



2020

# Customer Service Standard Water Supply & Sewerage Scheme



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## 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 main breaks, bursts and leaks in all diameter water distribution and reticulation mains for the reporting period.

##### **INCLUDES:**

- ✓ Breaks caused by third parties

##### **EXCLUDES:**

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

#### ***Total Water Main Breaks***

Less than 60 per 100km mains/year

#### ***Total Sewerage Main Breaks and Chokes***

The sewerage main 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:**

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

#### ***Total Sewerage Main Breaks and Chokes***

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 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:**

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

### ***Incidence of Unplanned Interruptions – Water***

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.

#### ***Average Response Times - Water***

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.

#### ***Average Response Times - Water***

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 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 whether in person, by mail, fax, phone or email.

#### **INCLUDES:**

- ✓ Discolouration
- ✓ Taste
- ✓ Odour
- ✓ Stained washing
- ✓ Illness
- ✓ Cloudy water ( e.g. caused by oxygenation)

#### **EXCLUDES:**

- x Service interruption
- x Adequacy of service
- x Restrictions
- x Billing and accounts
- x Water pressure

### ***Total Water Quality Complaints***

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 or email.

#### **INCLUDES:**

- ✓ Bursts
- ✓ Leaks
- ✓ Service interruptions
- ✓ Adequacy of service
- ✓ Water pressure
- ✓ Water quality or reliability
- ✓ Sewerage service complaints
- ✓ Sewerage odours
- ✓ Affordability
- ✓ Billings and accounts
- ✓ Behaviour of staff and agents

#### **EXCLUDES:**

- x Government Pricing Policy
- x Tariff structures

### **Total Water and Sewerage Complaints**

Less than 100 per 1000 properties

## **PROCESS ISSUES**

### **Service Connections**

#### **Issue:**

New water and/or sewerage connection required.

#### **Procedure:**

Application forms available from Council's 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 and charges for fee.

Restore existing or disconnected service.

Application forms available from Council's 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 and 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 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 over charged amounts.  
A supplementary notice is issued for additional charges, this notice includes 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 24 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.