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CUSTOMER SERVICE STANDARDS

Our customer service standards outline the commitments, responsibilities and standards you can expect from us, in relation to water and sewerage services across all reticulated systems in the North Burnett Regional Council (NBRC) area. The Council is a registered service provider and the standards are written to ensure compliance to the requirements of the Water Supply (Safety and Reliability) Act 2008.

This involves developing and adopting a customer service standard that documents:

- The level of service to be provided to customers;
- processes for customer interaction with the service provider;
- and any other matter stated in the guidelines, if any, issued by the regulator for preparing customer service standards.

The Customer Service Standards contains targets for service delivery and indicators of Council's performance in relation to these targets.

North Burnett Regional Council has developed customer service standards in the key performance areas of:

- Continuity of supply
- Quality of Water
- Adequacy of water supply
- Effective transport of waste/effluent

Responding to Water and Sewerage Service Requests

Council provides a Customer Service System that enables it to register water and sewerage system faults and arrange to have these fixed.

System faults include damaged water and sewerage mains, blocked sewerage mains and faulty water meters including the isolating stopcock.

This service does not include faults associated with water and sewerage plumbing within your property.

Water Services

The following sections provide a brief overview of our objectives in ensuring the customer service standards for our water services are met.

Day-to-day continuity of water supply

We aim to provide a continuous and reliable delivery of water supply to all customers.

At times, Council may need to interrupt your water supply service to undertake maintenance and repair work. In these instances, we aim to provide you with at least 48 hours notice prior to the event.

Our water supply system may also be interrupted by acts outside of our control. For unplanned events, we are unable to provide you any notice. If your service is affected, we aim to restore your connection as quickly and effectively as possible.

Quality of normal water supply

It is a goal of Council to ensure, by regular and thorough testing of water quality, that the treated water complies with the appropriate standards.

Council aims to comply with most physical, chemical and microbiological parameters of the Australian Drinking Water Quality Guidelines.

Adequacy of normal water supply

Council will endeavour to maintain the water flow and pressure in accordance with State Government guidelines.

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

Water Services Performance Targets

Performance Indicators	Target
Continuity of your water supply	
Notice of planned interruption	≥ 48 hours
Restoration of services from a planned interruption	90% restored within 6 hours
Response to unplanned interruption after notification	≤ 2 hours
Restoration of services from an unplanned interruption	90% restored within 5 hours
Frequency of unplanned service interruptions	≤ 100 main breaks/100 km/yr.
Quality of your water supply	
Treated Drinking Water Quality - Physical/Chemical parameters only	≥ 80% ADWG Aesthetic parameter compliance
Treated Drinking Water Quality - microbiological	≥ 98% Faecal coliforms compliance
No. of drinking water complaints per 1,000 connections/year	≤ 50
Adequacy of your water supply	
Water pressure	≥ 16m ≥ 95% of the time
Water Flow	≥ 20l/s ≥ 90% of the time

Service Connections

If you wish to apply for a water service connection, you will need to submit an application form to Council. Service connections will only be approved if:

- A reticulation main is available to your property; and

- The reticulation main is capable of delivering the service at the minimum standard

Approval of a new service connection will usually take place within 10 working days after receiving your application fee (as per Council's current fees and charges) For further information regarding service connections, please contact one of the Customer Service Centres.

Meters

Your water meter is read biannually with billing included in the twice yearly property rates notices.

If you consider your meter is reading inaccurately Council will test the meter for a fee. If the meter is proven to be inaccurate it will be replaced and the fee refunded. We consider a meter to be accurate if recording within the tolerance range of +/- 5% to the reading a new meter.

Council is responsible for the repairing leaking meters and the meter fitting on the water main side of the meter. You are responsible for leaks on the property side of the meter.

Sewerage Services

The following sections provide a brief overview of our objectives in ensuring the customer service standards for our sewerage services are met.

If you notice a significant change in the usual functioning of the sewerage service not caused by household pipes and fittings, we encourage you to contact Council immediately. We will investigate and advise you of any action that has been, or needs to be, taken to rectify any problems.

Effective transport of waste/effluent

Council will treat sewage and dispose of the effluent and sludge in accordance the Department of Environment & Heritage Protection environmental licenses issued for each of the council's treatment plants.

Sewerage Services Performance Targets

Performance Indicators	Target
Effective Transport of Sewerage Waste / Effluent	
Response to unplanned events after notification	≤ 2 hours
Restoration of services from an unplanned interruption	90% restored within 5 hours
No of sewage overflows per 100km of main per year	≤ 10
No of Sewage overflows affecting customers properties / 1,000 properties	≤ 5 / year
Sewer main chokes and breaks / 100km of mains	≤ 15 / year
Odour complaints per 1,000 properties	≤ 10 / year

Trade Waste

Trade Waste is any water-borne waste from business, trade or manufacturing premises. Disposal of trade waste to any of the Council Sewerage Treatment Plants must be in accordance with Council Policy 232 "Sewerage Trade Waste".

Service Connections

If you wish to apply for a sewerage connection, you will need to submit an application form to Council. Service connections will only be approved if:

- A reticulation main is available to your property; and
- The reticulation main is capable of delivering the service at the minimum standard

Approval of a new service connection will usually take place within 10 working days after receiving your application fee (as per Council's current fees and charges) For further information regarding service connections, please contact one of the Customer Service Centres.

Service Charges

North Burnett Regional Council sewerage charges are issued through the Councils biannual rates notices.

Consultation and Resolution

For further information on the above standards please contact Council's customer service staff as detailed below.

Phone 1300 696 272
Email admin@northburnett.qld.gov.au
Fax 07 4161 1425
Mail P.O. Box 390 Gayndah Qld 4625
Website www.northburnett.qld.gov.au

If you remain dissatisfied with NBRC's service standards after attempted resolution the matter may be referred to the Energy and Water Ombudsman Queensland (EWOQ) for further assistance as detailed below.

Phone 1800 662 837
Email complaints@ewoq.com.au
Fax 07 3227 7068
Mail P.O. Box 3640 South Brisbane Qld 4101
Website www.ewoq.com.au