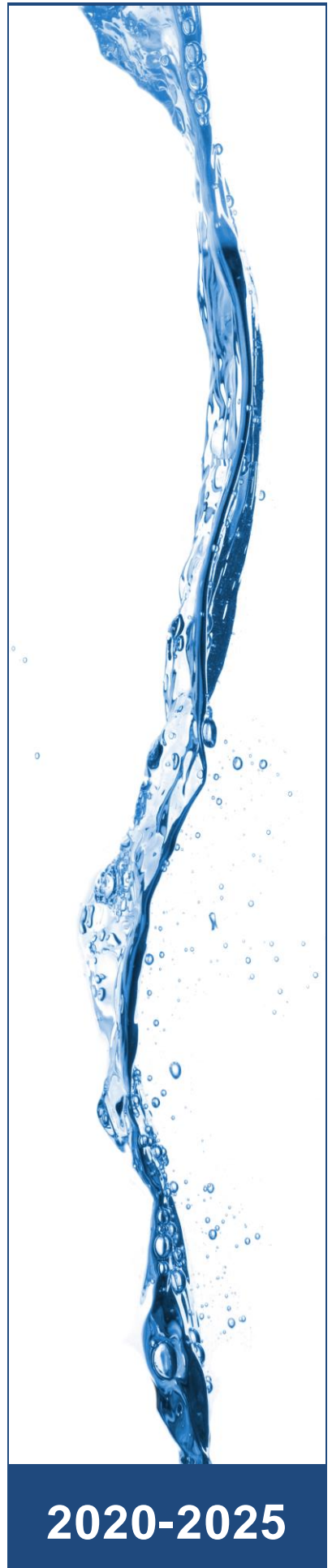





Customer Service Standards

Whitsunday Water & Waste



2020-2025



Whitsunday Water & Waste	Document control		
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Originator:	Shannon Lorroway	10/08/2020	
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Whitsunday Water and Waste

Who are we?

Whitsunday Water and Waste became a commercial business unit of the Whitsunday Regional Council from 1 July 2015, responsible for providing water supply and waste services in the Whitsunday Region, including the supply of potable water, the collection and processing of sewage and solid waste, and recycling services.

Whitsunday Water and Waste is committed to providing safe, reliable, valued services for the Whitsunday community.

Whitsunday Water and Waste is committed to deliver excellent customer service, environmental management and efficient operations while maximising the return to Council.

Whitsunday Water and Waste aim to be responsive to customer’s needs and to make a positive contribution to the social, economic and environmental sustainability of the Whitsunday Region.

We are committed to provide efficient and secure operational facilities to assure community health and minimize the environmental impact.

Whitsunday Water and Waste is a registered Service Provider under the *Water Supply (Safety and Reliability) Act 2008*.

What is a Customer Service Standard?

Our Customer Service Standard outlines the commitments, responsibilities and standards you can expect from us, in relation to your water and sewerage services.

The Customer Service Standard only applies to properties located in water supply and sewerage services areas within the Whitsunday Regional Council local government area. The Customer Service Standard does not cover Trade Waste Services provided by the Council, which are governed by the Trade Waste Policy.

When the Customer Service Standard does not apply?

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

Amending the Customer Service Standard

This Standard is adopted by Whitsunday Regional 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.

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“Whitsunday Water will deliver Councils objectives through a change in business focus away from a technical emphasis to more commercial and customer-oriented mindset.”

*“Our Values:
Accountability
Unity
Trust
Community
Continuous
improvement”*

Our Responsibilities

What will Whitsunday Water and Waste do for me?

Whitsunday Water and Waste will comply with all legislative and statutory requirements, including but not limited to:

- *Water Act 2000 (QLD)*
- *Water Supply (Safety and Reliability) Act 2008 (QLD),*
- *Local Government Act 2009 (QLD),*
- *Public Health Act 2005 (QLD),*
- *Plumbing and Drainage Act (QLD), 2018*
- *Plumbing and Drainage Regulation (QLD), 2019*
- *Environmental Protection Act 1994 (QLD) and*
- *Ombudsman Act 2001 (QLD).*

Whitsunday Water and Waste have rights and responsibilities associated with the provision of water and sewage services:

- Be responsible for collecting and storage of raw water and distributing treated drinking water to the community to the standards required under our Drinking Water Quality Management Plan and the Australian Drinking Water Guidelines 2011.
- Collect, transport and treat sewage, wastewater, and grey water generated from residential premises.
- Operate and maintain infrastructure and assets to ensure efficient services with minimal disturbances.
- Is responsible for maintaining the pipes between the water main and the water meter.
- Provide efficient and secure operational facilities to assure community health and minimize environmental impact.
- To impose water restrictions and issue on-the-spot fines for illegal use of water.
- To enter private property at any reasonable time to read, repair, maintain or remove Council's water or sewage infrastructure.
- The water meter is the property of Whitsunday Water and unauthorized tampering with it can incur substantial penalties. Always contact Council first.
- To ask customer to correct faults in their plumbing or to remove trees that interfere with Council's water and sewage infrastructure.
- Whitsunday Water and Waste employees entering private property are required to carry and show customers current authorised person identification.
- Educate and inform our customers by ensuring there clear policies and procedures.
- We ensure that adequate resources are provided, maintained and audited to support our commitment of total customer satisfaction and continuous improvement.

"We are committed to providing the Whitsunday region with strong and responsive local government and achieving an innovative, efficient and sustainable organisation."

Your Responsibilities

What are my obligations as a customer?

- Maintain private plumbing and drainage in accordance with the requirements of the QLD Plumbing and Drainage Act 2018 and Standard Plumbing and Drainage Regulation 2019.
- We expect our customers to assist us in providing services by applying and receiving approval before connecting to or disconnecting from our infrastructure.
- Pay for water and sewerage services in accordance with Council's Rates & Charges.
- Use water in a 'wise manner' as well as minimize sewage discharge from residential premises and prevent the discharge of prohibited substances to sewerage, such as solids, stormwater and floodwater.
- Provide access to the water meter, sewer maintenance holes and other water and sewerage infrastructure within and adjacent to your property for investigations and/or work on the water supply and sewerage networks.
- Property owners are responsible for all plumbing fixtures between the water meter and water taps, and all sewerage fixtures and pipes up to the point where they connect with the Council's system.
- Property owners are responsible for the security of the water meter.
- Engaging a licensed plumber to do work on private plumbing and drainage systems internal to the customer's property.
- Contacting us first if there are any service difficulties and faults that you encounter (e.g. water leaks), account enquiry, general and technical enquiries, and suggestions, complains or compliments.
- Complying with the water restrictions imposed by us as outlined on the Whitsunday Regional Council's website.



Proserpine Water Treatment Plant

“We value customer involvement in achieving the best possible level of service.”

Our Services

“We currently provide water, sewage and waste services to a population over 35,000 including residential, commercial and industrial customers.”

“Our water supply and sewerage systems are designed to be available 24 hours a day.”

“We will complete all work as quickly and efficiently as possible to minimize disruption to your daily activities where unplanned events occur.”

New water supply and sewage connection

To apply for a new water or sewage service to a property, you can contact a Customer Service Centre who will provide you with the appropriate application form. After receiving the application fee, we will install infrastructure to make the water and/or sewage services available to your property. You are responsible for connecting the dwelling/building to the infrastructure, which will involve a private plumber.

The application forms are available from any Customer Service Centre or from Council’s website.

New water meter

A water meter will be installed as part of a new water service connection and will remain the property of Council. All new water meters will be within industry standard limits of accuracy.

The meter will be used to measure the water consumption component of any water charges. Residents are encouraged to read the meter for monitoring their water usage.

If there are any concerns relating your meter’s accuracy you may have the meter tested for a fee, in accordance with Council’s Fees and Charges. It is your responsibility to ensure the water meter is kept visible and accessible at all times to allow easy access by Council staff to read and maintain.

Community Title Development Sub-Metering

Community Title Development (CTD) is a form of development where allotments are individually owned, with all associated infrastructure being privately operated. From 1 January 2008 all new CTDs are legally required to be sub-metered and must meet Council technical specifications.

For those properties that were constructed prior to 1 January 2008, the option to have meters retrofitted is at the discretion of the property owner, who is responsible for all costs associated with sub-metering.

Please refer to Whitsunday Regional Council Sub-Metering Policy available from all Customer Service Centres or from Council’s website.

Existing services alterations, disconnections or reconnections

Service alterations can be requested in writing by customers. Council’s staff will inspect the site and proposed alterations and if changes are possible will provide a quote for alteration works to the customer.

If customer no longer requires a sewerage supply, or wish to reconnect water or sewerage services, they will need to submit application forms together with appropriate fees to Whitsunday Water.

Water quality

Whitsunday Water and Waste is committed to promoting public health by managing our water supply to provide safe, high quality drinking water.

We establish and maintain regular and effective drinking water quality monitoring and reporting mechanisms to provide relevant and timely information, and to promote confidence in the management of our water supply systems.

Whitsunday Water and Waste complies with Australian Drinking Water Guidelines.

Water pressure

Whitsunday Water and Waste provides the required minimum pressure to the property boundary (at the meter) under normal operating circumstances. The pressure inside your house is dependent on a number of internal factors and circumstances. For example pressure limiting devices on internal plumbing and white goods and internal pipework.

The pressure between properties across Whitsunday Region will vary. The pressure received by a property is dependent on various factors including: the location of the property and proximity to the reservoir, elevation of the block, the distance from main pipework and the size of the pipework. Your individual pressure will also vary depending on the time of day and usage on the system at that time.

New domestic waste and recycling services

Council provides a weekly general kerbside waste collection service, and a fortnightly kerbside recycling service to those residential properties accessible to Councils waste collection contractors. To apply for a new domestic service, customers must submit the appropriate application form available from all Customer Service Centres or the Council's website.

Waste Facilities

Council's landfill facilities are open 7 days a week with the exception of public holidays; the Kelsey Creek and Bowen landfill facilities also make provision for recycling and resource recovery. Council also operates several waste transfer stations which includes both waste and recycling options.

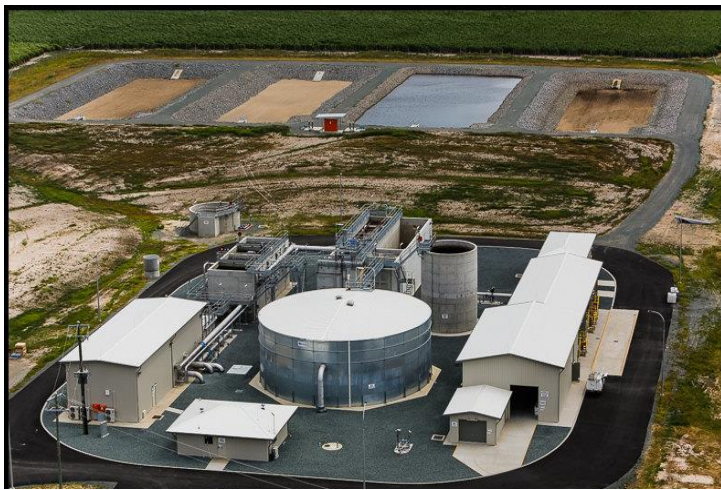
Interruptions

Our water supply and sewerage services are designed to be available 24 hours a day, 7 days a week.

However, we will continue to undertake planned ongoing maintenance and repair work to ensure its services will operate effectively in the long term. Whitsunday Regional Water & Waste aim to provide a reliable long-term water supply and sewerage services to Whitsunday customers.

Whitsunday Water and Waste will minimise interruptions to your supply during peak demand hours and will provide notice for planned interruptions.

"Our service standards are targets which Whitsunday Water strives to achieve or exceed under normal conditions."



Bowen Water Treatment Plant

Trade Waste

Trade Waste is any liquid waste generated from any commercial or industrial business activities which is discharged to the sewer and does not include domestic sewerage.

Discharging waste to Whitsunday Regional Council's sewerage system without approval is illegal and can bring penalties. If your business generates trade waste and discharges it to the sewer it is your responsibility to ensure that you have permission from the Council and have a current "Trade Waste Permit".

Concealed leaks

Whitsunday Regional Council adopted an updated policy for Concession for Concealed Water Leaks, as 15 July 2020. For more information please download the [Concealed Water Leakage Policy](#).

Damage to infrastructure

If Council's infrastructure is damaged, please report the damage to Council's Service Centres. If Council's infrastructure is damaged intentionally this is considered an offence and is provided for in the Water Supply (Safety and Reliability) Act 2008.

Council may charge the owner or occupier of the property with reasonable cost of repair for accidental and/or intentional damage to Council's infrastructure.

If damage is done to infrastructure on the property owner's side of the property boundary, then is the responsibility of the owner to repair or replace the infrastructure. Council will only be responsible for damage on the owner's side if it was through fault of a Council employee.

Billing

Water meters are read biannually in December and June with bills sent out in January and July. All water used is billed under a two tier tariff with the first 1kL per day billed at tariff one and any use beyond that billed at tariff two.

A water service charge also applies to all properties.

A range of payment options may be negotiated for special financial arrangements to assist customers experiencing hardship in the payment of accounts. Information on these options is available from Council's Customer Service Centres.



Customers Consultation

We are committed to educating you, our customer about what we do.

We value customer involvement in achieving the best possible level of service and we will seek community involvement in service planning and decision making processes through customer surveys and processes adopted by Council in regards to deliver effective community consultation. Results of such surveys are made public.

Customer Service Standards for water and sewerage services are advertised for public submissions prior to finalising and are reviewed every 5 years.

Complaints and dispute resolution

You have the right to make a complaint regarding the service provided by Whitsunday Water and Waste by:

- emailing us at info@whitsundayrc.qld.gov.au
- by phoning any one of our Customer Service Centres or writing to PO Box 104, Proserpine QLD 4800, or
- by visiting one of our Customer Service Centres.

Complaints registered with Council in compliance with Council's Complaints Policy will be investigated. A copy of this policy can be found at

www.whitsundayrc.qld.gov.au.

If the customer remains dissatisfied with the result of his complain, they may contact the CEO, Mayor or Councilors for their consideration or direct their concerns to the Queensland Ombudsman's Office.

Performance Targets

The following performance targets reflect the level of service Whitsunday Water and Waste intends to provide to its customers for water and sewage services. Whitsunday Water and Waste will be accountable for our performance against these targets by reporting at least annually to Council. The results will be published on the Council's website.

Table 3.3 - Level of service - Sewerage

Functional Levels of Service (how the end user may define its experience)			Technical Level of Service (Specific metrics that are driving the business)		
			SWIM Code	Performance Measure	Perf. Target (recommended)
Effective	Supply Reliability	The water services network has the capacity to distribute sufficient supply to meet the needs of the region	AS38	Number of sewerage mains breaks and blockages (No)	40
			AS39	Number of sewer main breaks per 100km sewer main	70
			CS28	Number of sewage odour complaints	50
	Service Disruption	Minimum disruption to water supply and sewerage services to all ratepayers	AS41	Average frequency of unplanned interruptions per 1000 connected properties per year (No)	<10
			CS33	(Average) Response/reaction time for incidents (sewerage) (Mins)	540
			CS29	All sewerage service complaints (all aspects of sewerage business)	300
	Sewerage Overflow	Overflows to private property occur very rarely.	CS44	Sewage overflow to customer property instances (no)	5
			AS36	Total number sewage overflows (per 100km sewer main)	5
			CS59	Sewage overflows reported to environmental regulator (total, annual)	2
Sustainable	Wastewater Quality	The standard of effluent treatment does not have an adverse impact on the regional environment.		Licence compliance (mass load evaluation)	>=100%
Affordable	Value for money	The ratepayer is getting "value for money" for the water services it received (Customers inside Priority Infrastructure Area (PIA))		Pricing reflects efficient long run cost of production	90% Full Cost Recovery



Bowen Sewage Treatment Plant

Table 3.4 - Level of Service - Water

Functional Levels of Service (how the end user may define its experience)			Technical Level of Service (Specific metrics that are driving the business)			
			SWIM Code	Customer Group/s	Performance Measure	Perf. Target (Recom.d)
Effective	Supply Reliability	The water services network has the capacity to distribute sufficient supply to meet the needs of the region	AS14	Inside PIA and Critical Customers	Number of water main breaks (per 100km main)	40
			AS14	Outside PIA Customers	Number of water main breaks (per 100km main)	70
	Service Disruption	Minimum disruption to water supply and sewerage services to all ratepayers	CS42	Inside PIA and Critical Customers	Average frequency of unplanned interruptions per 1000 connected properties per year (No)	<10
			CS37	Inside PIA and Critical Customers	Response Time – Water Incidents (min)	240
			CS10	All (by Group, where possible)	Water service complaints per 1000 connections (No)	120
	(Water) Pressure	“Adequate pressure” may translate to the ability to have the shower and dishwasher going at the same time (with no noticeable loss of pressure)		Customers inside Priority Infrastructure Area (PIA)	% time DSS achieved	99%
Water Quality	The water agency must provide safe drinking water but there is still scope for complaints with regard to taste/smell and discolouration which may not be health related		All	Water quality compliance guidelines used/ required (%)	100%	
Sustainable	Water Security	Sufficient water is available (at the source)	AS10	All (by Group, where possible)	Real water losses (L/service conn/day)	100
			CS9	All (by Group, where possible)	Number water quality complaints (No)	100
			AS11	All (by Group, where possible)	Real water losses kL/km watermain/day	5
Affordable	Value for money	The ratepayer is getting “value for money” for the water services it received		Customers inside Priority Infrastructure Area (PIA)	Pricing reflects efficient long run cost of production	90% Full Cost Recovery

For further information on any of the topics outlined please contact us.

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