



# **CUSTOMER SERVICE STANDARDS**

## **WATER & SEWERAGE SERVICES**

*Under section 117 of the Water Supply (Safety and Reliability) Act 2008 service providers must comply with the customer service standards when supplying services to their customers.*

*The standards set will generally relate to the whole system i.e. they are standards the service provider will achieve across the entire registered service as a distinct from standards set for individual schemes*

## **1. Customer Service Standards**

Mapoon Aboriginal Shire Council (MASC) is responsible for providing water and waste management (including septic trenches and sewerage removal) services to residential, commercial and industrial customers.

MASC manages the water storage and is responsible for operating and maintain water and sewage assets throughout the shire. At the time of writing this report, MASC has water service infrastructure and no Sewerage infrastructure (trunk mains, pumps or ponds etc.).

### **1.1 Long term continuity of services**

MASC will take all reasonable action to provide its customers with reliable and continuous services. MASC is committed to ensuring that water mains and septic tanks that are reaching the end of their useful life are replaced subject to availability of funds. Council aims to minimize the number of water main leaks and breaks, reduce water loss in the system and reduce the incidents of breaks and or blockages to septic tanks.

### **1.2 Planned & Unplanned Services Interruptions**

For planned temporary service interruptions, such as maintenance of water mains, MASC will provide affected customers with at least 48hours notice of the type and timing of activities.

Where MASC is not able to provide prior notice, we will endeavor to restore customer services as quickly and efficiently as possible to minimize inconvenience to affected customers.

### **1.3 Quality of water supply**

MASC will endeavor to ensure that the potable water supplies:

- Meets the Australian Drinking Water Quality Guidelines;
- Meets reasonable needs;
- Is clear and free from objectionable odor and taste; and
- Meets legislative requirement of the Department of energy and Water Supply.

### **1.4 Sewerage Services**

MASC will endeavor to provide sewerage services that:

- Meet reasonable needs;
- Avoid odor, overflow s and interruptions;
- Meet regulatory requirements; and
- Meets legislative requirement of Environment and Heritage Protection.

**1.5 Trade Waste Services**

Trade Waste Approval is required for any disposal of trade waste into council’s waste system. This approval must be obtained from MASC before disposal is commenced.

**2. Customer Service Performance Targets**

MSC will endeavor to meet the following performance targets in the delivery of water and sewerage services to local customers.

<b>CSS Indicator</b>	<b>NPR/SWIM Code</b>	<b>Targets</b>
QG 4.5 – Total water main breaks	<b>A8/AS8</b>	<b>Less than 20 per year</b>
QG 4.6 – Total sewerage main breaks & chokes	<b>A14/AS39</b>	<b>Less than 20 per year</b>
QG 4.7 – incidence of unplanned interruptions (water)	<b>C17/CS17</b>	<b>Less than 20 per year</b>
QG 4.8 – Average response time for water incidents (leaks or bursts)	<b>CS37</b>	90% restored <b>within 4 hours</b> 100% restored <b>within 1 day</b>
QG 4.9 – Average response time for sewage incidents (including main breaks and chokes)	<b>CS33</b>	n/a
QG 4.10 – Water quality complaints	<b>C9/CS9</b>	<b>Less than 5 per year</b>
QG 4.11 – Total water and sewerage complaints	<b>C13/CS13</b>	<b>Less than 10 per year</b>
Standard Water Connections	<b>n/a</b>	7 working days from lodgment

**3. Billing**

Water and sewerage charges are included into MASC Utility Charges which are issued once each year following the adoption of the Annual Budget.

**4. Shared Rights & Responsibilities**

MASC requests that its customers assist in the provision of water supply and sewerage services by:

- Being “water wise”;
- Maintaining the pipe work and fittings on private property;
- Taking care not to discharge any unauthorized substances into the septic tanks;
- Providing access to water meters and septic tanks as required;
- Notifying MASC of any faults encountered so that problems can be rectified as quickly as possible; and
- Driving carefully and observing signage when traversing through construction/work sites.

## 5. Customer Assistance

MASC is committed to the on-going improvement of customer service and welcomes any comments, complaints, enquiries and suggestions.

How to contact us:

<b>Option</b>	<b>Detail</b>
<b>Telephone</b>	40825200
<b>In person</b>	MASC Administration Office 30 Red Beach Rd Mapoon  Operation hours:           Monday to Thursday – 8:00am to 4:30pm Friday 8:00am to 12:00pm
<b>Email</b>	<a href="mailto:mapoon.admin@mapoon.qld.gov.au">mapoon.admin@mapoon.qld.gov.au</a>
<b>Online</b>	<a href="http://www.mapoon.qld.gov.au">www.mapoon.qld.gov.au</a>
<b>Mail</b>	Chief Executive Officer Mapoon Aboriginal Shire Council PO Box 213, Weipa Qld 4874