

# CUSTOMER SERVICE STANDARD WATER SUPPLY AND SEWERAGE

## PURPOSE

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The *Water Supply (Safety and Reliability) Act 2008* (the Act) requires that Council, in its capacity as a provider of water and sewerage services, has a Customer Service Standard which 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 Regional Development, Manufacturing and Water.

## OUR CUSTOMER SERVICE STANDARDS - WATER AND SEWERAGE

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

### **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 actively addressing the issue of aging and deteriorating water supply infrastructure and replacing mains that are beyond repair. Council is undertaking a water main replacement program designed to minimise service disruptions that consumers may face due to main breaks and similar issues. This is a long-term plan aimed at improving the reliability of the water supply system.

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 (e.g. 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 schemes 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 is dedicated to preserving the quality of water supplied to consumers. This commitment is in line with its Drinking Water Quality Management Plan, which undergoes a thorough regular review. This ensures that the water quality standards are consistently met, and any necessary improvements are identified and implemented. 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 by Council, nor is the quality monitored by Council; therefore, the quality cannot be guaranteed. This scheme is declared as 'non-potable' accordingly.

Council endeavors 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 system constraints, incidents, equipment failures etc. some consumers may experience lower pressure within the scheme. Council is committed to maintaining reasonable flows and storage within our reticulated water schemes to meet reticulated firefighting flows and pressures. Council officers monitor water pressures at various locations throughout the schemes to identify low water pressure, and where viable undertake works to improve scheme pressures as part of the annual water 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 infrastructure that has deteriorated over time and now requires significant refurbishment. 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 two (2) hours of the report and sanitize the affected area.

## **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*.

<b>Performance Indicators</b>	<b>Target</b>
<b>Continuity of Your Water Supply</b>	
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)
<b>Adequacy and Quality of Normal Water Supply</b>	
Water quality complaints	<25 per 1,000 properties
<b>Effective Transport of Sewage Waste Effluent</b>	
Total sewerage main breaks and chokes	<25 per 100km of main
<b>Effective Transport of Sewage Waste Effluent</b>	
Total water and sewerage complaints	<100 per 1,000 properties

## **CUSTOMER SERVICE PROCEDURES - WATER AND SEWERAGE**

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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 'Service by Agreement' may be made for consideration by Council for properties located outside of the Water Supply and Sewerage Service Areas by completing an 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 completed application and the applicable 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 AND SEWERAGE**

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### **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 and consumption charges are billed on a six-monthly basis with the rate notice.

## **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.

Water and sewerage fees and charges are available for viewing on Council's website. Further details regarding the charges are provided on the rate/water charge notice. Raw water schemes are billed as per budget resolution.

## **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.

Council is committed to investing in technology that allows for an improved customer experience. As part of this effort, Council has been installing Automated Meter Reading (AMR) devices on its water meters. This initiative will enable timely meter readings for accurate billing and provides customers with the ability to access daily water usage data through the Aqualas portal, empowering them to make informed decisions and better manage their water consumption. This is a significant step towards promoting water conservation and efficiency.

If a customer suspects that their water meter is not recording accurately, application can be made together with payment of the nominated fee to have the meter inspected and tested. 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. As the property owner you 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 drain to the jump-up connection within your property or to your property boundary if the jump up is located outside your property.

Please refer to [Councils Blockage or Damage to Sewer Jump ups Procedure](#) for further information.

## CUSTOMER CONSULTATION - WATER AND SEWERAGE

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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.

### **EMERGENCY / AFTER HOUR CONTACT NUMBER**

#### **W&S Retic Maintenance – Burst water mains, blocked sewers**

- Taroom, Theodore & Cracow: 0409 376 344
- Other (Banana, Baralaba, Biloela, Callide Dam, Goovigen, Moura, Thangool, Wowan): 0417 641 994

#### **Town Water Quality – Dirty Water, Objectionable Taste/Odour**

- Taroom: 0409 376 344
- Theodore, Cracow: 0418 986 107
- Biloela, Callide Dam, Thangool, Goovigen, Wowan: 0418 787 033
- Moura, Banana, Baralaba: 0419 021 584

Forms, Policies and fees and charges may be viewed / downloaded from Council's website at [www.banana.qld.gov.au](http://www.banana.qld.gov.au)

**How can you contact us?**

-  online, visit [www.banana.qld.gov.au](http://www.banana.qld.gov.au)  
click on 'Contact us'
-  email [enquiries@banana.qld.gov.au](mailto:enquiries@banana.qld.gov.au)
-  telephone (07) 4992 9500
-  mail, post to Banana Shire Council  
PO Box 412, Biloela Qld 4715