PERFORMANCE INDICATORS AND TARGETS / LEVEL OF SERVICE STANDARDS	20
4.0 PROCESS ISSUES	21
5.0 CONTACT INFORMATION	29



1.0 INTRODUCTION

Our key responsibility is to provide continuous and reliable water supply and sewerage services. This document provides an overview of our obligations as a water supply and sewerage service provider and our expectations of customers.

1.1. Our Obligations

In providing you with water supply and sewerage services, we have prepared a Customer Service Standard, which identifies our aim in achieving a specified level of performance with respect to:

- Day-to-day continuity of your water supply;
- An adequate and high-quality water supply system;
- Effective transportation of sewage effluent; and
- Continuity of water supply and sewerage services in the long-term.

Our Customer Service Standard additionally outlines our procedures for:

- Connecting and reconnecting to and disconnecting from our water supply and sewerage services;
- Metering and payment of services;
- Managing customer requests;
- Complaints handling; and
- Solving your water supply and sewerage problems.

A copy of the Customer Service Standard is contained in Schedule 1.

1.2. Our Expectations

Our expectations are that our customers will assist us in protecting our water supply and sewerage infrastructure, particularly those where services are located on your property. This involves:

- Paying for services;
- Providing accessible passages to the water meter and any sewer access chamber located on or adjacent to your property;
- Taking care not to discharge unauthorised substances into sewers;
- Notifying us of any faults that you may have encountered;
- Complying with the reasonable requests of our Officers.
- Applying and receiving approval before connecting to water and wastewater systems
- Using water in a '*waterwise*' manner;
- Maintaining internal property pipes and fittings (water and wastewater);
- Engaging a licensed plumber to do work internal to your property;
- Not building structures over water or sewer mains and selecting garden vegetation that won't damage water supply and sewerage infrastructure;
- Not covering sewer manholes with soil and or mulch;
- Applying to us for a trade waste permit (industrial and commercial customers) to discharge trade waste to sewers;
- Keeping vegetation around water meters in a tidy state;



- Ensuring testable backflow prevention devices are operable and are tested and registered with Council on an annual basis.

2.0 WATER SUPPLY AND SEWERAGE CUSTOMER SERVICE STANDARD

A copy of the Customer Service Standard is contained in Schedule 1.

2.1. Water Supply Services

Our water supply system has been designed in accordance with State Government guidelines and industry best practice. In our design, we considered the:

- quality of raw water sources;
- drinking water quality guidelines;
- population projections (numbers and distribution);
- consumption rates per capita (average demand);
- consumption patterns (how demand varies throughout the day and the year); and
- fire fighting requirements.

We will endeavour to comply with all criteria and guidelines and use appropriate means to protect community health.

2.1.1. Day-to-Day Continuity of Water Supply

We aim to provide continual water supply services to our customers with minimal disruptions. There may be times that we will need to interrupt, postpone, or limit one or more of these services in order to undertake repair or restoration work, or install new connections. We reserve the right to interrupt the provision of water supply and sewerage services, on the condition that we provide adequate notice to you. Where it is reasonably practical, we will aim to provide you with at least 24 hours of written notice prior to any planned interruption of services.

In some circumstances, water supply and sewerage services may be disrupted by acts outside of our control. We will attempt to rectify the problem and return the service to the community as efficiently as possible. We will provide on-going maintenance works to ensure the water supply system operates with minimal disruptions.

2.1.2. Adequacy and Quality of Normal Water Supply

Pressures and flows that can be expected within the water supply distribution system are generally in accordance with State Government guidelines. It should be noted that connections located in elevated areas will generally experience lower pressures and flows than the norm. Lower pressures and flows will also be experienced during periods of high demand (eg, hot weather, fire fighting elsewhere in the system, etc).

If a significant change in pressure is experienced, you are advised to contact Council's Customer Service Centre. A Customer Service Officer will notify our Water Supply and Sewerage Section of the event and one of our operational staff will investigate the problem. We will advise you of the outcome of the investigation and also when the problem has been rectified.



The quality of drinking water will comply with the standards outlined in the Australian Drinking Water Guidelines (NHMRC 2004) and Council's drinking water quality management plan prepared under the *Water Supply (Safety and Reliability) Act 2008*. Please contact Council's Customer Service Centre if you experience any problems with your drinking water. We will endeavour to respond promptly when notified of problems with poor water quality.

2.1.3. Long-Term Continuity of Water Supply Services

We will endeavour to maintain our water supply systems to achieve long-term continuity of water supply services by undertaking ongoing maintenance and repair works.

We have adopted performance targets as a measure of long-term continuity of water supply services.

2.1.4. Water Supply Restrictions

Under certain circumstances, we may need to impose water supply restrictions. These circumstances may include:

- bulk limitations of water supply;
- periods of drought, causing limited available water resources;
- compliance with the terms and conditions of special agreements with external bulk suppliers;
- continuity of supply where there are short term problems with system capacity and asset performance;
- compliance with Council and State Government directives; and
- industrial disputes.

2.2. Sewerage Services

Our sewerage system has been designed in accordance with State Government guidelines and industry best practice. During the design of our sewerage system, we considered the:

- quality of raw sewage entering the system;
- quality of the effluent to be discharged from the system;
- population projections (numbers and distribution);
- quantity of raw sewage entering the system; and
- wet weather flows.

We will provide customers with a service for the collection, transportation and treatment of sewage and disposal of effluent. We are committed to environmentally sound practices and we will treat sewage and dispose of effluent in an environmentally responsible manner. We will operate all sewerage infrastructure to comply with all environmental licences and any other Council requirements. In providing sewerage services we will endeavour to meet the performance targets for:

- effective transport of sewage, which includes total sewage overflows, odour complaints and response/reaction time to incidents; and
- continuity of sewerage services in the long term, which refers to sewer main breaks and chokes, and sewer inflow/infiltration.

During periods of extreme rainfall, significant portions of the sewerage network (both Council's sewerage lines and private sewer connections) suffer from significant ground water and surface water infiltration. Council is directing substantial resources to reduce infiltration issues through its sewer relining program but sewage overflows cannot be



avoided in all rainfall situations. If an overflow occurs impacting you or your property, contact Council's Customer Service Centre. Council staff will attend to overflow sites, investigate the issues and undertake cleaning and disinfection as soon as the situation allows.

2.2.1. Effective Transport of Sewage

We aim to provide reliable sewerage services to our customers. At times, we may need to interrupt, postpone, or limit one or more of these services in order to undertake repair or restoration work, or install new connections. We reserve the right to interrupt the provision of sewerage services, on the condition that we provide you with adequate notice. Where it is reasonably practical, we aim to provide you with at least 24 hours written notice prior to any planned interruption of services. We will endeavour to make the reinstatement of the service our highest priority and do all in our power to restore the service as quickly as possible.

At times, the provision of sewerage services may be disrupted by acts outside of our control. We will attempt to rectify the problem and return the service to the community as efficiently as possible.

2.2.2. Long-term Continuity of Sewerage Services

We will endeavour to maintain Council's sewerage systems to achieve long-term continuity of sewerage services by undertaking ongoing maintenance and repair works.

We have adopted performance targets as a measure of long-term continuity of sewerage services.

2.2.3. Industrial and Commercial Sewerage Services

You may use our sewerage service for the discharge of trade waste, provided you have first obtained a Trade Waste Approval under the *Water Supply (Safety and Reliability) Act 2008*.

Under that Act, Council may give the approval only if they are satisfied that:

- The discharge will not harm the sewerage or the health and safety of anyone working on the sewerage; and
- The sewage treatment plant treating the waste is capable of treating the waste to an acceptable standard;
- The proposed discharge into the sewerage is consistent with Council's *Trade Waste Environmental Management Plan*.

Council at its sole discretion may issue a Trade Waste Approval with conditions. The trade waste generator is required to hold the Trade Waste Approval. Where the property owner is not the trade waste generator, the owner must provide consent for the trade waste generator to operate from the property. The trade waste access fee and any trade waste volumetric charges will be levied against the property rates issued to the property owner.

The property owner/agent is responsible for payment of the trade waste fees and charges. Any arrangement for passing on those fees and charges to the trade waste generator is the responsibility of the property owner.

Further information on the disposal of Trade Waste may be obtained by contacting Council's Customer Service Centre.



2.2.4. Sullage Disposal and Holding Tank Pump-Out Services

Properties with household sewage treatment plants and disposal systems will need to arrange to have the tank cleaned, and pumped out on a regular basis. Liquid wastes from septic tanks, portable toilets, or other approved holding tanks is to be disposed of by a licensed waste transporter.

Liquid waste transporters will be charged a fee, calculated on a volumetric basis, for the disposal of liquid waste. The fee takes into consideration both the volume and the strength of the waste.



3.0 CUSTOMER SERVICE PROCEDURES

3.1. Obtaining Water Supply and Sewerage Service Connection

The installation of a new water service, or a new sewerage connection point and the extension of any main required for the provision of water supply or sewerage services to an individual property will be the responsibility of, and at the expense of the property owner. Connection will only be approved if you are within Council's defined service areas.

The potential water service areas are indicated on the water supply scheme maps in Council's Drinking Water Quality Management Plan. A copy of Council's DWQMP is on the Council website.

The potential sewer serviced area is defined by the priority infrastructure area or as otherwise approved by Council. Mapping of the priority infrastructure area can be obtained by request from Council.

If you wish to obtain a water supply and/or sewerage service connection for your property, you will be required to submit to Council's Customer Service/Planning Services, an application for connection, along with the prescribed payment and relevant building plans.

The time for an approval under this system depends on the number of applications being processed, but averages around 10 working days. Delays can occur if insufficient information is submitted with the application.

3.1.1. Water Supply Connection

We will approve a standard water connection following building approval if a reticulation main is available to your property and if the service required can be provided. A cost will apply to cover the connection service. Costs of connection are listed in Council's Fees and Charges Schedule.

3.1.2. Sewerage Service Connection

We will approve a sewerage service connection following building approval if a sewer reticulation main is available to your property and the service required can be provided.

If a sewerage system is available and can provide the required service for a property, which either produces or can produce sewage, you are required to connect to the system. A cost will apply to cover the connection service. Costs of connection are listed in Council's Fees and Charges Schedule.

3.1.3. Maintenance of Water Supply Service Connections

We aim to maintain a continuous water supply service. If a fault with the water service connection, from the water production point up to and including the water meter on your property (or if there is no water meter, the property boundary) is experienced, please contact us for servicing and repairs. Note it is the property owner's responsibility from the outlet of the water meter.



3.1.4. Maintenance of Sewerage Service Connections

It is the responsibility of the property owner to ring a private plumber in the case of a sewer blockage from the house drain to the sewer main connection. If a fault is experienced within the sewer main or access chamber, please contact the Council's Customer Service. We will endeavour to attend to the work request as promptly as possible.

3.1.5. Grounds for Flow Limitation and Disconnection of Service Supply

Under the *Water Supply (Safety and Reliability) Act 2008* Council may restrict water supply in certain circumstances, by restricting:

- The volume of water taken by or supplied to a customer or type of customer;
- The hours when water may be used on premises for stated purposes; or
- The way water may be used on premises.

If the service poses a health, safety and environmental risk, we will discontinue the service until the risk to you and our other customers can be eliminated. In all other cases, we will provide you with 24 hours written notice in writing of Council's intention to restrict supply.

3.1.6. Disconnection

If you no longer require a water supply and/or sewerage service, you have the right to apply for a disconnection of the service by submitting an application form to Council's Customer Services section along with the prescribed payment. This will be approved if:

- we have been notified beforehand of your wish to disconnect your service;
- you have paid a fee for the disconnection service; and
- the disconnection will not cause any environmental and/or public health concerns.

In the case of sewerage services, the property must not have any further disposal requirement and disconnection must comply with State Government Law and Council Policy.

In most circumstances, disconnection of a water and/or sewerage service does not terminate this Charter. A service availability charge will apply to the owner of the land (including vacant land) where water supply and/or sewerage services are available for connection. The Charter would normally terminate if there were no services available and no charges levied.

3.1.7. Reconnection

If you wish to reconnect, you may submit an application to Council on the prescribed form along with the prescribed payment.

3.2. Charges and Customer Accounts

The *Water Supply (Safety and Reliability) Act 2008* and Council's Revenue Statement/Policy outline the procedures for:

- Levying annual water supply and sewerage charges;
- Issuing annual rates notices;
- Payment of accounts; and



- Charging interest on overdue accounts.

A copy of Council's Revenue Statement/Policy may be obtained from Council's Customer Service Centre. It is also available on Council's web site.

3.2.1. Limit on Water Supply and Sewerage Charges

Prices for water supply and sewerage services cannot exceed the charges set by Council resolution, unless a special agreement is made with you.

3.2.2. Adjustment to Charges

If, as a result of an error, you are charged more than the correct amount, the excess will either be held in credit for a future charge, or refunded, according to the your wishes. No interest is payable on amounts held in credit. Alternatively, if you have been undercharged, you will be required to make an additional payment.

We reserve the right to make refunds or adjustments or to waive or defer payments. We may use such discretion subject to compliance with the Local Government Act.

3.2.3. Charge for Defective Work

Under the *Water Supply (Safety and Reliability) Act 2008*, Council has the power to:

- Disconnect unauthorised connections and recover the cost of the disconnection and the value of any service used through the connection;
- Direct the owner of the premises to do work and in default of the owner, enter the premises, do the work and recover the cost of the work from the owner.

If a person damages Council's infrastructure or Council suffers loss because a person breaches the Act, Council may recover the amount of the loss or the reasonable cost of repairing the damage.

3.2.4. Responsibility for Payment of Rates Notice

The owner of land or property where water supply or sewerage services are available or supplied is required to pay specific charges as approved by Cassowary Coast Regional Council. Customers who are the property owner are responsible for all charges that we charge to services related to that property.

3.2.5. Delivery of Rates Notices

A rates notice will be considered as having been delivered to the property owner when it is either posted or hand delivered or transmitted electronically to the address notified to us by the property owner or their agents.

3.2.6. Dishonoured Cheques

If you pay with a cheque, which is not honoured, for any reason, we may include any costs incurred in the process of receiving payment with the next rates notice.



3.3. Water Meters

Water meters have been installed as part of the water service connection to determine the amount of water consumed over a specified time frame. Councils adopted strategy is to convert all water meters to automatic meter reading devices (known as AMR's or "smart meters"). The smart meter contains a small radio transmitter that records the number of pulses generated as water passes through the water meter. Hourly readings are transmitted and processed by Council. The data from the AMR devices will be used to reduce water loss and to reduce the requirement for physical water meter reading.

Water customers are responsible for all water consumption read by the water meter. Currently, Council will provide limited advice to a customer if a leak detected by the AMR device is 20L per hour or more. Council will not notify owners of smaller leaks. Councils longer term strategy is to empower customers to access their own water consumption data with a web portal and then Council will review any commitment to provide customers with leak information.

In some instance the transmitter signal quality from the AMR may not be sufficient to allow leak detection. Typically hourly readings are needed particularly at night time to detect leaks and in some installations, hourly transmissions are not possible. Council accepts no responsibility for non-notification of leaks where data is inadequate.

The water billing cycle is 6 months. AMR's consumption data can be obtained from the data transmission. A property that does not have an AMR will have their meter manually read. If the 6 monthly consumption data reveals high water consumption, you will receive notification with your rates notice irrespective of whether you have an AMR or not. Customers must ensure water meters are easily accessible.

In some instances, customers may be eligible for a concession against your water consumption charges for the rectification of a leak by a licenced plumber. Councils concession policy provides the terms and conditions in relation to a concession.

Water meters that have been installed as part of a water service connection will remain our property.

3.3.1. Water Meter Accuracy

You may request a test on the water meter installed on your property if there is doubt that the water meter is operating accurately or reliably. A charge will apply to cover the cost of the water meter accuracy test. If the meter is found to be faulty, you will be reimbursed the amount paid to us for the test and we will make the necessary adjustments to your rates notice.

A water meter is found to be inaccurate if the meter registers more than 5% greater than the amount it should register.

3.3.2. Estimation of Water Consumption

For a water meter that has been damaged or unlawfully removed, ceased to register, or is determined by an authorised person (whether as a result of a test requested by the owner of the property or otherwise) to be out of repair, registering incorrectly, or is otherwise unable to be practicably and conveniently read, we may estimate:



- where relevant, the period during which such meter was not in working order; and
- the amount of water used during the relevant reading period.

The estimation will be based on expected usage based on either past consumption records or use by similar customers under similar circumstances.

3.4. Customer Service

3.4.1. Customer Assistance

In the interests of improving customer service, Council welcomes customer comments, enquiries and suggestions. You are encouraged to contact the Customer Service Centre telephone numbers for assistance on matters such as service difficulties and faults, account enquiries, general and technical enquiries, and suggestions.

3.4.2. Emergency Assistance

We will maintain an after-hours emergency contact service for emergency events, which includes, but is not limited to blocked sewer, sewer overflow, burst water main or property service pipe, dirty water or damaged water meter.

3.4.3. Response to Correspondence and Telephone Calls

In any situation, we will attempt to respond promptly to customer enquiries, complaints and requests. We will adopt appropriate telephone and correspondence response times based on sound business principles.

3.4.4. Customer Redress and Compensation

If any of our activities cause damage to your property or disrupt your normal activities, such as a sewer overflow directly resulting from a failure of a service that we provide, we will deal with the complaint in a fair and business-like manner and will endeavour to restore your property to the condition that existed prior to the event or activity taking place.

3.4.5. Notice of Entry on a Property

Our representatives may at one stage, or another, need to enter your property to carry out investigations, or undertake maintenance or other work on the water supply or sewerage system.

We will endeavour to notify you prior to commencing the construction/maintenance work whenever possible.

We will attempt to undertake all work during business hours or at other times that is convenient to our commercial customers, except in the case of emergencies.



3.4.6. Customer Consultation

We are committed to involving our customers on issues relating to its programs and services. Where possible, we will ensure that all our customers are provided with the opportunity to discuss with our representatives, issues relating to the installation and operation of the water supply and sewerage infrastructure.

3.4.7. Customer Available Information

We will provide information pertaining to water supply and sewerage services, including water charges, billing issues, complaints handling, customer surveys and community consultation briefs. We will prepare and publish brochures and community information kits containing this and other information and require that they are available at all Council Offices or Councils web site.

Where appropriate, we will use Councils web site and local media bulletins to advise you of any system change that may have a significant effect on local service levels.

We will maintain active involvement in the *WaterWise* campaign, providing customers with water conservation information.

3.5. Customer Complaint Handling and Resolution

We will ensure that all complaints received will be investigated, reported, and rectified as promptly and efficiently as possible. Council's Customer Service Centre receives and handles all customer complaints. All complaints received by Council's Customer Service Centre are forwarded to the relevant branches and departments within Council, who will attempt to resolve the problem. We will endeavour to resolve the reported complaint within 20 working days of receipt.



4.0 CUSTOMER OBLIGATIONS

4.1. Damage to Council Assets

You will be responsible for subsidising the total costs of rectifying any damage to our assets if you are found to be responsible for damaging infrastructure.

In the case of water meters installed on a property, the owner of the premises is responsible for the cost of repairing or replacing the water meter and the estimated water usage charges for the water consumed during the period the water meter was not functioning properly, unless you, the owner, can prove that:

- the act happened without your knowledge; and
- you could not have prevented the damage.

The owner and occupier of a property must not interfere or tamper with or connect to any Council infrastructure. This includes the water meter, water hydrant or valve, the sewer “jump-up” or manhole inside and adjacent to the property, or elsewhere within the water and sewerage systems. The cost associated with rectifying such interference or alteration will be recovered from the person or persons causing such damage, or from the owner of the property on which the infrastructure is located.

4.2. Water Supply Service Connections

Property owners are responsible for the maintenance of the pipe work and fittings within the property and on the property side of the water meter, or in the case of unmetered properties, the pipes and fittings from the property boundary.

You are legally required to use a licensed plumber to carry out any repairs and modifications on private pipes and fittings.

You may also be responsible for costs associated with the provision of new service installations, and for the repair and maintenance of services.

4.3. Sewerage Service Connections

We are responsible for the maintenance of sewer mains located through properties. The property owner, however, is responsible for ensuring the sewerage house drain is maintained in a satisfactory condition. Property owners should engage the services of a licensed plumber to clear any blockages found in the sewerage house drain or to repair any cracked or defective house drainage. If blockages are found within the “jump-up”, it is our responsibility to repair this defect.

As our customer, you play an important role in ensuring an uninterrupted sewerage service. Pipelines and structures must be reasonably accessible and free from any interference such as buildings, which could damage or make them inaccessible. As a result, property owners should ensure that approvals to undertake building or construction activity on land connected to or capable of being connected to sewer is obtained, prior to the commencement of such activities. Property owners will be required to pay for the removal and remedial works and all associated administrative costs for any unauthorised works, which are found to interfere with the operation of our assets.



4.4. Discharge of Unauthorised Substances

In order to care for the environment and the safety of our staff and contractors, we have a responsibility to ensure unauthorised and potentially harmful substances are not discharged into sewers. You will need to ensure that stormwater (including roof runoff) and other substances including paint, grease or solvents are not flushed into the sewerage system.

Certain waste products are not suitable for disposal to the sewerage system because of their nature and ability to pollute. To act responsibly, specialised disposal procedures are needed for substances such as:

- cooking, oil and grease – these should be placed in a container or wrapped and placed in the rubbish bin; and
- paint, paint thinners, dry cleaning fluids, engine oil, solvents, alkalis, laboratory chemicals, kerosene, garden poisons, polishers, or cleaning products – such substances should be recycled through waste disposal agencies.

The *Water Supply (Safety and Reliability) Act 2008* prohibits the discharge of a prohibited substance (as defined in the Act), surface water, soil, sand or rock into a service provider's infrastructure. For further information, please contact Council's Customer Service Centre.

4.5. Backflow Prevention

Property owners with testable backflow prevention devices on their water systems are required under the Plumbing and Drainage Regulation to arrange for testable backflow devices to be registered with Council and ensure the devices are checked, tested and maintained at least once per year by a licenced plumber with backflow accreditation.



5.0 SCHEDULE 1: CUSTOMER SERVICE STANDARD



SCHEDULE 1

REGULATED SERVICE PROVIDER NO. 478

***WATER SUPPLY AND SEWERAGE
SERVICES***

CUSTOMER SERVICE STANDARD



1.0 OVERVIEW OF CUSTOMER SERVICE STANDARD

Service providers are required to ensure continuity of the services they supply to customers. This involves developing and adopting a customer service standard that documents:

- The level of service to be provided to customers;
- Processes for customer interaction with the service provider; and
- Any other matter stated in the guidelines, if any, issued by the regulator for preparing customer service standards.

The purpose of this document is to address those requirements.

2.0 CUSTOMER ADVICE RESPONSE TIMES

As a registered water service provider Council must report annually on a range of performance indicators prescribed by the Water Regulator, Department of Regional Development, Manufacturing and Water (RDMW). Details of the reporting data are included in Council's annual Water Section Performance Report which is available on Council's web site. Council has limited mandatory customer service reporting requirements relating to response times for water reticulation and sewerage issues. The mandatory requirements are listed in Table 2 below.

Although Council currently does not formally report against other request types, customer service staff utilise the following data to advise customers of likely time frames to respond to issues. Customer service utilise standardised questions to ascertain the relative priority (urgency) of the issue. Urgent issues are typically phoned through to the Supervisor or Water administration team. Response times are split to urgent or non-urgent categories depending on the nature of the issue. Outside of business hours, response time have been extended. This reflects the limitations of on-call staff. Typically if an out of hours urgent water leak occurs to a water main, the on-call plumber is required to ring around to obtain additional support staff to enable the repair. There are clearly time delays in resolving staff resourcing for urgent out of hours requests. The response times in Table 1 are general guidelines and it is not proposed to formalise these request type/response times into reportable Customer Service Standards until there is a practical system to measure the annual performance against these indicators.



Table 1: Request Type – Customer Advice Response Times

Request Type:	Description:	Investigated / [Crew on site] (Normal business hours):	Investigated / [Crew on site] (Outside business hours):
URGENT			
Hydrants & Valves	Major burst or flowing down street	2 Hours / [5 Hours]	5 Hours / [12 Hours]
Water Leaks (Services & Mains)	Major burst or flowing down street	2 Hours / [5 Hours]	5 Hours / [12 Hours]
Water Meters – Leak at Meter	Major burst or flowing down street	2 Hours / [5 Hours]	5 Hours / [12 Hours]
No Water	Loss of water	2 Hours / [5 Hours]	5 Hours / [12 Hours]
Pressure (Low & High)	Unusually low or high	5 Hours	48 Hours
Water Meters – Cannot turn off	Major leak on owner's property. Meter valve required to be turned off to undertake repairs. (Owner to contact plumbing contractor in first instance)	5 Hours	24 Hours
Worksite Reinstatement	Worksite is a safety hazard	5 Hours	24 Hours
Sewer Discharge (dry weather event only)	Sewer discharge from manhole / overflow / blockage or break	3 Hours / [5 Hours]	5 Hours / [12 Hours]
Sewer Discharge (wet weather event only)	Sewer discharge from manhole / overflow / blockage or break	5 Hours	24 Hours
Sewer Discharge (owners property)	Sewer discharge on owner's property from private plumbing. (Owner to contact plumbing contractor in first instance.)	5 Hours	24 Hours / 72 Hours
Sewer Manhole – Broken Lid	Safety hazard – Damaged or broken lid	2 Hours / [5 Hours]	5 Hours / [12 Hours]

Request Type:	Description:	Investigated / [Crew on site] (Normal business hours):	Investigated / [Crew on site] (Outside business hours):
NON URGENT			
Contractor Related Matters		48 Hours	48 Hours
Dirty Water	Taste/colour/odour	24 Hours	48 Hours
Disconnection & or Relocation	Disconnecting meter or moving the meter	Work completed within 2 weeks	



		from payment	
Hydrants & Valves	Minor Leak (puddle or trickling, missing cap)	72 Hours	72 Hours
New Service	New water service/meter	Work completed within 2 weeks from payment	
Pressure (Low & High) Non Urgent	Slightly low or high	48 Hours	48 Hours
Reservoirs		48 Hours	48 Hours
Treatment Plants		48 Hours	48 Hours
Administrative Query - Water	Fees & Charges, Forms, Water & Sewer Search	5 Business Days (from Payment if Required)	
Water Leaks (Services & Mains)	Puddle or trickling	24 Hours	48 Hours
Water Meters – Box full of Water		72 Hours	72 Hours
Water Meters – Broken Lid		72 Hours	72 Hours
Water Meter Check	Damaged/broken, can't locate, or excessive water usage	72 Hours	72 Hours
Water Meters – Minor Leak at Meter	Puddle or trickling	24 Hours	48 Hours
Worksite Reinstatement	Not classed a safety hazard	24 Hours	72 Hours
Sewer Manhole– Broken Lid	Not classed a safety hazard. Damaged or broken sewer manhole lid	24 Hours	72 Hours
Sewer Odour	Odour from sewer manhole / pump station or treatment plant	24 hours	72 Hours



3.0 PERFORMANCE INDICATORS AND TARGETS / LEVEL OF SERVICE STANDARDS

Table 2 outlines the performance indicators and applicable target / level of service standard that will be measured and reported annually in Council's Water Section Performance Report.

Council will use its best endeavours to meet the respective target / level of service standard when delivering water supply and sewerage services.

Table 2: Performance Indicators and Targets of Standard Levels of Service

Performance Indicators (PI)	DNRME Definition Code	Targets / Level of Service Standards
Water Supply		
Total water mains breaks per 100km of water main	QG 4.5	< 12
Incidences of unplanned interruptions per 1000 rateable properties/ year (includes breaks plus other interruptions where 24 notice not provided but excludes property service leaks)	QG 4.7	< 20
Average response time for water incidents (mains breaks and leaks)	QG 4.8	75% in less than 5 hours
Restoration of services – unplanned interruptions	N/A	85% restored within 12 hours
Rate of system water loss (litres/connection/day)	N/A	< 350
Water quality complaints per 1000 properties	QG 4.10	< 10
Compliance with mandatory NHMRC Guidelines	N/A	
- microbiological	N/A	> 95% of tests
- physical/chemical	N/A	> 95% of tests
Sewerage		
Total sewerage main breaks and chokes per 100km of main/year	QG 4.6	< 10
Average response time for sewerage incidents (including mains breaks and chokes)	QG 4.9	85% in less than 5 hours
Odour complaints per 1000 connections/year	N/A	< 10
Water Supply & Sewerage Complaints		
Total water and sewerage complaints per 1000 properties	QG 4.11	< 50
Desired Standards of Service		
Minimum water pressure expectation at boundary	N/A	170kPa
Fire Flow - Properties within the identified Priority Infrastructure Area and town centres	N/A	As per FNQROC
Fire Flow - All other areas (e.g. rural, rural residential and remote)	N/A	7.5l/s with 12m residual pressure where the supply main is DN100 or greater.
Sewer Infiltration – ratio of peak day flow to average dry weather flow	N/A	6:1



Notes:

- Data is to be captured for each water supply or sewerage system to better identify performance problems.
- Definitions for RDMW Performance Indicators are outlined in the RDMW Definitions Guide https://www.dnrme.qld.gov.au/data/assets/pdf_file/0008/1488599/kpi-definitions-guide-july-2020.pdf
- The desired standard of service for rate of system water loss (litres/connection/day) is based on real water losses. Estimated current real losses is the total volume produced/supplied less revenue water less non-revenue water “real” consumption (eg internal metered standpipes, metered scouring), less an industry allowance for meter errors and less an allowance for losses at mains breaks. Current real losses is the best estimation of leakage from the reticulation network. Substantial funding is being allocated to reduce water losses but this standard of service is a target desired standard and it may take some years to achieve the desired outcome.
- The desired standard of service for Fire Flow-All Other Areas is a target desired standard. Sections of the rural network do not currently meet this standard. Where practical and viable improvements to the system will be undertaken as funds permit.
- The desired standard of service for sewer infiltration is a target desired standard. Substantial funding has been allocated to reduce infiltration over the next ten years. Performance against this target will be tracked over time but it is unreasonable to expect this target to be achieved in all catchments within ten years.

4.0 PROCESS ISSUES

Service Providers are required to describe the procedures that are in place for a number of issues, including:

- Service connections;
- Billing;
- Metering;
- Accounting;
- Customer consultation;
- Complaints handling; and
- Dispute resolution.

The following table 3 outlines the procedures for the above process issues and identifies reference documents, where applicable.

Table 3: Customer Service Procedures

Process Issues	another Council Policy/ document		Name of document	Comments and Procedure (if not addressed in Council document)
	Yes	No		
Service Connections				
How to apply for a new service		✓		Customers are required to submit an application



Process Issues	another Council Policy/ document		Name of document	Comments and Procedure (if not addressed in Council document)
	Yes	No		
				form to Council's Customer Service for a new service connection along with the prescribed payment.
How to apply for disconnection of a service		✓		Customers are required to submit an application form to Council's Customer Services for disconnection of a service along with the prescribed payment.
How to apply for restoration of an existing or disconnected service		✓		Customers are required to submit an application form to Council's Customer Services for restoring an existing or disconnected service, along with the prescribed payment.
Are there any requirements or conditions?		✓		Under the <i>Water Supply (Safety and Reliability) Act 2008</i> , the customer may be required to carry out work on the premises, to ensure that the service can be provided.
What are the fees for connections?	✓		Register of Regulatory Fees	
Billing				
What is the basis for bills (eg meter readings, property type)	✓		<i>Water Supply (Safety and Reliability) Act 2008</i> , Revenue Statement / Policy and Ratepayer Information Booklet	
What is the charging regime?	✓		<i>Water Supply (Safety and Reliability) Act 2008</i> , Revenue Statement / Policy	



			and Ratepayer Information Booklet	
What happens if a customer is under or over charged?		✓		Credited or debited to rate file
What is the procedure for finalising accounts when disconnection is requested?		✓		Meter is read and rates and excess charge levied
What is the billing cycle (when and how are bills sent)	✓		<i>Water Supply (Safety and Reliability) Act 2008,</i> Revenue Statement / Policy and Ratepayer Information Booklet	
Who are the relevant contacts for billing?	✓		<i>Water Supply (Safety and Reliability) Act 2008,</i> Revenue Statement / Policy and Ratepayer Information Booklet	Council's Rates Section



Metering				
Is meter installation compulsory?		✓		Yes, as part of a water service connection.
How does a customer apply for a meter to be installed?		✓		Water meters are installed as part of the water service connection.
Can a customer get a meter tested? How? What is the procedure if a meter is found to be inaccurate and needs to be replaced?		✓		You may request a test on the water meter installed on your property if there is doubt that the water meter is operating accurately or reliably. A charge will apply to cover the cost of the water meter accuracy test. If the meter is found to be faulty, you will be reimbursed the amount paid to us for the test and we will make the necessary adjustment to your rates notice. A water meter is found to be inaccurate if the meter registers more than 5% greater than the amount it should register.
What is the process for meter reading?		✓		For AMR devices, readings are daily. Non AMR water meters will be read every 6 months.
Can a customer get a meter read? How?		✓		You may request a meter reading on payment of a fee.
What happens if a customer has problems with the meter?		✓		For a water meter that has been damaged or unlawfully removed, ceased to register or is determined by an authorised person (whether as a result of a test requested by the owner of the property or otherwise) to be out of repair, registering inaccurately, or is otherwise unable to be practicably and conveniently read, we may estimate: <ul style="list-style-type: none"> • where relevant, the period during which such meter was not in



				working order; and <ul style="list-style-type: none"> the amount of water used during the relevant reading period. The estimation will be based on expected usage based on either past consumption records or use by similar customers under similar circumstances.
What is the process for accessing properties for meter readings?	✓		<i>Water Supply (Safety and Reliability) Act 2008 and Local Government Act 1993</i>	
Who are the relevant contacts for enquiries about meters?		✓		Water section.
Accounting				
Are customers advised when payment is due? Payment frequency.	✓		<i>Water Supply (Safety and Reliability) Act 2008, Revenue Statement / Policy and rates notice & Ratepayer Information Booklet</i>	
Who should customers contract for account inquiries?		✓		Rates section
Are contacts for account inquiries and queries listed?		✓		Refer to Ratepayer Information Booklet
What are the consequences of non-payment or late payment?	✓		<i>Revenue Statement / Policy</i>	
Customer Consultation				
Are customers told about service standards?		✓		Yes, via distribution of the CSS.
Are customer surveys conducted? If so, how frequently?	✓			Yes. Ongoing
Who are the contacts for service difficulties, emergency and general enquiries?		✓		Customer Service Centre and in the case of a/h emergencies, Council's after hours emergency contact service (which includes but is not limited to blocked sewer, sewer overflow, burst water main or property service pipe, dirty water or



				damaged water meter).
Are customers notified of planned interruptions?		✓		Where it is reasonably practical, we will aim to provide you with at least 24 hours written notice prior to any planned interruption of services.
Are customers given notice for entry onto private property?		✓		We will endeavour to notify you prior to commencing the construction / maintenance work (other than emergency work) whenever possible.
Complaints and dispute resolution				
What avenues do customers have for making complaints?		✓		Council's Customer Service Unit receives and handles all customer complaints.
How are customer complaints dealt with?		✓		All complaints are registered in accordance with Council's written procedure, which includes a customer request form. All complaints are forwarded to the relevant branches and departments within Council, who will attempt to resolve the problems.
What are the response times for dealing with complaints?		✓		We will endeavour to resolve a reported complaint within 20 working days of receipt.
Is there a process for mediation or dispute resolution?		✓	Under the <i>Water Supply (Safety and Reliability) Act 2008</i> (however disputes or contentious issues may be referred to Council for resolution)	



Building over or adjacent to Council's sewer			
<p>Are there any requirements or conditions?</p>	<p>✓</p>		<p><i>Water Supply (Safety and Reliability) Act 2008</i> Council's consent is required to build over or interfere with access to Council's sewer. Refer code requirements in Qld Development Code MP-1.4 Building over or near relevant infrastructure. Also Council Guidelines - Building over or adjacent to Council's sewer also apply.</p>



Trade waste			
Are there any requirements or conditions relating to disposal of trade waste?	✓		The <i>Water Supply (Safety and Reliability) Act 2008</i> requires a trade waste generator to obtain a trade waste approval. Council's Trade Waste Environmental Management Plan

Backflow Prevention			
Are there any requirements or conditions relating to backflow prevention?	✓		The <i>Plumbing and Drainage Regulation 2019</i> Section 101 requires a property owner with testable backflow devices to have device registered and tested by an accredited licenced plumber. Refer CCRC Backflow Prevention Management Plan.



5.0 CONTACT INFORMATION

Cassowary Coast Regional Council Contact Information

Customer Services

70 Rankin Street
Innisfail Qld 4860

Ph: 07 4030 2222
Toll Free: 1300 763 903
Fax: 07 4061 4258

Email: enquiries@cassowarycoast.qld.gov.au

*8:30 am to 4:30 pm
Monday to Friday*

38-40 Bryant Street
Tully Qld 4854

Ph: 07 4043 9100
Toll Free: 1300 763 903
Fax: 07 4061 4258

*8:30 am to 5:00 pm
Monday to Friday*

After Hours Emergency Number

1300 763 903

*After Hours Emergency Service available from 4:30 pm to 8:30 am Monday to Friday,
Weekends and Public Holidays only*

Website

www.cassowarycoast.qld.gov.au

Postal Address

Chief Executive Officer
PO Box 887
Innisfail Qld 4860