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Service Provider ID 473

CUSTOMER SERVICE STANDARD

WATER SUPPLY AND SEWERAGE SERVICES



1.0 OVERVIEW OF CUSTOMER SERVICE STANDARD

Barcaldine Regional Council operates water supply and sewerage schemes in Alpha, Jericho, Barcaldine, Aramac and Muttaborra. The population for these towns are 1650, 100, 300, 180 and 400 people respectively. Information on the water supply and sewerage schemes operated by Barcaldine Regional Council is summarised in the following table 1.1.

TABLE 1.1: Overview of Schemes

Scheme Name	Communities Served	Service	Number Of Connections
Alpha Retail Water Supply Scheme	Alpha	Water Supply	282
Jericho Retail Water Supply Scheme	Jericho	Water Supply	163
Barcaldine Retail Water Supply Scheme	Barcaldine	Water Supply	898
Aramac Retail Water Supply Scheme	Aramac	Water Supply	220
Muttaborra Retail Water Supply Scheme	Muttaborra	Water Supply	114
Barcaldine Sewerage Scheme	Barcaldine	Sewerage	685
Aramac Sewerage Scheme	Aramac	Sewerage	196
Muttaborra Sewerage Scheme	Muttaborra	Sewerage	94

Data sourced from current rates data base

Service Providers are required to ensure continuity of the services they supply to customers. 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.

Furthermore the customer service standard aims to monitor and review appropriate targets for:

- (i) Quality of water supply and sewerage scheme;
- (ii) Water supply pressure;
- (iii) Reliability of service; and
- (iv) Provide adequate data for customers to be aware of:
 - Billing practices;
 - Interruptions;
 - Infrastructure performance;
 - Customer satisfaction.

The purpose of this document is to outline Barcaldine Regional Council's Customer Service Standard in relation to water supply and sewerage services in these five areas.

2.0 PERFORMANCE INDICATORS AND TARGETS

Table 2.1 outlines the performance indicators for the Alpha, Jericho, Barcaldine, Aramac and Muttaborra township water schemes and related quantitative performance measures for which targets have been set.

TABLE 2.1: Key Performance Indicators and Default Measures

Swim Code	Key Performance Indicators (KPI)	Target
WATER SUPPLY – CONTINUITY		
CS17	Average frequency of unplanned interruptions(per 1,000 properties)	< 100
	Restoration of services due to unplanned interruptions	≥ 95% within 5 hours
	Ratio of unplanned to planned interruption incidents	10:1
CS37	Response time to all events	≤ 3 hours
ADEQUACY AND QUALITY OF NORMAL WATER SUPPLY		
CS39	Minimum water pressure	120kPa
	Compliance with the Australian Drinking Water Guidelines (2011) Health and Aesthetic Values	100%
CS9	Drinking water quality complaints (per 1,000 properties)	< 100
	Drinking water quality incidents/year	< 5
EFFECTIVE TRANSPORT OF WASTE EFFLUENT (SEWAGE ONLY)		
AS36	Total sewage overflows per 100 km/year	< 10
	Sewage overflows to customer property per 1,000 connections/year	< 5
CS28	Odour complaints per 1,000 connections/year	< 10
CS33	Average response/reaction time for incidents	≤ 3 hours
CONTINUITY IN THE LONG-TERM: (A) WATER		
AS8	Number of Water main breaks (per 100 km of water main)	< 50
AS11	Real water loss (litres/connection/day)	< 300
CONTINUITY IN THE LONG-TERM: (B) SEWERAGE		
AS39	Sewer main breaks and chokes per 100 km/year	< 75
	Sewer inflow/infiltration – ratio of peak day flow to average day flow	3:1
CS13	Total water and sewerage complaints	<100

There are no sewer services offered in Jericho and Alpha by Barcaldine Regional Council.

Shaded indicators are a requirement from the Queensland Water Supply Regulator.

3.0 PROCESS ISSUES

Council undertakes a number of tasks for residents concerning water and sewerage services. These are called processes. The following table is a summary of these processes and how they affect you.

TABLE 3.1: Overview of Process Issues

Process Issues	Procedure
SERVICE CONNECTIONS	
How can customers obtain a new water and/or sewerage service connection?	Customers are required to submit an application form for a new water and/or sewerage connection along with the prescribed payment. The fees are set annually by Council.
How can customers restore an existing or disconnected service?	Customers are required to submit an application form for a new water and/or sewerage connection along with the prescribed payment. The fees are set annually by Council.
How long does it take to commence installation of the connection?	For water 7 working days, and for sewerage 14 working days from payment of prescribed fees.
Are there any conditions for connection?	Services will only be connected in areas that are adequately serviced by a water and/or sewerage main and within declared areas to be such.
BILLING	
What is the basis for bill eg. Meter readings, property type (eg residential) estimation levy?	Billing for water supply and sewerage services is based on property type, meter readings, location of property, etc
What is the charging regime? (eg. Two part tariff, fixed with excess etc)	<p><u>Aramac & Muttaborra:-</u> Fixed water and sewerage charge.</p> <p><u>Barcaldine:-</u> Fixed with excess for water. Fixed charge for sewerage connection</p> <p><u>Alpha & Jericho:-</u> Fixed with excess for water. No annual sewer charge required.</p>
What is the billing cycle?	Half yearly for rates with excess water charged in June.
What information is provided on the bill?	Owners name and address, property address, billing period, total amount owing, meter reading and consumption details.
What happens if a customer is under or over charged?	Customers are requested to write in requesting an assessment of the charges and Council will investigate and notify of the outcome and make any necessary adjustments.
What is the procedure for finalising accounts when disconnection is requested?	No set process due to rarity of event and thus charged at cost to Council.

Process Issues	Procedure
METERING	
Is there a requirement to have meters installed/connected?	<p><u>Aramac & Muttaborra:-</u> No, but currently installing meters in these towns and will introduce requirement after an initial testing period.</p> <p><u>Barcaldine:-</u> Yes.</p> <p><u>Alpha & Jericho:-</u> Yes.</p>
Are meters tested for accuracy?	Once installed meters will maintain an accuracy of +/- 5% of the actual flow.
What is the procedure if a meter is found to be inaccurate and needs to be replaced?	Meters will be replaced if detected as faulty or leaking at no charge to the customer.
What is the process for accessing properties for meter readings?	Council respects the privacy of your property. However, if the water meter is within your property we need to access your property to read it, we will be identifiable Council employees and will be as undistruptive as possible. We politely request that you help us by keeping the way clear to the meter.
ACCOUNTING	
Are customers notified when payment is due?	Customers receive a rates notice in the mail and also consumption notices are sent out along with any excess water charges in June.
Are payments due annually, biannually, etc?	Rate Payments are due half yearly, and excess water notices are sent in June.
Who should customers contact for account inquiries and queries?	<p>General Council Contact</p> <p><u>Barcaldine:-</u> (07) 4651 5600</p> <p><u>Aramac & Muttaborra:-</u> (07) 4652 9999</p> <p><u>Alpha & Jericho:-</u> (07) 4985 1166</p>
Are contacts for account inquiries and queries listed?	<p>General Council Contact</p> <p><u>Barcaldine:-</u> (07) 4651 5600</p> <p><u>Aramac & Muttaborra:-</u> (07) 4652 9999</p> <p><u>Alpha & Jericho:-</u> (07) 4985 1166</p>
What are the consequences of non-payment or late payment?	Loss of 10% discount for late payment of rates.
CUSTOMER CONSULTATION	
Are customers notified of the adopted levels of service standards?	Service standards are published on Councils Website.

Process Issues	Procedure
Are emergency contact numbers, inquiry numbers listed?	Emergency/After Hours Contact <u>Barcaldine:-</u> 0428 683 464 <u>Aramac & Muttaborra:-</u> 0428 725 018 <u>Alpha & Jericho:-</u> 0429 851 108
Are customers notified of planned interruptions?	At least 48hrs advance notice is given for planned interruptions.
COMPLAINTS	
What is the process for submitting complaints?	All complaints must be submitted in writing, via e-mail or the Council's website.
How will complaints be handled?	Council has a general complaints process to ensure all complaints are dealt with in a fair and efficient manner.
Is there a process for mediation or dispute resolution?	Any disputes between Council and customers will be resolved in a courteous and professional manner. The complaint is directed to the Chief Executive Officer, and is dealt with appropriately.

4.0 ANNUAL REVIEW

The annual review shall be conducted at the end of each financial year and shall coincide with the upgrade of the Water and Sewerage Total Management Plan (TMP).

During the financial year information about the performance of the system is collected and assessed. Complaints and incidents are recorded. At the end of the financial year these are considered and each element of this document is rated.

Poor performance results are investigated as to whether:

- They are statistical aberration which would not be expected to recur;
- There are cost effective ways to improve results in future; or
- Targets need to be adjusted to better reflect the community's willingness and ability to pay for an increased service level.

Should a service level change as a result of this process each customer (and the regulatory body) will be forwarded copies of the updated Customer service Standard.

5.0 ANNUAL REPORT

The Annual Report is required to:

1. Measure the performance of the system in providing the service levels including those in Section 2,
2. List improvement plans and funding to achieve the service levels, and
3. List the findings and outcomes and of the
 - a. annual review, and
 - b. audits, if undertaken.

The annual report shall be released to conform with regulatory requirements.