

WATER SUPPLY & SEWERAGE SERVICES

CUSTOMER SERVICE STANDARDS



TABLE OF CONTENTS

| | |
|---|----|
| OVERVIEW OF CUSTOMER SERVICE STANDARDS..... | 3 |
| PERFORMANCE TARGETS FOR WATER SUPPLY..... | 5 |
| 1.1 DAY-TO-DAY CONTINUITY OF YOUR WATER SUPPLY..... | 5 |
| 1.2 ADEQUACY AND QUALITY OF THE WATER SUPPLY SYSTEM..... | 6 |
| 1.3 LONG-TERM CONTINUITY OF WATER SUPPLY SERVICES..... | 6 |
| 1.4 WATER SUPPLY RESTRICTIONS..... | 7 |
| 1.5 WATER CONSERVATION AND EDUCATION..... | 7 |
| PERFORMANCE TARGETS FOR SEWERAGE..... | 7 |
| 1.6 GENERAL..... | 7 |
| 1.7 EFFECTIVE TRANSPORTATION OF SEWAGE..... | 8 |
| 1.8 LONG-TERM CONTINUITY OF SEWERAGE SERVICES..... | 8 |
| 1.9 INDUSTRIAL AND COMMERCIAL SEWERAGE SERVICES..... | 9 |
| 1.10 PERFORMANCE INDICATORS..... | 9 |
| CUSTOMER SERVICE PROCEDURES..... | 11 |
| 1.11 CONNECTING AND DISCONNECTING..... | 11 |
| 1.11.1 Obtaining a Water Supply and Sewerage Service Connection..... | 11 |
| 1.11.2 Water Supply Connection..... | 11 |
| 1.11.3 Sewerage Service Connection..... | 11 |
| 1.11.4 Maintenance of Water Supply Service Connections..... | 12 |
| 1.11.5 Maintenance of Sewerage Service Connections..... | 12 |
| 1.11.6 Grounds for Flow Limitation and Disconnection of Service Supply..... | 12 |
| 1.11.7 Disconnection..... | 13 |
| 1.11.8 Reconnection..... | 13 |
| 1.12 CHARGES AND CUSTOMER ACCOUNTS..... | 13 |
| 1.12.1 Water Supply and Sewerage Charges..... | 13 |
| 1.12.2 Limit on Charges..... | 14 |
| 1.12.3 Charge for Defective Work..... | 15 |
| 1.12.4 Responsibility for Payment of Accounts..... | 15 |
| 1.13 WATER METERS..... | 15 |
| 1.13.1 Water Meter Accuracy..... | 15 |
| 1.13.2 Special Meter Readings..... | 16 |
| 1.13.3 Estimation of Water Consumption..... | 17 |
| 1.14 CUSTOMER SERVICE..... | 17 |
| 1.14.1 Customer Assistance..... | 17 |
| 1.14.2 Emergency Assistance..... | 17 |

CUSTOMER SERVICE STANDARDS WATER SUPPLY & SEWERAGE SERVICES

| | | |
|--------|--|----|
| 1.14.3 | Response to Correspondence and Telephone Calls | 18 |
| 1.14.4 | Customer Redress and Compensation..... | 18 |
| 1.14.5 | Customer Consultation | 18 |
| 1.14.6 | Keeping Customers Informed | 18 |
| 1.14.7 | Notice of Entry on a Property..... | 19 |
| 1.15 | CUSTOMER COMPLAINT HANDLING AND DISPUTE RESOLUTION..... | 19 |
| | CUSTOMER RESPONSIBILITIES | 20 |
| 1.16 | DAMAGE TO WATER SUPPLY AND SEWERAGE INFRASTRUCTURE..... | 20 |
| 1.17 | WATER SUPPLY SERVICE CONNECTIONS | 20 |
| 1.18 | SEWERAGE SERVICE CONNECTIONS | 21 |
| 1.19 | DISCHARGE OF UNAUTHORISED SUBSTANCES | 21 |
| | SCHEDULE 1: CONTACT DETAILS..... | 23 |
| | SCHEDULE 2 | 24 |
| 1.20 | Definitions of Terms used in Performance Indicators..... | 24 |

OVERVIEW OF CUSTOMER SERVICE STANDARDS

Gladstone City Council (hereinafter referred to as 'Council') is a registered service provider (SP54) of water supply and sewerage services under the [State] *Water Act 2000*. One of the requirements of the Act, is for service providers to establish and promote customer service standards.

Council has issued the *Water Supply and Sewerage Services Customer Service Standards* to meet the requirements of the *Water Act 2000* and to act as a stimulus to improve services through a focus on customer expectations.

The Customer Service Standards contain performance targets that are consistent with industry levels. They measure our service and encourage continual improvement.

Our key responsibility is the provision of a continuous and reliable water supply and sewerage service. This document defines our approach to this commitment and responsibilities we share with our customers.

Our Responsibilities

In this document we have developed a table of performance indicators (Section 4.0) that detail our aims in achieving a specified level of performance with respect to providing:

- day-to-day continuity of your water supply;
- an adequate and high-quality water supply system;
- effective transportation and treatment of sewage; and
- continuity of water supply and sewerage services in the long-term.

This document also outlines our procedures for:

- connecting, 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.

Your Responsibilities:

To deliver the best service to our customers and achieve the standards detailed in this document we will need your assistance. A key to this partnership is your protection of our water supply and areas where your assistance will be sought include:

- maintaining the pipe work and fittings within your property that connects you to our services;
- allowing our staff access to your property to carry out repairs and modifications to our infrastructure if required;
- providing accessible passages to the water meter so we can read water consumption and generate your account;
- taking care to never discharge un-authorised substances into sewers;
- notifying us of any faults that you have encountered or complaints you may have so that we can correct the problem as quickly as possible; and
- paying your account when it falls due.

PERFORMANCE TARGETS FOR WATER SUPPLY

1.1 DAY-TO-DAY CONTINUITY OF YOUR WATER SUPPLY

Our water supply services are designed to be available 24 hours a day. Under certain circumstances, however, we may need to interrupt, postpone or limit one or more of these services. This may include but is not limited to:

- if any part of the system is damaged, for example, by bursting, blockages or breakdowns;
- when it is necessary to inspect, maintain, repair or replace any part of the system;
- during the connection of new works or services;
- if an event occurs outside of our control, including acts by others, war, terrorism, vandalism, sabotage, civil commotion, national emergency, drought, fire, flood, cyclone, earthquake, landslide, explosion, power shortage or industrial action;
- if there are periods of declared water supply restrictions;
- in the event of a situation arising that entitles us to disconnect a service; and
- in the event where there is a possibility of a significant health risk arising.

Except in emergencies and in situations where interruptions are limited to a short duration, we will give customers at least 24 hours notice of the need to interrupt, postpone or limit the supply of services for regular maintenance or works programs.

It is important that customers understand that regular maintenance works are essential to the ongoing delivery of a high quality and reliable service.

For both unplanned and planned interruptions we will make the reinstatement of the service a priority and do all in our power to restore the service as quickly as possible.

1.2 ADEQUACY AND QUALITY OF THE WATER SUPPLY SYSTEM

We will generally provide water pressure and flow in the range dictated by State Government guidelines. The city's topography varies rapidly and significantly and as a result pressure and flow will vary across the city.

We will endeavor to maintain the water pressure and flow to the adopted targets, however, there may be times when you experience periods of reduced pressures and flows. This will be likely during periods of high demand for example, hot weather, fire fighting elsewhere in the system, etc.

We aim to provide you with a high quality water supply that complies with the standards outlined in the Australian Drinking Water Guidelines issued by the National Health and Medical Research Council.

We encourage you to contact our Civic Centre (see page 17 for contact details) if you experience any problems with pressure and flow or with water quality, which includes taste and odour. We will investigate your concerns and advise you of the outcome of our investigations. If it is determined that the source of the problem relates to your premises pipes and fittings you will need to have the problem corrected by your own plumber.

1.3 LONG-TERM CONTINUITY OF WATER SUPPLY SERVICES

We will undertake planned maintenance and repair programs on the current water supply system so that it will continue to operate efficiently in the long-term. We will also commit to ongoing investigation, review and where appropriate implementation of improved practices and processes as they become available.

We have adopted performance targets as a measure of long-term continuity of water supply services (see page 8). Our performance relating to these performance targets will be publicly reported on an annual basis.

1.4 WATER SUPPLY RESTRICTIONS

Under certain circumstances, we may need to impose water supply restrictions. These circumstances may include but are not limited to:

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

1.5 WATER CONSERVATION AND EDUCATION

We are committed to continuing our extensive work in educating the community about the benefits and necessity of conserving water, this may include:

- school based education initiatives;
- tours of water supply and sewerage infrastructure;
- ongoing distribution of helpful tips on water conserving practices through Council information systems and local media;
- distribution of material created under the Water Wise program;

PERFORMANCE TARGETS FOR SEWERAGE

1.6 GENERAL

We will provide customers with a service for the collection, transportation and treatment of domestic sewage and trade waste .. We are committed to environmentally sound practices and we will treat sewage and dispose/reuse recycled water in an environmentally responsible manner. We will operate all sewerage infrastructure to comply with all environmental licenses and any other Council requirements. Our sewerage services will meet the performance targets for:

- effective transportation of sewage, (measures include: total sewage overflows, odour complaints and response/reaction time to incidents); and
- continuity of sewerage services in the long term, (measures include total sewer main breaks and chokes, and sewer inflow/infiltration).

1.7 EFFECTIVE TRANSPORTATION OF SEWAGE

Our sewerage services are designed to be available 24 hours a day. Under certain circumstances, we may need to interrupt, postpone or limit one or more of these services to you. This may be:

- if any part of the system is damaged, (bursts, blockages or breakdowns);
- when it is necessary to inspect, maintain, repair or replace part of the system;
- during the connection of new works or services;
- if an event occurs outside of our control, including acts by others, war, terrorism, vandalism, sabotage, civil commotion, national emergency, drought, fire, flood, cyclone, earthquake, landslide, explosion, power shortage or industrial action;
- in the event of a situation arising that entitles us to disconnect a service; and
- in the event where there is a possibility of a significant health risk arising.

Except in emergencies and in situations where interruptions are limited to a short duration, we will give customers advanced notice of the need to interrupt, postpone or limit the supply of services for regular maintenance or works programs.

It is important that customers understand that regular maintenance works are essential to the ongoing delivery of a high quality and reliable service.

For both unplanned and planned interruptions we will make the reinstatement of the service a priority and do all in our power to restore the service as quickly as possible.

1.8 LONG-TERM CONTINUITY OF SEWERAGE SERVICES

We will undertake planned maintenance and repair programs on the sewerage system so that it will continue to operate efficiently in the long-term. We will also investigate, review and implement improvements where they are appropriate.

We have adopted performance targets as a measure of long-term continuity of sewerage services (see page 8). Our performance relating to these performance targets will be publicly reported on an annual basis.

1.9 INDUSTRIAL AND COMMERCIAL SEWERAGE SERVICES

Provided you have first obtained a Trade Waste Permit or entered into a Trade Waste Agreement with us, you may use our sewerage service for the discharge of trade waste.

We accept Trade Waste from approved customers who have a *Trade Waste Permit* or a *Trade Waste Agreement* with Council. Waste discharged must comply with the conditions specified on the permit/agreement and those contained in Council's Trade Waste Management Plan. We will accept trade waste only where there is no likelihood that the trade waste will harm the sewerage system and provided it meets the requirements of Council's Trade Waste Management Plan.

Further information can be obtained by contacting our Trade Waste Officer via our Civic Centre (see page 17 for contact details) or by consulting Council's *Trade Waste Management Plan*, which is available on our website.

1.10 PERFORMANCE INDICATORS

The following table quantifies our levels of service as required under the *Water Act 2000*. These performance indicators will be used to measure our performance each year and will be reviewed and publicly reported against annually. The annual report is available to customers upon request at our Civic Centre. (see page 17 for contact details)

The *Guidelines for Preparing Customer Service Standards* (Queensland Department of Natural Resources and Mines, February 2002) allow service providers time to develop systems to capture information relating to some of the recommended performance indicators. The target date for these performance indicators is 1 October 2007. The indicators fitting into this category have been included below in order that a complete list be presented.

We realise that some water supply and sewerage terms are not widely known to customers. To this end we have included a list of definitions in Schedule 2 on page 19 of this document.

CUSTOMER SERVICE STANDARDS WATER SUPPLY & SEWERAGE SERVICES

| Ref No. | Performance Indicators | Target |
|--|---|--|
| Day to day continuity (water supply only) | | |
| 1 | Number of rateable properties experiencing an unplanned interruption per 1000 rateable properties per year | 100 |
| 2 | Duration of service interruptions | 95% Restored within 5 hrs. |
| 3 | Number of rateable properties experiencing more than: 1 interruption per year 2 interruptions per year 3 interruptions per year 4 interruptions per year 5 or more interruptions per year | To be reported by 01/10/2007 |
| 4 | Relative incidence of planned and unplanned interruption incidents | Ratio: 1:10 |
| 5 | Average duration of all interruptions (planned and unplanned) | To be reported by 01/10/2007 |
| 6 | Response time to critical events | 4 hours |
| Adequacy and quality of normal supply (water supply only) | | |
| 7 | Minimum flow expectation at boundary | 24 l/Min |
| 8 | Minimum water pressure expectation at boundary | 22m |
| 9 | Percentage of rateable properties experiencing low pressure and/or flow at any one time | To be reported by 01/10/2007 |
| 10 | Compliance with NHMRC Guidelines for water supplied from Gladstone Water Treatment Plant - microbiological - pH 6.5 – 8.5 - Iron 0.3mg/L - colour 5 HU - turbidity 1 NTU Manganese 0.1mg/L Aluminium 0.2mg/L | 95% 95% 95% 95% 95% 95% |
| 11 | Number of drinking water quality complaints per 1000 rateable properties per year | 5 |
| 12 | Number of drinking water quality incidents per year | 5 |
| Effective transport of waste effluent (sewerage only) | | |
| 13 | Total sewage overflows per 100km of main per year | 30 |
| 14 | Number of sewage overflows to customer property per 1000 rateable properties per year | 10 |
| 15 | Number of odour complaints per 1000 rateable properties per year | 4 |
| 16 | Response time to critical events | 6 hours |
| Continuity in the long term (a) water supply | | |
| 17 | Number of water main breaks and leaks per 100 km of main per year | 30 |
| 18 | Rate of system water loss per rateable property per day | 140 litres |
| Continuity in the long term (b) sewerage | | |
| 19 | Number of sewer main breaks and chokes per 100 km of main per year | 40 |
| 20 | Sewer inflow / infiltration – ratio of peak day flow to average day flow | 5 |
| | | |

CUSTOMER SERVICE PROCEDURES

1.11 CONNECTING AND DISCONNECTING

1.11.1 Obtaining a Water Supply and Sewerage Service Connection

New water and sewerage connections are organised through Council's Building Department. Applicants must complete the "Application for Compliance Assessment", forms 1 and 2, available at Council's office or Website (forms online).

1.11.2 Water Supply Connection

Water supply connections will only be approved if:

- your property is within the service area (this information is available from our Civic Centre); and
- Council's infrastructure can provide a service that meets the performance targets detailed in this document; (refer to Section 454 of the Water Act 2000); and
- all other relevant Council requirements can be met.

Council will commence work on new water services within 10 working days from receipt of application and payment under normal circumstances.

1.11.3 Sewerage Service Connection

Sewerage service connection will only be approved if:

- your property is within the service area – (this information can be sourced via our Civic Centre); and
- Council's infrastructure can provide a service that meets adopted performance targets as detailed earlier in this document; and
- all other relevant Council requirements can be met.

1.11.4 Maintenance of Water Supply Service Connections

We provide water supply services from the water main to the water meter. Plumbing fixtures beyond the water meter belong to and are the responsibility of the property owner.

We aim to maintain a continuous water supply service. We will endeavor to respond to events causing significant water loss or property damage as soon as possible and within 4 hours of a fault being reported.

Repair work of a less urgent nature is usually undertaken as staff and resources become available but will usually be addressed within 5 working days.

1.11.5 Maintenance of Sewerage Service Connections

Council is responsible for sewerage services from your sewer junction (jump up), or from your property boundary if the junction is outside your property. You are responsible for the drain to your sewer junction or to your property boundary if the connection is outside.

The junction is generally within 1.5 meters of the lowest corner of the property. Connections direct from a sewer access chamber are not required to have an inspection point unless risers or change of direction necessitates their use.

1.11.6 Grounds for Flow Limitation and Disconnection of Service Supply

We reserve the right to restrict the flow of water to the property and/or disconnect water supply and/or sewerage service if:

- you do not comply with the terms and conditions of this document;
- you do not pay, or make arrangements to pay, overdue charges for services;
- you do not comply with imposed water supply restrictions; or
- provisions of a special service agreement made with you have been breached.

We will discontinue the service if we find reason to believe the service poses a health, safety or environmental risk.

We will provide you with at least 24 hours notice in writing of our intention to refuse, alter or restrict supply for planned maintenance of the water supply or sewerage network. The anticipated duration of the interruption shall be stated on the notice.

When it is necessary to carry out emergency repairs to the water supply or sewerage network, there may not be time enough to notify all affected customers. In such situations we will keep our Civic Centre or our After Hours Emergency Call Operator fully informed of progress to complete the repair. Contact numbers can be found on page 18.

1.11.7 Disconnection

If you no longer require a water supply and/or sewerage service, you have the right to apply for disconnection and this can be done via our Civic Centre (see page 17 for contact details). Approval for disconnection is dependent on whether the disconnection of the service will cause an environmental and/or public health concern. For sewerage connections, disconnection will also be dependent on whether the property has any further disposal requirement. A cost will apply to cover the disconnection service. These fees and charges can be obtained through our Civic Centre.

The disconnection of services must comply with the relevant State Government legislation and Council requirements.

Disconnection of a water supply and/or sewerage service does not terminate these Customer Service Standards. As detailed in our Revenue Policy, which is available from our Civic Centre (see page 17 for contact details), we will still levy a service availability charge to the owner of the land (including vacant land) where water supply and/or sewerage services are available for connection.

1.11.8 Reconnection

If you wish to reconnect, we will carry out this service on compliance with the terms and conditions of this document relating to connections as detailed on page 9. You will be required to pay a fee to cover the reconnection service. Details of fees and charges can be accessed at our Civic Centre. (see page 17 for contact details)

1.12 CHARGES AND CUSTOMER ACCOUNTS

1.12.1 Water Supply and Sewerage Charges

Water supply and sewerage fees and charges are set annually by Council resolution. Annual fees and charges are published in Council's Revenue Policy, which is available from our Civic Centre (see page 17 for contact details) upon request.

Council's Revenue Policy details the procedures for:

- issuing rates notices;
- correcting administrative errors on your rates notices;
- determination of fees and charges for the financial year;
- determining the annual charges to be levied on your property;
- payment of accounts; and
- arrangements to pay overdue rates.

A summary of Council's fees and charges is also available on Council's Website.

In general, we will send you a rates notice twice a year, in January and July and these notices will show rates and charges based on the type of service provided, including charges for the quantity of water you have used as measured on your water meter.

Meters are read in June and December of each year for the purpose of the billing cycle and at other times of the year when necessary. We would appreciate having easy access to your water meter so that our staff can carry out regular readings.

Charges are due and payable within 30 days following issue of the notice. You may pay your rates and charges by mail, Bpay, at nominated financial institutions or in person at our Civic Centre (see page 17 for contact details)

A discount period of 30 days applies to water supply and sewerage charges. After 30 days the discount no longer applies and interest accrues after 240 days following the initial rate notice (i.e. 31st March) until Council receives payment. The interest shall be compound interest, calculated on daily balances. The interest rate has been set at 11% per annum. Customers who are likely to experience difficulty in paying their accounts are requested to contact our Civic Centre (see page 17 for contact details) as soon as possible to discuss arrangements.

1.12.2 Limit on Charges

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

1.12.3 Charge for Defective Work

If we become aware of any defective or improper work forming part of your water supply or sewerage pipes and fittings, we will serve a notice requiring you to remedy the situation within a set time.

If the terms of the notice are not followed, one of our representatives may enter private property to remedy the defective or improper work. If we need to take this action, you will be charged the full cost of any remedial work. We reserve the right to take legal action if appropriate.

1.12.4 Responsibility for Payment of Accounts

The owner of land where water supply or sewerage services are available or supplied is responsible for the payment of all accounts related to the property. The accounts will include a base and a consumption charge for water supply services and specific charges for sewerage services.

Customers are advised to contact our Civic Centre (see page 17 for contact details) should you wish to discuss the contents of your accounts.

1.13 WATER METERS

A water meter will be installed as part of a water service connection and will remain Council property. The meter will be used to determine the appropriate water charges for the property.

The meter should be accessible so Council representatives can read it. Where we cannot read your meter we may be required to estimate your water usage based on previous readings.

Water meters can be used by you to monitor your own water usage and assist you to conserve water and reduce your water bill. For information on how to read your meter, contact our Civic Centre (see page 17 for contact details).

1.13.1 Water Meter Accuracy

Where a customer has reason to doubt either the accuracy or reliability of their water meter, we will offer two levels of testing. In each case a fee is charged to cover the cost of these services. Details of fees and charges can be accessed at our Civic Centre. (see page 17 for contact details) Fees are refundable if the meter is found to be faulty.

- **A site test** will be undertaken, upon request, to establish the accuracy of a meter. A meter will be replaced if it is found to be operating with a variation of more than 2% above or below an accurate reading. If the meter is recording water use at a rate greater than 2% the customer's consumption charge over the affected period will be adjusted.

- **An independent test to NATA Certification** will be undertaken, upon request, to determine if the meter contains a fault, which may contribute to an unreliable registration. If the meter is faulty, the customer's consumption charge over the affected period will be adjusted and the fee for the test will be refunded. All meters removed for such laboratory testing will be replaced with a new meter.

1.13.2 Special Meter Readings

If you sell your home or if there is a change in tenancy, you may request a special water meter reading to determine the amount of water used. This request should be made through our Civic Centre (see page 17 for contact details) and will attract a fee as outlined in Council's Schedule of Fees and Charges available from our Civic Centre.

1.13.3 Estimation of Water Consumption

Under certain circumstances, we may need to estimate customer water consumption charges. Such estimation will be based on expected use based on either past records or use by similar customers under similar circumstances. This may be necessary when:

- a water meter is shown by test to be recording inaccurately;
- a water meter ceases to register;
- access to the water meter is prevented; or
- an illegal connection has been made.

It is your responsibility to ensure the water meter is accessible to meter readers.

1.14 CUSTOMER SERVICE

1.14.1 Customer Assistance

In the interests of improving customer service, we welcome customer comments, enquiries, complaints and suggestions. You are encouraged to contact our Civic Centre (see page 17 for contact details) for assistance on matters such as service difficulties and faults, account enquiries, general enquiries and to offer suggestions on how our service may be improved.

Please contact us if you observe a broken or leaking service

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1.14.2 Emergency Assistance

We will maintain an after hours emergency contact service for emergency events related to service systems such as a sewer overflow or a burst water main. The contact number for after hours emergencies is (07) 4979 1134

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1.14.3 Response to Correspondence and Telephone Calls

We will respond promptly to customer enquiries, complaints and requests. We will adopt telephone and correspondence response times based on sound business principles.

1.14.4 Customer Redress and Compensation

If our activities cause damage or disruption to your property or business, we will deal with the complaint in a fair and business-like manner.

1.14.5 Customer Consultation

We are committed to involving our customers on issues relating to our programs and services. We value customer involvement in achieving the best possible range and level of service and we will seek community involvement in service planning and decision-making processes through mechanisms such as focus groups, customer surveys and processes adopted by Council in regard to delivering effective community consultation. A Customer Liaison Group has been established and is made up of representatives of the community who provide an ongoing customer perspective on water supply and sewerage matters.

1.14.6 Keeping Customers Informed

We will inform customers of matters relating to water supply and sewerage services and on other issues such as charging and complaints handling. We will publish brochures containing this and other information and make them readily available from Council's Offices.

Wherever possible, we will use local media bulletins to advise customers of any system change that may have a significant effect on local service levels.

We will maintain active involvement in providing customers with water conservation information and encouraging water efficient appliances.

1.14.7 Notice of Entry on a Property

Under certain circumstances, our staff may need to enter your property to carry out investigations and/or work on the water supply or sewerage system. To limit any inconvenience, we will attempt to carry out this work during business hours or at other times convenient to our commercial customers, except in emergencies. We will provide you with advanced notice of this requirement wherever possible.

1.15 CUSTOMER COMPLAINT HANDLING AND DISPUTE RESOLUTION

Council is committed to responding promptly and efficiently to requests for service or complaints.

We encourage Customer feedback because it is important we deliver the services expected by the community. Requests for service, complaints, and suggestions are welcomed and will be handled in a consistent manner according to our *Customer Request and Complaint Handling Guidelines*.

Under these guidelines a customer is entitled to:

- A prompt response to the request/complaint;
- Be kept informed of the progress and outcome of the request/complaint;
- Confidentiality of personal details; and
- A thorough and objective investigation of a complaint.

A customer normally needs to provide:

Full details of their name, address and a contact telephone number before a request/complaint will be registered. (Anonymous complaints/requests may be accepted at the discretion of the relevant Councillor or Manager where there is a potential risk to persons or property) and sufficient details for the complaint/request to be actioned.

Our *Customer Request and Complaint Handling Guidelines* are available in full from our Civic Centre. (see page 17 for contact details) Please access this document for further details on customer rights and obligations, timelines for dealing with a complaint and avenues for escalation of the complaint if it is not satisfactorily dealt with.

It should be noted that under the *Water Act 2000*, customers are entitled to take unresolved complaints to the Ombudsman (see page 17 for contact details).

CUSTOMER RESPONSIBILITIES

1.16 DAMAGE TO WATER SUPPLY AND SEWERAGE INFRASTRUCTURE

On occasions, some customers, as a result of their actions cause damage to water supply and sewerage infrastructure. Customers will be responsible for the total costs of rectifying damage to infrastructure which is located on, or dedicated to, their property.

The customer shall not cover, interfere, or otherwise alter any water supply or sewerage infrastructure without Council's prior approval. The cost associated with rectifying such coverage, 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.

The customer must not cover sewer access chambers (manholes) with concrete driveways, garden beds, etc. Maintenance workers may require access at any time and Council will charge the customer the cost of removing the obstruction.

1.17 WATER SUPPLY SERVICE CONNECTIONS

The customer is responsible for the maintenance of all pipes and fittings on the customer side of the water meter at the boundary of the land. Customers are legally required to use a licensed plumber/drainer to carry out any repairs and modifications on private pipes and fittings.

Customers may also be responsible for costs associated with new service installations in the following circumstances:

- additional services;
- fire services;
- temporary services;
- lowering and relocation of mains; and
- special service agreements.

There may be other instances where customers have responsibility for the repair and maintenance of services, including:

- damaged water meters;
- providing reasonable access to the water meter; and

- removal of trees that may be obstructing or damaging water supply and sewerage infrastructure.

1.18 SEWERAGE SERVICE CONNECTIONS

Sewer reticulation mains and associated fittings up to the sewer junction remain Council property regardless of whether or not they are located within private property. Please contact our Civic Centre (see page 17 for contact details) to arrange for one of our officers to help with information on the location of these pipes and structures.

As our customer, you have an important role in maintaining an uninterrupted sewerage service. Our pipelines and structures must be reasonably accessible and free from any interference such as buildings, which could damage or make them inaccessible. For this reason, customers will need Council approval before undertaking building or construction activity on land connected or capable of being connected to the sewerage system. If customers carry out unauthorised property improvements, which interfere with Council assets, they will have to pay for their removal and/or remedial works and all associated administrative costs.

Customers are responsible for maintaining all plumbing, pipes and fixtures in the premises up to and including the point of connection with our sewer.

1.19 DISCHARGE OF UNAUTHORISED SUBSTANCES

Some 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, acids, alkalis, laboratory chemicals, kerosene, garden poisons, polishers or cleaning products - such substances should be recycled through waste disposal agencies.

Customers need to ensure that the substances mentioned above are not discharged to the sewerage system. It is equally important that Customers ensure stormwater (including roof runoff) is not flushed into the sewerage system.

Council has the authority to prohibit the discharge of damaging substances to our sewers. If in doubt, please contact our Water Services Section (see page 28 for contact details) for advice. Alternatively, you may obtain a copy of Council's Trade Waste Policy from our Civic Centre. This policy includes sewer admission standards for a large number of substances.

SCHEDULE 1: CONTACT DETAILS

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|---|--|
| Street Address: Gladstone Qld 4680 | Civic Centre, 101 Goondoon Street |
| Postal Address: | PO Box 29, Gladstone Qld 4680 |
| Office Hours | 8:30 am to 5:00 pm, Monday to Friday |
| Cashier Hours | 8:30 am to 4:45 pm |
| General Telephone: | (07) 4970 0700 |
| Water and Sewerage Services | (07) 4970 0741 technical.services@gcc.qld.gov.au |
| Building Services | (07) 4970 0780 tanyaw@gcc.qld.gov.au |
| After Hours Emergency Number | (07) 4979 1134 |
| State Ombudsman | Office of the Ombudsman GPO Box 3314 , E 4001 |

The public after hours number is for all general inquires/emergencies after hours. All complaints received at this number will be relayed by the duty operator to the current action officer.

SCHEDULE 2

1.20 Definitions of Terms used in Performance Indicators

Drinking Water Quality Complaints refers to the number of complaints received by the service provider relating to the quality of the drinking water attributable to the service provider's assets and may relate to discolouration, taste, odour, stained washing etc. These complaints do not include those relating to service interruptions and/or delivery.

Drinking Water Quality Incidents refers to an event that affects the water service provider's infrastructure or resource, which adversely affects the water quality, delivered to customers and can ultimately result in drinking water quality complaints.

Flow refers to the minimum flow of water that a customer can expect at the boundary of the property. The target is usually provided in Litres/minute.

NHMRC Guidelines refers to National Health and Medical Research Council's Australian Drinking Guidelines (as updated from time to time).

Odour Complaints refers to complaints received by the service provider regarding odours attributable to the service provider's sewerage assets or actions.

Planned Interruptions refers to an event when the customer has been provided with at least 48 hours notice of the interruption. If a planned interruption exceeds the duration that was originally notified, the interruption becomes unplanned.

Positive Response to External Customer Surveys refers to percentage of customers expressing satisfaction with services received.

Pressure refers to the minimum water pressure that a customer can expect at the boundary of the property. The target is usually provided in metres.

Response Time refers to the time taken for a response team to arrive on site to fix the problem.

Restoration of Service is when all interrupted connections are restored to normal.

Sewer Main Breaks refers to any bursts or leaks that occur in the reticulation main, excluding house connection and branches.

Sewer Main Chokes refers to the partial or total blockages that cause a service to be interrupted.

Sewage Overflows refers to a condition where sewage overflows from the sewerage system due to blockage, choke or hydraulic overloading and either discharges to the environment or enters buildings.

Sewage Effluent Compliance refers to percentage - when weighted - that sewage treatment plants operated by the service provider, meet effluent requirements specified by the Environmental Protection Agency.

Sewage Overflows to Customer Property: number of sewage overflows that occurs on customer property, caused either by the actions or infrastructure operated by the service provider. Sewage overflows caused by customer owned infrastructure is not included.

Sewer Inflow and Infiltration refers to the intrusion into the sewerage system of water, such as stormwater or groundwater, which is not intended to enter the system.

System Water Loss refers to the difference between total amount of water put into the system and the amount delivered to customers (allowing for adjustments).

Unplanned Interruptions refers to an event that has occurred without the customer having received at least 48 hours notification of the interruption, or when the time taken to restore the service exceeds the duration that was originally notified.

Water Main Breaks/Leaks refers to the number of breaks, including bursts and leaks, in all mains, including reticulation, distribution and trunk mains. It does not include breaks/leaks in the service connection to internal plumbing.