

PURPOSE OF A CUSTOMER SERVICE STANDARD

The Water Supply (Safety and Reliability) Act 2008 (the Act) requires that Council, as a water and wastewater service provider, has a Customer Service Standard that addresses:

- targets for the level of service provided;
- the process for service connections, billing, metering, accounting, customer consultation, complaints and dispute resolution;

Under section 117 of the Act service providers must comply with the customer service standard when supplying services to their customers. The service provider must in accordance with section 120 of the Act review the customer service standard at least every 5 years.

Any customer who considers that the Customer Service Standard is deficient, or that Council has not complied with it, should contact Council to seek a resolution. If still not satisfied the customer may refer the matter to the Department of Energy and Water Supply.

OUR CUSTOMER SERVICE STANDARDS

The following section provides details of Council's Customer Service Standards for water and wastewater.

Day-to-Day Continuity of Your Water Supply

Council operates a total of eleven (11) water supply schemes throughout the Shire consisting of Banana, Baralaba, Biloela, Callide Dam, Cracow (trickle feed system), Goovigen, Moura, Taroom, Thangool, Theodore and Wowan. Despite the differing operational and maintenance requirements between the schemes Banana Shire Council aims to provide a continuous supply of water to its customers.

Restricted raw water schemes are provided at Taroom and Baralaba. These schemes service limited customers and are subject to service limitations associated with water availability.

Council is working to replace ageing and deteriorating water supply infrastructure and mains that are no longer viable to repair. Council's planned water main replacement program will, over time, help to reduce the number of service interruptions experienced by consumers as a result of main breaks etc.

On occasions when Council needs to interrupt water supply to undertake planned maintenance and repair work we aim to ensure we provide you with at least 48 hours notice prior to the event.

At times, your water supply service may be interrupted due to circumstances beyond Council's control (eg damaged pipeline, main burst, extended power outage, etc.). During such times, if your service is affected, Council's maintenance personnel aim to restore your connection as quickly and effectively as possible.

Council will endeavour to restore all unplanned interruptions within eight (8) hours. If you report a supply incident to Council's Customer Service Centre, or to the afterhours contact numbers listed, we aim to have commenced work to resolve the problem within four (4) hours of receiving the report.

Adequacy and Quality of Normal Water Supply

Water for the various town water supplies in the Banana Shire is drawn from a range of sources including the Callide Dam, the Dawson River and from underground aquifers. Water quality in the different schemes varies considerably depending on the quality of the original water source and the subsequent level of treatment.

Council strives to maintain water quality to consumers in accordance with its Drinking Water Quality Management Plan which is reviewed annually.

The minimum level of treatment provided for potable water supplies is disinfection by chlorination (groundwater schemes). Higher levels of treatment are applied to water supplied from the Callide Dam and the Dawson River.

Goovigen and Wowan rely on groundwater that is untreated other than by chlorination. Further treatment is not considered viable at this time due to the prohibitive costs involved. Unfortunately the groundwater sources for these towns are very 'hard' waters, containing high levels of total dissolved salts including sodium and chloride and also elevated sulphide levels (Wowan) all of which are above desirable levels for drinking water according to the Australian Drinking Water Guidelines. Due to these quality constraints Wowan is deemed a non-potable supply. Where possible the Banana Shire Council aims to supply treated water that complies with physical and chemical parameters of those guidelines.

Water at Cracow is not treated, nor is the quality monitored by Council, therefore the quality cannot be guaranteed. This scheme is declared as 'non-potable' accordingly.

Council endeavours to provide a minimum of 12 metres head of static pressure at the mains to which your property service is connected. For the majority of consumers pressure is much higher. However, due to the physical constraints of the schemes some consumers have lower pressure including but not limited to areas of Baralaba and Goovigen.

CUSTOMER SERVICE STANDARD – WATER SUPPLY & SEWERAGE

Council officers will be conducting pressure tests at various locations throughout the schemes so that areas with particularly low pressure can be identified, and where viable plan to undertake works to improve scheme pressures as part of annual main replacements/upgrade program.

Effective Transportation of Sewage Effluent

Reticulated sewerage schemes are provided to Biloela, Moura, Taroom and Theodore. Banana Shire Council aims to ensure that these schemes are reliable and adequately maintained.

Council is faced with maintaining ageing schemes that have deteriorated over time and now require significant refurbishment. However, Council will take all reasonable care to minimise the number of sewage overflows to public and private property, and to protect your health. If overflows do occur, we will endeavour to respond within 2 hours of the report.

OUR PERFORMANCE TARGETS

The following table provides a summary of Banana Shire Council's adopted performance targets. These targets will be reported on and reviewed as required in accordance with the Water Supply (Safety and Reliability) Act 2008.

Performance Indicators	Target
Continuity of Your Water Supply	
Total water main breaks	<50 per 100km of main
Incidence of unplanned interruptions – water	<25 per 1,000 properties
Response time for water incidents (bursts & leaks)	2hr (average), 4hr (max)
Adequacy and Quality of Normal Water Supply	
Water quality complaints	<25 per 1,000 properties
Effective Transport of Sewage Waste Effluent	
Total sewerage main breaks and chokes	<25 per 100km of main
Effective Transport of Sewage Waste Effluent	
Total water and sewerage complaints	<100 per 1,000 properties

CUSTOMER SERVICE PROCEDURES

This section provides details of the procedures Council has in place for service connections, billing and various issues relating to communications between Council and customers.

Service Connections

If you wish to apply for a water supply or sewerage service connection, the property owner will need to submit an application form to Council together with the appropriate fees/charges. Details may be obtained by contacting Council's Customer Service Section or by viewing/downloading relevant forms from Council's website.

Service connections will normally only be approved if the land is within the particular water supply or sewerage area and a reticulation main is available to, and capable of servicing your property. Application for 'Water by Agreement' may be made for consideration by Council for properties located outside of the Water Service Area by completing application form and paying the assessment fee. Council aims to undertake installation of new domestic 20mm water service connections and standard sewerage property connections within 21 days of receiving your application and the fee for the service. Larger commercial connections may take longer as larger meters and fittings are not held as stock items, but are ordered in on an as required basis.

BILLING

Water Supply

A two part tariff method of charging has been adopted for all properties connected to the various Banana Shire Council water supply schemes. Under this method of charging customers pay an access charge and a consumption charge. The access charge is currently billed on a six monthly basis on the rate notice and the consumption charge is billed quarterly based on meter readings (Note:- Council is currently reviewing billing frequency and undertaking public consultation accordingly). Further details regarding the charges are provided on the rate/water charge notice. Raw water schemes are billed as per budget resolution.

Water and sewerage fees and charges are available for viewing on Council's website.

Sewerage

Sewerage charges vary depending on property type/use and are also billed on a six monthly basis on the rate notice.

Other

Charges are also applied to vacant land within the water supply and sewerage areas in accordance with Council policy/resolution. Council currently offers discount for prompt payment of water and sewerage charges as per the rate notice. Discount is not applicable to consumption charges for the two-part tariff schemes, but is available for the access charge component. Late or non-payment of accounts is handled as part of Rates Debt Recovery.

CUSTOMER SERVICE STANDARD – WATER SUPPLY & SEWERAGE

METERING OF WATER SUPPLY

All water services to consumers are metered so that the volume of water supplied to a particular property can be determined. Council supplies and installs a meter with every connection. To allow for maintenance and reading, you must provide access to your meter at all reasonable times.

If a customer considers that a water meter is not recording accurately, application can be made together with payment of the nominated fee to have the meter checked. Council will arrange to test the meter within ten (10) working days of receipt of the request and the accompanying payment. If the meter is found to be reading greater than allowable tolerances the meter will be changed and the testing fee refunded accordingly. Council reserves the right to change a meter at any time. Council may estimate water consumption for the purposes of billing if a reliable meter reading cannot be obtained.

COUNCIL RESPONSIBILITIES

Council is responsible for your water service up to and including the water meter — you as the property owner are responsible for your water connection from the water meter to and within your property boundary.

For connections to the sewer, Council is responsible for sewer mains and the “jump-up” connection to your property. You are responsible for your house drains to the jump-up connection within your property or to your property boundary if the jump up is located outside your property.

CUSTOMER CONSULTATION

Where appropriate, consultation regarding water supply and/or sewerage services will be conducted in accordance with Banana Shire Council’s Consultation Policy.

COMPLAINTS HANDLING/DISPUTE RESOLUTION

Complaints regarding water supply and sewerage services will be dealt with in accordance with Banana Shire Council Policy - Community Dispute/Complaints Resolution Procedure.

Initially residents are invited to contact Council’s Customer Service Centre on (07) 4992 9500 to discuss the issue. Written complaints should be addressed to the Chief Executive Officer.

CONTACT, ENQUIRIES, COMPLAINTS AND COMPLIMENTS REGARDING WATER AND SEWERAGE SERVICES

Forms, Policies and fees and charges may be viewed/downloaded from Council’s website at www.banana.qld.gov.au

Enquiries, complaints and compliments may be made by any of the following means:-

- In person at a Council Customer Service Centre (Biloela, Moura, Taroom)
- By telephone (07) 49929500 during business hours
- By Facsimile on (07) 4992 3493
- By Email: enquiries@banana.qld.gov.au
- By sending a letter addressed to:-
The Chief Executive Officer
Banana Shire Council
PO Box 412
BILOELA QLD 4715

EMERGENCY/AFTER HOURS CONTACT

Biloela / Callide Dam / Goovigen / Thangool / Wowan

A/Hrs Phone: 0417 641 994

Banana / Baralaba / Moura

A/Hrs Phone: 0409 752 329

Taroom

A/Hrs Phone: 0427 646 584

Cracow / Theodore

A/Hrs Phone: 0418 986 107

Adopted: 10/12/2014