CUSTOMER SERVICE STANDARD
WATER AND WASTEWATER

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Responsible Officer: Manager Operations
# Table of Contents

1.0 *Water & Wastewater Customer Service Standards* ................................................................. 3  
   1.1 Purpose of the Customer Service Standards (CSS)................................................................. 3  
   1.2 When the Customer Service Standard does not apply .............................................................. 3  
   1.3 Amending the Customer Service Standard .............................................................................. 3  

2.0 *Water and Wastewater – Shared Rights and Responsibilities* ............................................... 3  
   2.1 Council’s Rights and Responsibilities as a Service Provider are:............................................ 3  
   2.2 The Customers Rights and Responsibilities are: ................................................................... 4  

3.0 *Customer Service Procedures* .................................................................................................. 5  
   3.1 New Connections ......................................................................................................................... 5  
   3.2 Charges and Customer Accounts ............................................................................................... 5  
   3.3 Water Meters ............................................................................................................................... 5  
   3.4 Service Alterations ...................................................................................................................... 6  
   3.5 Disconnection of Water or Wastewater Services ....................................................................... 6  
   3.6 Reconnection of Water Services ................................................................................................. 6  
   3.7 Sanitary Drains ............................................................................................................................ 6  
   3.8 Damage to Infrastructure .......................................................................................................... 6  
   3.9 Works and Repairs ..................................................................................................................... 6  
   3.10 Trade Waste ............................................................................................................................. 7  
   3.11 Sub-metering ............................................................................................................................ 7  
   3.12 Water Restrictions .................................................................................................................... 7  
   3.13 Customer Consultation .......................................................................................................... 7  
   3.14 Customer Complaint Handling and Dispute Resolution ......................................................... 7  

4.0 *Service Level Standards* ............................................................................................................. 8  
   4.1 Quality of Water ....................................................................................................................... 8  
   4.2 Adequacy of Supply ................................................................................................................... 8  
   4.3 Continuity of Supply ............................................................................................................... 8  
   4.4 Effective Transport of Waste/Effluent ....................................................................................... 8  
   4.5 Council’s Commitment to Customer Service ......................................................................... 8  

5.0 *Water – Key Performance Indicators* ..................................................................................... 9  

6.0 *Waste Water – Key Performance Indicators* ........................................................................ 10
1.0 **Water & Wastewater Customer Service Standards**

Burdekin Shire Council is a registered Service Provider under the Water Supply (Safety and Reliability) Act 2008 (the Act).

Burdekin Shire Council is committed to providing access to affordable, safe and reliable water and wastewater services to shire residents connected to those services.

The Act requires council to implement certain measures to ensure the continuity of services and the protection of customers’ interests. It also requires council to quantify these measures and provide a copy to its customers.

1.1 Purpose of the Customer Service Standards (CSS)

Pursuant to the Act, the purpose of this CSS is to ensure that our customers are protected by the provisions of the Act particularly relating to adequacy, safety, quality and continuity of supply. These provisions, along with customer service performance target measures, form the basis for which Burdekin Shire Council aims to deliver water and wastewater services.

The CSS sets out the rights and obligations of Burdekin Shire Council and its customers and provides details of:

1) The level of service to be provided by Burdekin Shire Council;
2) The process for establishing new connections, billing, metering, accounting, customer consultation, complaints and dispute resolution;
3) Other matters stated in guidelines, if any, made by the regulator for preparing the Customer Service Standard.

1.2 When the Customer Service Standard does not apply

This Standard does not apply during periods of declared natural disasters until as soon as practicable after the affected normal services have been restored.

1.3 Amending the Customer Service Standard

This Standard is adopted by Council resolution and can only be varied by same, or at the direction of the Regulator. Council in accordance with Section 120 of the Water Supply (Safety and Reliability) Act 2008 must review the customer service standard at least every five (5) years.

2.0 Water and Wastewater – Shared Rights and Responsibilities

Both the Burdekin Shire Council and its Customers have rights and responsibilities associated with the provision and use of water and wastewater services.

2.1 Council’s Rights and Responsibilities as a Service Provider are:

- Council has the right to interrupt, postpone or limit the supply of services in situations when:
  - Infrastructure is damaged or requires inspection, maintenance, repair or replacement
  - In the event of drought or as part of demand management needs
  - In the event of fire, flood, cyclone, power shortage or other emergencies
• To inspect, maintain, operate, repair, replace or remove local government facilities, employees of Burdekin Shire Council may enter a property without providing notice and without the permission of the owner and occupier of the property. As soon as an employee enters the property, they must inform any occupier of the property of the reason for entering the property and that the representative is authorised under the Local Government Act 2009 to enter the property and produce an identity card for the owner and occupier of the property to inspect.

• To limit any inconvenience, Burdekin Shire Council will attempt to carry out work during business hours or at other times convenient to owners and occupiers except in an emergency, or if a breach of legislation is suspected.

• Council is responsible for maintaining water meters and pipes between the water main and the meter. Any plumbing on the property side of the meter is the customer’s responsibility.

• Council has the authority to request customers to effect necessary repairs to their internal plumbing to ensure compliance with the Plumbing and Drainage Act Queensland 2002.

• Council has the right to recover all costs from the property owner for damage by the property owner or third party to any Council infrastructure such as water services and meters.

2.2 The Customers Rights and Responsibilities are:

• Customers must apply to and receive approval from Burdekin Shire Council to connect to water and wastewater services.

• Customers must engage a licensed plumber to do internal work on the customer’s property

• Connection to a water meter for a customer must be installed by a licensed plumber and the associated stand pipe must be installed using copper or galvanised pipe consistent with Plan M-798 Stand Pipe Details supplied with the new connection application form.

• Wastewater and trade waste customers are responsible for maintaining all plumbing and fixtures to the point where they connect with Council’s infrastructure.

• Customers can assist Council’s response to water and wastewater issues by:

  o Providing clear access to the water meter, sewer manholes and other infrastructure within and adjacent to their property by ensuring that any concrete or other structures, tree roots and vegetation are kept well clear

  o Not covering sewer manholes with soil, garden mulch or parked vehicles

  o Gaining Council permission to build over sewerage infrastructure within their property

  o Reporting any unauthorised discharge into or interference with the water and wastewater networks

  o Notifying Council’s Customer Service Centre of any service difficulties and faults that customers have encountered on (07) 4783 9800 – 24-hour service, seven days per week.

• Customers must comply with all notices served by Council under the Water Act 2000, to carry out remedial works within their property within the specified timeframe. Should the customer not comply with an issued notice within the specified time frame, Council has the authority under the Water Act 2000, to enter private property, carry out the required work and recover all costs from the owner.
3.0 Customer Service Procedures

3.1 New Connections

If a customer wishes to apply for any of the following services, they will need to submit the appropriate application form and payment to Council. These forms are available from the Customer Service Centre at 145 Young Street, Ayr, or from Council’s website at www.burdekin.qld.gov.au

- New water service connection
- Relocation of existing water service
- Disconnection/reconnection of water service
- Upgrade water service
- New wastewater service connection

Pursuant to s.161 (1) Water Supply (Safety and Reliability) Act 2008, Burdekin Shire Council may, by resolution, declare all or part of its local government area to be a benefitted area for a water or wastewater service.

In the case of a new water service outside of the benefitted water area, customers need to check with Council to ascertain if connection to the reticulated system is possible. An application can be made wherein Council may allow a property outside of the service area to connect to its infrastructure.

3.2 Charges and Customer Accounts

Fees, charges and rates are set annually by Council resolution. The current water and wastewater rates and charges are available on our website at www.burdekin.qld.gov.au.

Burdekin Shire Council charges users a fixed access charge to its water and wastewater networks and a two-part consumption charge for water used. Water meters are read twice per year in May/June and October/November. Water consumption charge notices are sent out in August/September along with the annual rates notice and also in December or January of the following year.

3.3 Water Meters

It is compulsory that all serviced properties be metered. A water meter will be installed as part of a new water service connection and will remain the property of Council. The meter will be used to measure the water consumption component of any water charges. All new water meters will be within industry standard limits of accuracy (ie.±2%).

Burdekin Shire Council actively monitors the accuracy of its water meter fleet, and through its water meter replacement program targets inaccurate meters. Where a customer has reason to doubt either the accuracy or reliability of their water meter, Burdekin Shire Council will offer to test the meter for the fee prescribed in Council’s Schedule of Fees and Charges. If the meter is found to be defective, then the fee will be reimbursed along with the amount of any water consumption over-charge.

Should you have any problems or enquiries regarding your meter, please contact the Customer Service Centre on 4783 9800.
3.4 Service Alterations

If a customer requests to relocate an existing service, the customer will need to complete the appropriate application form, available from the Customer Service Centre or by emailing or phoning Council. The application form must be submitted along with the relevant fee. Council will either approve the application or reject the application with reasons.

3.5 Disconnection of Water or Wastewater Services

If a customer no longer requires a water supply or wastewater service, they may apply in writing to Council for disconnection. An application form is available from the Customer Service Centre or can be downloaded from the public website. Approval will be subject to legislation and a disconnection fee, as per the adopted fees and charges, will apply.

Customers can contact Council’s Customer Service Centre to submit an application.

3.6 Reconnection of Water Services

If a customer requests to reconnect to the water supply network, the customer will be required to complete the appropriate application form and pay a fee to cover the reconnection service application. Water services must be reconnected by a Council plumber.

3.7 Sanitary Drains

The owner of a property is responsible for the maintenance and repair of any sanitary drains on their property, up to and including the connection point on Council’s sewer. This also includes the cost of clearing any blockages caused by the ingress of tree roots or other foreign objects.

Council is responsible for clearing blockages in a Council sewer or wastewater infrastructure. Private plumbers or drainers are not to undertake any work to clear a blockage in a Council sewer or wastewater infrastructure without obtaining Council’s approval prior to commencing any work. If approved, the Council will reimburse the private plumber’s or drainer’s fees.

3.8 Damage to Infrastructure

If Council’s water or wastewater infrastructure is damaged, please report the damage to Council’s Customer Service Centre on (07) 4783 9800, 24 hours a day, seven days per week.

Council will charge the owner of the property for the cost of repairing any accidental damage to Council’s infrastructure. It is the property owner’s responsibility to recover costs from any third party that may have caused the damage.

If Council’s infrastructure is damaged intentionally this is considered an offence and is provided for in the Act. If you witness Council infrastructure being intentionally damaged please report the damage as soon as possible to minimise any potential compromise to community health.

If damage is done to infrastructure on the property owner’s side of the property boundary, after the water meter, then it is the responsibility of the owner to repair or replace the infrastructure. Where a Council employee caused the damage through no fault of the owner, Council will be responsible for the repair of any infrastructure on the property owner’s side.

3.9 Works and Repairs

When conducting works or repairs, Burdekin Shire Council will ensure the area is left in the same standard as before the work or repairs were carried out. Any work area also will be adequately fenced or signed to ensure safety.
3.10 Trade Waste

A customer may discharge trade waste into Council’s Wastewater System provided the customer has first obtained approval for a trade waste permit from Council. The Trade Waste Application for Permit to Discharge to Sewer form is available from the Customer Service Centre or can be downloaded from Council’s website. All approvals are subject to conditions contained in Council’s Trade Waste Policy, management plan and guidelines and are usually valid for and renewable each financial year. Conditions include such things as sewer admission limits and the service frequency of any pre-treatment devices.

Council will accept trade waste only where there is no likelihood the trade waste will harm a person/s, the environment and/or Council’s wastewater system.

3.11 Sub-metering

Sub-metering is an initiative aimed at water conservation measures and the sustainability of water supply. Sub-metering is, from January 1, 2008, a legal requirement in all new development of multi-unit properties. This is detailed in the Queensland Plumbing and Wastewater Code Part 4, which Burdekin Shire Council is required to comply with in accordance with the *Plumbing and Drainage Act 2002*.

3.12 Water Restrictions

Burdekin Shire Council will notify customers at least one month in advance of applying water restrictions as part of a drought management strategy to ensure security of water resources and continuity of supply. Water restrictions will be implemented consistent with the provisions of the Burdekin Shire Council Drought Management Plan.

3.13 Customer Consultation

Burdekin Shire Council will inform customers of any planned interruptions to normal service provision at least 48 hours in advance. This will be via posting relevant information on Council’s website, Council’s social media pages (Facebook, Twitter and Google+), advertising in the local paper, displayed on roadside LED message boards or alternative methods as appropriate. In the event of a planned loss of supply to customers’ residence or business, a letter drop at the affected address will be carried out at least 48 hours prior to work beginning.

3.14 Customer Complaint Handling and Dispute Resolution

Burdekin Shire Council will endeavour to provide the highest level of service to its water and wastewater customers.

If you have any problems with the service you receive or compliance with the targets set out in this document please contact Council promptly to ensure the issue can be investigated and allow Council to implement any action required to resolve the problem.

In the first instance the complaint should be lodged with Council’s Customer Service Centre by phoning (07) 4783 9800, by e-mail to burdekinsc@burdekin.qld.gov.au or in writing to the Chief Executive Officer, Burdekin Shire Council, PO Box 974, Ayr Qld 4807.

Burdekin Shire Council will investigate any complaints registered with Council in compliance with Council’s Complaints Policy.

If you are not satisfied with the outcome or resolution of your complaint, you may contact the Mayor or Councillors for their consideration or direct your concerns to the Queensland Ombudsman’s Office.
4.0 Service Level Standards

4.1 Quality of Water

Burdekin Shire Council is committed to supplying our Customers with water that complies with the National Health and Medical Research Council’s Australian Drinking Water Guidelines.

4.2 Adequacy of Supply

Council is committed to providing a safe and reliable water supply system to the Burdekin community. Council will endeavour to maintain the water flow and pressure in accordance with State Government guidelines.

If customers notice a significant change in the usual water supply pressure not caused by household pipes and fittings, Council encourages customers to contact the Burdekin Shire Council immediately. Council will investigate and advise customers of any action that has been, or needs to be taken to rectify problems.

4.3 Continuity of Supply

Council will continue to undertake planned ongoing maintenance and repair work to ensure its services will operate effectively in the long term. Council aims to provide a reliable long-term water supply and wastewater service to Burdekin Shire customers.

4.4 Effective Transport of Waste/Effluent

Burdekin Shire Council is committed to environmentally sound practices. Council will always treat wastewater and dispose of effluent and biosolids (sludge) in an environmentally responsible manner. The Ayr and Home Hill Wastewater Treatment Plants are operated in accordance with the licence conditions set by the Department of Environment and Heritage Protection.

The service standards adopted by Council are detailed in the attached table which outlines the service indicator, response and target compliance level.

4.5 Council’s Commitment to Customer Service

Council welcomes customer comments, enquiries and suggestions. Our customers are encouraged to contact Council’s Customer Service Centre for assistance on matters such as service difficulties and faults, general and technical enquiries.

Council maintains a 24-hour emergency contact service for emergencies related to service systems, such as a burst water main or sewerage overflow, and will respond promptly to customer enquiries, complaints and requests.
## 5.0 Water – Key Performance Indicators

<table>
<thead>
<tr>
<th>Key Service Characteristics</th>
<th>Customer Service Indicator</th>
<th>Response</th>
<th>Customer Service Target</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Day to Day Continuity of Supply</strong></td>
<td><strong>Unplanned Interruptions</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Broken Water Main</td>
<td>- Respond</td>
<td>1 hour</td>
<td>95%</td>
</tr>
<tr>
<td></td>
<td>- Repair</td>
<td>&lt;5 hours</td>
<td>90%</td>
</tr>
<tr>
<td>Broken Water Service</td>
<td>- Respond - URGENT</td>
<td>1 hour</td>
<td>95%</td>
</tr>
<tr>
<td></td>
<td>- Repair</td>
<td>&lt;3 hours</td>
<td>90%</td>
</tr>
<tr>
<td>Broken Water Service</td>
<td>- Respond - NON URGENT</td>
<td>1 hour</td>
<td>95%</td>
</tr>
<tr>
<td></td>
<td>- Repair</td>
<td>2 working days</td>
<td>90%</td>
</tr>
<tr>
<td>Defective Stopcock</td>
<td>- Respond</td>
<td>1 hour</td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td>- Repair</td>
<td>2 working days</td>
<td>90%</td>
</tr>
<tr>
<td>Loss of Supply</td>
<td>- Respond</td>
<td>1 hour</td>
<td>95%</td>
</tr>
<tr>
<td><strong>Planned Interruptions</strong></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide Prior Notice of Works</td>
<td></td>
<td>48 hours (min)</td>
<td>95%</td>
</tr>
<tr>
<td>Water Service Replacement – URGENT</td>
<td></td>
<td>10 working days</td>
<td>90%</td>
</tr>
<tr>
<td>Water Service Replacement – NON URGENT</td>
<td></td>
<td>40 working days</td>
<td>90%</td>
</tr>
<tr>
<td>New Water Service</td>
<td></td>
<td>10 working days</td>
<td>90%</td>
</tr>
<tr>
<td>Low Water Pressure / Flow Investigation</td>
<td></td>
<td>3 working days</td>
<td>90%</td>
</tr>
<tr>
<td>Ratio of Unplanned to Planned Interruptions</td>
<td></td>
<td>1 hour</td>
<td>4</td>
</tr>
<tr>
<td><strong>Quality of Water</strong></td>
<td>Compliance with NHMRC Guidelines</td>
<td>Number of Tests</td>
<td>98%</td>
</tr>
<tr>
<td></td>
<td>- Microbiological (Coliforms &amp; E-Coli)</td>
<td>Number of Tests</td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td>- Physical/Chemical Parameters</td>
<td>Number of Incidents</td>
<td>&lt;5/1000 Connections</td>
</tr>
<tr>
<td>Water Quality Complaints (Taste/Odour)</td>
<td>Number of Incidents</td>
<td>&lt;5/1000 Connections</td>
<td></td>
</tr>
<tr>
<td>Dirty Water Complaints</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Adequacy of Supply</strong></td>
<td>Available Household Supply (Minimum)</td>
<td>1500 Litres/Day</td>
<td>&lt;5/1000 Connections</td>
</tr>
<tr>
<td>Minimum Flow at Boundary</td>
<td></td>
<td>22 Litres/Min (Urban)</td>
<td>&lt;10/1000 Connections</td>
</tr>
<tr>
<td></td>
<td>Minimum Static Pressure</td>
<td>4.5Litres/Min (Rural)</td>
<td>&lt;5/1000 Connections</td>
</tr>
<tr>
<td></td>
<td></td>
<td>20 Metres (Urban)</td>
<td>&lt;2/1000 Connections</td>
</tr>
<tr>
<td></td>
<td></td>
<td>12 Metres (Rural)</td>
<td>&lt;5/1000 Connections</td>
</tr>
<tr>
<td><strong>Continuity of Supply (Long-term)</strong></td>
<td>Number of Water Main Breaks</td>
<td>Number of Breaks</td>
<td>&lt;20/100km Main</td>
</tr>
<tr>
<td></td>
<td>System Water Loss and Unaccounted Water Use</td>
<td>Difference between Bulk and Metered Consumption (Litres/Connection/Day)</td>
<td>500 l/c/d</td>
</tr>
</tbody>
</table>
## 6.0 Waste Water – Key Performance Indicators

<table>
<thead>
<tr>
<th>Key Service Characteristics</th>
<th>Customer Service Indicator</th>
<th>Response</th>
<th>Customer Service Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Continuity of Supply</td>
<td>Sewer Main Breaks and Chokes</td>
<td>Number of Incidents</td>
<td>&lt;10/100km Sewer</td>
</tr>
<tr>
<td></td>
<td>Rising Main Breaks</td>
<td>Number of Incidents</td>
<td>&lt;1/10km Rising Main</td>
</tr>
<tr>
<td></td>
<td>Sewer Inflow/Infiltration</td>
<td>Ratio of ADWF to MWWF</td>
<td>&lt;3</td>
</tr>
<tr>
<td>Effective Transport of Waste/Effluent</td>
<td>Pump Station Overflows/Annum (excluding Flooding/Power Failure)</td>
<td>Number of Incidents</td>
<td>&lt;15/100km Sewer</td>
</tr>
<tr>
<td></td>
<td>Sewage Overflows Response</td>
<td>1 Hour</td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td>Total Sewage overflows/Annum</td>
<td>Number of Incidents</td>
<td>&lt;2/100km Sewer</td>
</tr>
<tr>
<td></td>
<td>Odour Complaints/Annum</td>
<td>Number of Incidents</td>
<td>&lt;3/1000 Connections</td>
</tr>
<tr>
<td></td>
<td>Sewage Overflows to Customer</td>
<td>Number of Incidents</td>
<td>&lt;1/1000 Connections</td>
</tr>
<tr>
<td></td>
<td>Compliance with EPA Licence Conditions/Annum</td>
<td>Compliance/Test</td>
<td>95%</td>
</tr>
<tr>
<td></td>
<td>- Disinfection</td>
<td>Compliance/Sample</td>
<td>95%</td>
</tr>
<tr>
<td></td>
<td>- Suspended Solids</td>
<td>Compliance/Sample</td>
<td>90%</td>
</tr>
<tr>
<td></td>
<td>- BOD₅</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>