

Billing

Invoices are sent out twice a year, with payments due twice a year.

Metering

Meters are installed on all water connections and are read every 6 months.

Water meters need to be read to determine how much water is being used and to ensure that a "user" pays system is supported. Council undertakes to keep water meters repaired and maintained for this purpose. Most meters are located on the front property boundary.

It is requested that your water meter be assessable at all times to allow for maintenance and reading.

Accounting

Your rates invoice will contain information about the assessment of your property and any excess charges for water used.

Council has adopted a "two-part tariff" water charge. This means there is a base charge per annum for access and an additional charge for water consumed.

For residential properties, sewerage charges are based on a fixed unit charge. Larger commercial properties are charged on a "per pedestal" basis.

Customer consultation

Council interacts with customers on a regular basis through media, public meetings, "Bright Ideas" box at Hinkler Central Shopping Centre; input via the website and Facebook and surveys. A great deal of consultation takes place over a range of media and Council encourages input from our customers on matters relating to improving our services.

Complaints Handling

Complaints can be made either in writing or through Council's Service Centres. Council's Service Centres will try to help you or direct you to staff with an understanding of your concerns. All complaints are recorded and actioned in a timely manner.

We hope to acknowledge your queries and complaints within 7 working days and look forward to resolving any problems we may be able to solve.

CUSTOMER SERVICE STANDARD

Bundaberg Regional Council is committed to maintaining standards of customer service. A full set of standards have been developed and are available from any of Council's offices.

A report on Council's service standards is prepared on an annual basis.

COUNCIL CONTACT INFORMATION

Bundaberg Administration Centre
190 Bourbong Street
Bundaberg QLD 4670

Bargara Service Centre
160 Hughes Road
Bargara QLD 4670

Childers Service Centre
45 Churchill Street
Childers QLD 4660

Gin Gin Service Centre
4 Dear Street
Gin Gin QLD 4671

Phone 1300 883 699

Business Hours of Operation are from Monday to Friday, 8:15 am to 4:45 pm.

Service Centres offer a full range of services including:

- Licensing
- Permits and Applications
- Local laws and Compliance
- Plumbing, Building & Development Applications
- Animal Registrations
- Property Rates
- Water and Sewerage enquiries
- Account payments
- EFTPOS facilities

Website

<http://www.bundaberg.qld.gov.au>



BUNDABERG
REGIONAL COUNCIL

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PURPOSE OF A CUSTOMER SERVICE STANDARD

Various State laws require water service providers to declare the service levels that their customers are to receive.

As a result, Bundaberg Regional Council has prepared this brochure to inform you, our ratepayers, of:-

- performance targets we have set for our water and sewerage activities;
- services that the Council provides; and
- your obligations as a customer.

OUR CUSTOMER SERVICE STANDARDS

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

At times, we may need to interrupt the 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 any interruption.

If you are going to be significantly inconvenienced by the time or duration of an interruption please call us and we may be able to reschedule the interruption for a time more convenient. If not, we may be able to provide an alternative water supply.

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. Council shall endeavour to restore 95% of unplanned interruptions within 5 hours.

Adequacy and Quality of Normal Water Supply

Unplanned interruptions are unavoidable and inconvenient for everyone. Council have steps in place to shorten the amount of time that it takes to get water running again. Staff are on-call and spares are kept to ensure we are ready to repair the water supply system should it be required.

Our water pressure is derived from a combination of levels in our reservoirs and the water usage at the time. We undertake water testing on a regular basis and record quality. Our drinking water complies with the National Health and Medical Research Council Australia Drinking Water Guidelines.

We constantly monitor water quality at our water treatment plants and in the reticulation system and offer the water as potable - drinkable without further treatment. Should circumstances change we will endeavour to advise you as soon as possible, indicating what has occurred and what can be done to render the water safe to drink.

Effective Transportation of Sewerage Waste Effluent
Sewerage pipes drain wastewater underground to the sewerage treatment plants for treatment and disposal.

Unfortunately, these pipes and pump stations may occasionally block and cause overflows. Minimizing the discharge of wastewater can affect the performance of this system and can help reduce these events. Greases, oils and fats from your kitchen can cause blockages. This type of material can also jeopardize the operation of the treatment plants. Residential customers are advised that only domestic sewage is allowed to be discharged into Council's sewerage system. Customers are encouraged to be careful in what they dispose of into the sewerage systems.

Odours can be a common sign of sewer system leaks and containments. Please advise if permanent odours can be detected and Council shall undertake investigations.

CUSTOMER SERVICE PROCEDURES

Service Connections

If you wish to apply for a water supply or sewerage service connection, you will need to submit an application. Service connections will only be approved if your property is within Council's declared water and sewerage areas.

Installation of a new service connection will usually take place 10 working days after receiving your application, including the fees. For further information regarding service connections, please contact Council's Customer Service.

Our Obligations:

- Council's obligations are to ensure:-
- Day-to-day continuity of your water supply;
- An adequate and high-quality water supply system;
- Effective transportation of sewage effluent; and
- Continuity of water supply and sewerage services for the long-term.

Our expectations are that our customers will assist in protecting our water supply and sewerage infrastructure, particularly those located on your property. This involves:-

- Maintaining your household pipe work and fittings;
- Providing accessible passages to the water meter;
- Cooperating with water-use restrictions in times of need;
- Taking care not to discharge unauthorised substances into the sewers; and to minimise any discharge of stormwater from downpipes or yards into the sewerage system;
- Notifying us of any faults that you have encountered so that we can correct the problem quickly.

OUR PERFORMANCE TARGETS

Water Supply – Continuity	Target
Unplanned interruptions per 1,000 connection/yr	300
Restoration of services (in 90% of cases)	
Priority 1	5 hours
Priority 2	24 hours
Priority 3	72 hours
Time to respond to an incident (Priority 1 incidents)	90% in 1 hour
Connections experiencing more than:-	
1 interruption per year	12%
2 interruptions per year	2%
3 interruptions per year	1%
4 interruptions per year	0.5%
5 or more interruptions per year	0.25%
Planned interruptions with more than 24 hours notice	100%
Ratio of planned to unplanned interruptions	4:1
Adequacy and Quality of Normal Supply	
Minimum water pressure expectation at boundary (standard 20mm connection)	22m
Minimum flow expectation at boundary	20 L/min
Connections experiencing low pressure and/or flow at any one time.	5%
Compliance with NHMRC Guidelines	YES
- microbiological	> 95%
- physical/chemical (see note)	> 95%
Drinking water quality complaints per 1,000 connections/year	10
Drinking water quality incidents year	80
Continuity in the Long-Term (a) Water	
Water leaks/breaks per 100 km mains/year	30
Water leaks/breaks per 1000 connections/year	20
Service leaks/breaks per 1000 connections/year	30
Average system water loss (l/connection/day)	200
Effective Transport of Waste Effluent (sewage only)	
Total sewage overflows per 100 km/year	30
Sewage overflows on customer properties per 1,000 connections/year as a result of council infrastructure	5
Odour complaints per 1,000 connections per yr	5
Time to respond to an incident (Priority 1 incidents)	90% in 1 hour
Restoration of services (in 90% of cases)	
Priority 1	5 hours
Priority 2	24 hours
Priority 3	72 hours
Continuity in the Long-Term (b) Sewerage	
Sewer main breaks and chokes per 100 km/year	40
Rising main breaks per 100km/year	5
Average sewer inflow/infiltration – ratio of peak day flow to average day flow	5