

# Customer Service Standards (CSS)

## Water and Sewerage Service

### Northern Peninsula Area Queensland

#### Revision history

Date	Rev.	Author	Approved by	Description
30 NOV 14	0	M Pearce	N Walker	First Draft
15 JAN 15	1	M Pearce	D Ollerton	Final Draft
10 JUL 17	2	M Pearce	D Ollerton	Revised for issue to DEWS

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## TABLE OF CONTENTS

<b>1. CUSTOMER SERVICE STANDARD .....</b>	<b>3</b>
1.1 Long Term Continuity of Services.....	3
1.2 Planned and Unplanned Service Interruptions.....	3
1.3 Quality of Water Supply (potable water supplies).....	3
1.4 Sewerage Services.....	3
1.5 Trade Waste Services.....	4
<b>2. CUSTOMER SERVICE PERFORMANCE TARGETS.....</b>	<b>4</b>
<b>3. BILLING.....</b>	<b>5</b>
<b>4. SHARED RIGHTS AND RESPONSIBILITIES .....</b>	<b>5</b>
<b>5. CUSTOMER ASSISTANCE .....</b>	<b>5</b>

## **1. CUSTOMER SERVICE STANDARDS**

The State of Queensland Department of Infrastructure, Local Government and Planning (DILGP) is responsible for providing water and sewerage services to residential, commercial and community customers to the Northern Peninsula Area.

DILGP manages the water collection, treatment and distribution and is responsible for operating and maintaining water and sewerage assets throughout the Northern Peninsula Area.

### **1.1 Long Term Continuity of Services**

DILGP will take all reasonable action to provide its customers with reliable and continuous services. DILGP is committed to a major capital works program to replace water mains and sewers that are reaching the end of their useful life. DILGP aims to minimise the number of water main leaks and breaks, reduce water loss in the system, and reduce the number of breaks and blockages in the sewerage system. This will be assisted by system monitoring and planned maintenance programs.

### **1.2 Planned and Unplanned Service Interruptions**

For planned temporary service interruptions, such as maintenance of water mains, DILGP will provide affected customers with at least 48 hours' notice of the type and timing of our activities.

Where DILGP is not able to provide prior notice, we will endeavour to restore your service as quickly and efficiently as possible to minimise inconvenience to affected customers.

### **1.3 Quality of Water Supply (potable water supplies)**

DILGP will endeavour to ensure that the water supplied:

- Meets the Australian Drinking Water Quality Guidelines
- Meets reasonable community needs
- Is clear and free from objectionable odour and taste

### **1.4 Sewerage Services**

DILGP will endeavour to provide sewerage services that:

- Meet reasonable needs
- Avoid odours, overflows and interruptions
- Meet regulatory requirements

## 1.5 Trade Waste Services

A Trade Waste Approval is required for any discharge of trade waste into DILGP's sewerage system. This approval will be issued under s 180 of the Water Supply (Safety and Reliability) Act and in accordance with DILGP's Trade Waste Environmental Management Plan.

## 2. CUSTOMER SERVICE PERFORMANCE TARGETS

DILGP will endeavour to meet the following performance targets in the delivery of water and sewerage services to customers.

CSS Indicator Code and Title	NPR SWIM code	Bamaga	Injinoo	Mapoon	Seisia	Umagico
QG4.5 Total water main breaks	A8 / AS8	<1 per 2.5 km main	<1 per 2.5 km main	<1 per 2.5 km main	<1 per 2.5 km main	<1 per 2.5 km main
QG4.6 Total sewerage main breaks and chokes	A14 / AS39	<1 per 2km main	<1 per 2km main	<1 per 2km main n/a	<1 per 2km main n/a	<1 per 2km main
QG4.7 Incidence of unplanned interruptions – water	C17 / CS17	3 per year	2 per year	2 per year	2 per year	2 per year
QG4.8 Average response time for water incidents (bursts and leaks)	-/ CS37	2 hours	2 hours	2 hours	2 hours	2 hours
QG4.9 Average response time for sewerage incidents (including main breaks and chokes)	-/ CS33	2 hours	2 hours	2 hours n/a	2 hours n/a	2 hours
QG4.10 Water quality complaints	C9 / CS9	<1 per 200 connections	<1 per 200 connections	<1 per 200 connections	<1 per 200 connections	<1 per 200 connections
QG4.11 Total water and sewerage complaints	C13 / CS13	<1 per 200 connections	<1 per 200 connections	<1 per 200 connections	<1 per 200 connections	<1 per 200 connections
Standard Water Connections	n/a	15 business days from lodgement	15 business days from lodgement	15 business days from lodgement	15 business days from lodgement	15 business days from lodgement

### 3. BILLING

NPARC is currently developing a water charging system that will be implemented in 2015. Sewerage charges are individually billed on a quarterly basis.

NPARC will offer a range of payment options which are detailed on customer accounts.

### 4. SHARED RIGHTS AND RESPONSIBILITIES

Along with DILGP, their customers and the community are responsible in the provision of water supply and sewerage services by:

- Being "Water Wise"
- Maintaining the pipe work and fittings on private property after the meter
- Taking care not to discharge any unauthorised substances into sewers
- Providing access to the water meter and access chambers (manholes)
- Notifying DILGP of any faults encountered so that problems can be rectified as quickly as possible.
- Driving carefully through our construction sites

### 5. CUSTOMER ASSISTANCE

DILGP is committed to the ongoing improvement of customer service and welcomes any comments, enquiries or suggestions.

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