

Water Services Customer Service Standard





ACKNOWLEDGEMENT OF COUNTRY

Townsville City Council acknowledges the Wulgurukaba of Gurambilbarra and Yunbenun, Bindal, Gugu Badhun and Nywaigi as the Traditional Owners of this land. We pay our respects to their cultures, their ancestors and their Elders, past, present and all future generations.

What the Customer Service Standard means to you

The Townsville City Council – Water Services Customer Services Standard summarises your rights and obligations as Townsville City Council's (Council) commercial or residential customer within our declared service area and outlines our responsibilities and commitment to you to deliver effective, high-quality and reliable water and wastewater services.

We take pride in delivering essential community services to you and aim to meet or exceed our customer services standards.

OUR COMMITMENT TO YOU

- **To provide you safe and reliable drinking water** that complies with Council's approved Drinking Water Quality Management Plan and other legal and statutory requirements.
- **To manage the water supply system** to ensure water restriction frequency and duration are minimised.
- **To collect and treat wastewater** (including Trade Waste) in a manner that meets all environmental and public health legal and other statutory requirements and guidelines.
- **To operate and maintain our water and wastewater infrastructure** in a safe and cost-effective manner, with minimal disruption to customers.
- **To be open and transparent** in communicating changes or interruptions to our provision of services to you, including maintenance activities and emergency events.
- **To provide drinking water** at a minimum pressure of 220kpa at the water meter and with a flow rate of 30L/min.
- **To provide all connected residential properties** with either a conventional water meter or a smart meter that can enable accurate and reliable monitoring of water use, assist in leak detection and facilitate efficient use of one of our most precious resources.
- **To maintain 3rd Party certification** of our ISO14001 – Environmental Management and ISO9001 – Quality Management integrated management system (IMS).
- **To ensure adequate resources**, including budget, trained personnel, equipment and materials and are provided, maintained and audited.

**WE ARE AVAILABLE 24 HOURS
A DAY, 365 DAYS A YEAR FOR
EMERGENCIES AND FAULTS BY
CONTACTING 13 48 10.**



YOUR OBLIGATIONS AS A CUSTOMER

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- **To use water in a ‘water – wise’ manner** and monitor your own water consumption for leaks.
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- **To pay for utilities** in accordance with Council’s schedule of rates and charges, by the relevant due date.
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- **To prevent the discharge of prohibited substances** as per the *Water Supply (Safety and Reliability) Act 2008*, to the sewerage system, including solids, stormwater and floodwater.
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- **To provide safe and clear access** to your water meter, sewer maintenance holes and other water and wastewater infrastructure within your property for inspection and maintenance works.
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- **To maintain all private plumbing**, which starts at the property side of your water meter in accordance with the requirements of the *Plumbing and Drainage Act 2018* and Regulations, including engaging a licenced plumber as required.
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- **To report faults and issues** with Council’s infrastructure in a timely manner.
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- **To seek Council approval prior to connecting to Council infrastructure.**
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- **To seek Council approval prior to engaging a private plumber to work on Council infrastructure.**
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- **To comply with water restrictions** or other advice provided by Council in relation to water usage.
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- **To advise Council if you have special requirements** (e.g. home dialysis) that will be significantly affected by an interruption to your water supply.
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- **To inform Council of changes** to your contact information.
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OUR PERFORMANCE TARGETS

- **To provide at least 48 hours' notice** for any planned service interruptions, as per the *Water Supply (Safety and Reliability) Act 2008*.
- **To respond to a water or sewage incident** in less than 4 hours of the incident being reported.
- **To receive fewer than 13 total water and sewerage service-related complaints** per 1000 connections, per year.
- **To restore greater than 95%** of service interruptions within 24 hours if excavation is required, and within 5 hours if no excavation is required, once all relevant documentation is received, including permit and underground service plans.
- **Less than 30 total water main and 10 total sewerage** main breaks and chokes breaks per 100km of water main, per year.
- **Less than 100 unplanned water service interruptions** per 1,000 connections, per year.
- **100% compliance** with Australian Drinking Water Guidelines and the Townsville Water Drinking Water Quality Management Plan.
- **Less than 5 water pressure and 5 drinking water quality complaints** per 1,000 connections, per year.
- **Less than 7 reportable drinking water quality** incidents per 1,000 connections, per year.
- **Less than 3 dry weather sewage overflows** to customer properties per 1,000 connections, per year.
- **Less than 2 odour complaints** per 1,000 connections, per year.
- **Fewer than 10 dry weather total sewage overflows** per 100km of sewer main, per year.

Further Information

Water Meters

A water meter will be installed as part of a new water service connection and will remain the property of Council. We aim to ensure new water meters are connected within four weeks of our Council receiving a compliant application. The meter will be used to measure the water consumption component of any water charges. Residents are encouraged to read the meter for monitoring their water usage.

If there are any concerns relating to your meter's accuracy, you may have the meter tested for a fee, in accordance with Council policy. It is your responsibility to ensure the meter is kept visible and accessible at all times to assist Council workers in reading and maintenance activities. It is a legal requirement for sub-metering in all new multi-unit developments. This is an initiative aimed at water conservation measures and the sustainability of water supply. A property connection will be installed as a part of connection to Council's sewerage system. You are responsible for the sanitary drain up to the connection point.

Rates, Fees & Charges

Rates, fees and charges will be set annually by Council resolution. Water is charged based on consumption measured through meter readings conducted quarterly, which is billed every six months through your rates notice. Currently Council offer two different plans for water billing; **standard plan** and **water watchers**. For further information on these plans and the application and timing of water and wastewater utility charges, please consult Council's current Schedule of Rates and Charges. A range of payment options may be negotiated for special financial arrangements to assist customers experiencing hardship in the payment of accounts. Information on these options is available from Council's Customer Service Centre.

If a water meter is found to be inaccessible or inoperative during any period of consumption, Council may average the amount of water consumed during the period. The basis for the averaging of consumption will be on the usage recorded in the equivalent consumption period in each of the previous three years. If there is insufficient consumption history or if this calculation is not appropriate to use in the circumstances, Council may average the consumption using any other period of prior consumption or on the basis of the best available information that is reasonably available.

Access to Property

Entry to private property (not including your residence) may be required to enable Council workers to undertake inspections and/or works to water and wastewater infrastructure. To minimise the disturbance to you, we will aim to carry out these works during business hours or times convenient to the resident/s, except in the case of an emergency. Authorised persons can enter private properties at any time, as per the *Local Government Act 2009* and *Water Supply (Safety and Reliability) Act 2008*. Council workers must show their identification when entering a property and explain their reasons for requiring access.

For each type of infrastructure (water or wastewater), there is a connection point, where a customer's private infrastructure connects to Council's infrastructure so that a service may be received. Council is responsible for maintaining and repairing the infrastructure on their side of the connection point. For example, this includes a water meter and anything from the meter towards the foot path, and for a sewerage connection anything from the connection point to the main sewerage system. A customer is responsible for all private infrastructure located on their property after the connection point to and inside their house/structure.

Changes to Water Supply

Council is dedicated to keeping customers informed about changes to water supply and wastewater services. Information will be distributed through local media, Council's website, digital channels, distributed brochures, and other appropriate methods.

Council is committed to educating the community about our services is a priority.

Where feasible, community feedback to guide service planning will be conducted. This will be done through various channels, including focus groups and customer surveys when necessary.

CONTACTING US

The Council upholds a transparent and consistent approach to receiving and addressing complaints. In accordance with Council's Complaint Management Policy and associated Procedure, complaints may be submitted through the following channels:

☎ 13 48 10

✉ PO Box 1268, Townsville QLD 4810

💻 townsville.qld.gov.au

📧 enquiries@townsville.qld.gov.au

📍 103 Walker Street, Townsville City





townsville.qld.gov.au