
CUSTOMER SERVICE STANDARD WATER SUPPLY & SEWERAGE SCHEME

INTRODUCTION

Quilpie Shire Council has introduced the following customer service standards to outline our commitment and responsibilities to achieve standards expected within the community in relation to the supply of water and wastewater services within the Shire.

Performance Indicators and Targets

Total water main breaks

The total number of number of main breaks, burst and leaks in all diameter water distribution and reticulation mains for the reporting period.

INCLUDES:

- ✓ Breaks caused by third parties

EXCLUDES:

- ✗ Those in the property service (i.e. mains to meter connection)
- ✗ Leaks, weeps or seepages that can be fixed without shutting down the main

Quilpie Shire Council Customer Service Standards

Less than 60 per 100km mains / year

Total sewerage main breaks and chokes

The sewerage mains breaks and chokes indicator.

INCLUDES:

- ✓ All gravity sewer mains
- ✓ All pressure mains (including common effluent pipelines, rising mains, etc.)
- ✓ All vacuum system mains of any diameter
- ✓ Breaks caused by third parties

EXCLUDES:

- ✗ Property connection sewers
- ✗ Pipelines carrying treated effluent
- ✗ Recycled water distribution and reticulation and reticulation mains delivering water for urban areas; such mains are to be reported as water mains

Quilpie Shire Council Customer Service Standards

Less than 100 per 100km mains / year

Incidence of unplanned interruptions – water

This is when the customer has not received at least 24 hours notification of the interruption. Customers affected is the count of individual customers who experience loss of water supply due to an unplanned water supply interruption.

INCLUDES:

- ✓ situations where the duration of a planned interruption exceeds that which was originally notified
- ✓ all un-notified interruptions caused by third parties (include text response on proportion of third-party breaks if desired)

EXCLUDES:

- ✗ property service connection interruptions, unless the burst or leak requires the water main to be shut down for repair and therefore effects multiple customers
- ✗ interruptions that cause some reduction to the level of service but where normal activities (shower, washing machine, toilet flushing etc.) are still possible
- ✗ breaks in house connection branches
- ✗ planned interruptions

Quilpie Shire Council Customer Service Standards

Less than 20 per 1000 properties

Average response time for water incidents (burst and leaks)

This is the average response time for water service incidents, regardless of whether the incident causes an interruption to customers. It is determined as the time it takes to get a person/team on-site to commence fixing the problem

Quilpie Shire Council Customer Service Standards

Less than 5 hours

Average response time for sewerage incidents (including main breaks and chokes)

This is the average response time for sewerage incidents. It is determined as the time from the notification of the incidence to the time it takes to get a person / team on-site to commence fixing the problem.

Quilpie Shire Council Customer Service Standards

Less than 4 hours

Water quality complaints

The number of complaints received by the water business that relate to water quality from any type of water provided. A complaint can be written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors. Includes complaints received whether in person, by mail, fax, phone, email.

INCLUDES:

- ✓ discolouration
- ✓ taste
- ✓ odour
- ✓ stained washing
- ✓ illness
- ✓ cloudy water (e.g. caused by oxygenation)

EXCLUDES:

- ✗ service interruption
- ✗ adequacy of service
- ✗ restrictions
- ✗ billing and accounts
- ✗ water pressure

Quilpie Shire Council Customer Service Standards

Less than 50 per 1000 properties

Total water and sewerage complaints

The total number of complaints received by the water business that relates to water or sewerage services. A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors. Includes complaints received by the water utility in person, by mail, fax, phone, email.

INCLUDES:

- ✓ bursts
- ✓ leaks
- ✓ service interruptions
- ✓ adequacy of service
- ✓ water pressure
- ✓ water quality or reliability
- ✓ sewerage service complaints
- ✓ sewage odours
- ✓ affordability
- ✓ billings and accounts
- ✓ behaviour of staff or agents

EXCLUDES:

- ✗ government pricing policy
- ✗ tariff structures.

Quilpie Shire Council Customer Service Standards

Less than 100 per 1000 properties

Process Issues

Service Connections

Issue

New water and/or sewerage connection required

Procedure

Application forms available from Councils Customer Service Centre are to be submitted to Council including an application fee for new water and sewer connections. Refer to Council's schedule of fees & charges for fee.

Restore existing or disconnected service

Application forms available from Councils Customer Service Centre are to be submitted to Council including an application fee for new water and sewer connections. Refer to Council's schedule of fees & charges for fee.

Timeframe from application to commencement of job

Works will commence within 20 working days of receipt of a properly made application.

Conditions

Services will be connected only within the priority infrastructure areas. Applications for areas outside of this will be assessed individually.

Billing

Issue

Basis for billing

Procedure

Water and sewerage charges are based on land use.

Charging regime

Billing cycle

Charges are fixed for water and sewerage.

Biannual included in rates notice

Information provided on bill (rates notice)

Owner and property details, charges, discount date and due date and total amount due.

Under and overcharged amounts

A refund is made or credit notice is issued for overcharged amounts.
A supplementary notice is issued for additional charges, this notice include all information provided in a rates notice including discount period.

Final accounts

Adjustments are made on transfer of property ownership.

Metering

Council has not installed water metering devices as the temperature of the artesian water affects the capabilities of meters currently available.

Customer Consultation

Issue

Notification of adopted levels of service standards

Procedure

Council's Customer Service Charter has been adopted as service standards.

Contact details

Contact details for Council's Customer Service Centre are contained within the Customer Service Charter. Emergency contact details are available on the afterhours message.

Planned Interruptions

A minimum of 48 hours' notice is given to customers for planned service interruptions. Customers are notified by mail, social media and radio announcements.

Complaints

Issue

Complaints

Procedure

Further details on how Council's complaint management processes are in the Customer Service Charter.

Document Control

Adopted by:

Council

Version	Date	Details	Reviewed By	Position
1	18 November 2014	For Public Comment		
2	09 December 2014	Adopted by Council		
3				