

CUSTOMER SERVICE STANDARD FOR WATER SERVICES - JANUARY 2017

Gladstone Regional Council provides water and/or sewerage services to its customers in Gladstone, Boyne Island Tannum Sands, Agnes Water, Benaraby, Bororen, Miriam Vale, Wurdong Heights, Seventeen Seventy, Calliope, Beacher, Burua, Mount Larcom and Curtis Island.

Council is committed to providing water and sewerage services to its communities in accordance with the following customer service standards.

Key Performance Indicator	Service Target
Total water mains breaks per 100km of water main The total number of main breaks, bursts and leaks in all Council owned water mains per 100km of water main for the reporting period. Breaks exclude those in the property service (i.e. mains to meter connection) and weeps or seepages associated with above ground mains that can be fixed without shutting down the main.	< 40
Total sewerage main breaks and chokes per 100km sewer mains The number of sewerage main breaks and chokes. Main breaks include any break or leak which may or may not result in raw sewage escaping Council infrastructure. Main chokes include partial or total blockages that may or may not result in raw sewage escaping Council infrastructure This excludes raw sewage escaping property connections and pipelines carrying treated effluent.	< 40
Number of unplanned water interruptions per 1000 connections per year An unplanned water supply interruption occurs when the property is without a water supply and excludes the following: - Property service connection interruptions (unless the burst or leak requires the water main to be shut down for repair and therefore affects 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 pipes or mains; and - Planned interruptions. An unplanned water supply interruption is when the customer has not received at least 24 hours notification (or as otherwise prescribed by regulatory requirements) of the interruption. It includes situations where the duration of a planned interruption exceeds that which was originally notified. Un-notified interruptions caused by third parties are included.	150 or less
Average Response time to water incidents (including leaks and bursts) The Response Time is the time from being notified of an incident to attending the site. This calculation excludes time of an event that may jeopardise the safety of Council officers, eg. electrical storm activity, high wind or extreme wet weather. Priority 1 incident - Water loss from a Council asset (ie not Private Plumbing) that is obviously coming from a broken main. Evidence of this would be:- - Water flow is damaging property (public or private); - Water flow is creating significant soil erosion; - Water flow that is creating a threat to public safety (ie flooding a road or footpath); - Disruption of supply to two or more stand alone properties (ie not in same unit block); or - As declared by the Department of Health and/or internal verified monitoring. Priority 2 incident - Water loss from a Council asset (ie not Private Plumbing) that is flowing from a damaged public tap or likely coming from a broken main. Evidence of this would be:- - A broken tap in a public park that is resulting in water flowing out at a rate faster than a half opened tap. - Seepage from the ground or a hydrant or valve etc that is creating a visible flow of water but is not creating a threat to people or property; or - Obvious loss in water pressure to the property. Priority 3 incident - Water loss from a Council asset (ie not Private Plumbing) that is dripping from a public facility or possibly coming from a broken main. Evidence of this would be:- - Wet patch of ground or water ponding around a hydrant or valve etc; - A leaking toilet cistern in public toilet, or a leaking tap in public park; or - Noticeable loss of pressure at a property but this is more of an inconvenience than a health or hygiene issue. - Perceived loss of water pressure to the property.	Priority 1 - 90 percent of incidents have a Response Time of less than two hours. Priority 2 - 90 percent of incidents have a Response Time of less than 24 hours. Priority 3 - 90 percent of incidents have a Response Time of less than 72 hours (excluding weekends, public holidays).

Key Performance Indicator	Service Target
Average Response time for sewerage incidents (leaks, breaks and chokes) The Response Time is the time from being notified of an incident to attending the site. This calculation excludes time of an event that may jeopardise the safety of Council officers, eg. electrical storm activity, high wind or extreme wet weather. Priority 1 incident - Sewage loss from a Council asset (ie not Private Plumbing) that is flowing from a Pump Station in dry weather to a body of water or obviously or likely coming from a broken/blocked main. Evidence of this would be:- - Sewage is surcharging from a manhole or inspection point at a property boundary during dry weather - Sewage is bubbling from the ground. - Sewage is discharging into a flowing creek or river from a pump station overflow point. Priority 2 incident - Sewage loss from a Council asset (ie not Private Plumbing) that is flowing from a Pump Station in dry weather to a dry watercourse or possibly coming from a broken/blocked main. Evidence of this would be:- - Sewage is seeping from a manhole or an inspection point at a property boundary during dry weather - Sewage is seeping from the ground creating a visible flow of sewerage. - Sewage is discharging into a dry creek or river from a pump station overflow point. Priority 3 incident - Sewage loss from a Council asset (ie not Private Plumbing) that occurs during a wet weather event in which rain results in water flowing in roadside gutters. Evidence of this would be:- - Sewage is escaping from a manhole or an inspection point at a property boundary during a wet weather. - Sewage is discharging into a creek or river from a pump station overflow point during a wet weather event.	Priority 1 - 90 percent of incidents have a Response Time of less than two hours. <i>With the exception of response to Curtis Island incidents where response time may be hindered by availability of transport - 90 per cent of these incidents will be responded to within six hours.</i> Priority 2 - 90 percent of incidents have a Response Time of less than 24 hours. Priority 3 - 90 percent of incidents have a Response Time of less than 72 hours (excluding weekends, public holidays) from when the wet weather event ceases.
Water quality complaints per 1000 properties per year The total number of water quality complaints (Customer Service Requests) received by Gladstone Regional Council requiring further investigation which may include discolouration, taste, odour, stained washing, illness (certified by a doctor). It excludes CSRs relating to service, interruption, adequacy of service, restrictions, pressure and leakage. Complaints that require further investigation are those where the recommended action by Gladstone Regional Council does not quickly solve the customer's concern, eg. . a recommendation to address discolouration would be to run the tap for a minute. If effective, the customer service request would be lodged as an enquiry not a complaint.	10 or less
Total water and sewerage complaints per 1000 properties per year The total number of complaints received by the water utility that relate to water or sewerage services. This includes all complaints concerning service interruption, adequacy of service, water pressure, water quality or reliability, sewerage service complaints, sewerage odours, affordability, water and sewer billings and complaints regarding behaviour of staff or agents. In this instance a complaint is a reported issue relating to Gladstone Regional Council infrastructure resulting in an action for resolution.	50 or less

Service Connections

Those who are seeking a water supply or sewerage service connection are required to submit an application form to Council. Service connections will only be approved if:

- A water reticulation main or gravity sewer is available to your property;
- The reticulation main is capable of delivering water at the minimum standard for the associated defined area; and
- The sewer is capable of transporting the sewage away from the site.

Installation of a new standard service connection will usually take place within 10 working days of Council receiving your application and payment for the new service.

Billing and Accounting

Council applies a two-part water tariff for property owners, consisting of an access charge that is fixed each year and a consumption charge based on water meter reading. Consumption is charged per kL/year. Sewerage services are subject to a fixed annual charge.

Access and consumption charges appear on the half yearly accounts. Details of charges, discounts and pension rebates are supplied in Council's Budget Summary and Schedule of Rates and Charges booklet. Customers receive a copy of this booklet with their annual rates notice. Alternatively customers can access this booklet on Council's website.

Metering

To ensure the equity of charges, a water meter is required for all properties. In some instances, a number of consumers are serviced by one meter. Meters are read in June and December each year to maintain a consistency of reading periods. A customer may request a special meter reading, noting that a fee will apply.

If the customer considers that the meter is faulty, meter verifications can be requested for a fee. If the meter is found to be faulty the verification fee will be refunded to the customer.

Customer Consultation

Council will provide a minimum of 24 hours of notice to its customers before any planned interruptions to water and sewerage services. This will usually take the form of a hand delivered letter.

Complaints and Dispute Resolutions

Council will follow its Complaint Management Process and Policy when dealing with complaints and dispute resolutions. This document is available for viewing or download, from Council's website at www.gladstone.qld.gov.au

Council Contact Information

Gladstone Regional Council Office
101 Goondoon Street, Gladstone Qld 4680
Telephone: 4970 0700
Email: info@gladstone.qld.gov.au
Web: www.gladstone.qld.gov.au

Emergency/After Hours Contact

and all trade waste, sewer, water enquiries/faults,
water supply and sewerage connection enquiries:
Telephone: 4970 0700

Postal Address

Gladstone Regional Council
PO Box 29
Gladstone QLD 4680