



# TORRES SHIRE COUNCIL

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## **CUSTOMER SERVICE STANDARD FOR WATER SUPPLY AND SEWERAGE SERVICES**

**Water Supply (Safety and Reliability) Act 2008**

**Chapter 2 Infrastructure and service**

**Part 4 Service Provider obligations**

**Division 3 Customer Service Standards**

**Section 113 to 120**

## PURPOSE OF A CUSTOMER SERVICE STANDARD

The Torres Shire Council is located on Thursday Island and administers the local government functions on Thursday Island, Horn Island and Prince of Wales Island.

The following information outlines the Council's Customer Service Standards in relation to water supply and sewerage services.

The Customer Service Standard includes documenting the following information:

- Level of service to be provided by the Torres Shire Council.
- Processes for the customer interaction with the Torres Shire Council.
- Any other matter stated in the Department of Energy & Water Supply guidelines, if any, issued by the regulator for preparing customer service standards.

## **Our Responsibilities**

We will comply with the standards set out in the Customer Service Standard when providing water supply and wastewater services to our customers. We have developed a table of performance targets that detail our aims in achieving a specified level of performance with respect to providing:

- Day-to-day continuity of your water supply
- Collect, transport and treat sewerage generated from residential premises
- Provide an effective and high quality water supply system
- Ensure the continuity of water supply and sewerage services in the long-term
- Educate and inform customers by ensuring there are clear policies, procedures and forms available
- Release affluent to environmental licence requirements
- Solving your water supply and sewerage problems effectively and without delay

## **What are my obligations as a customer?**

In order for us to deliver the best service to our customers and achieve the standards detailed in this document we will need you to assist us by:

- Maintaining the pipe work and fittings within your property that connects you to our services
- Applying and receiving approval before connecting or disconnecting to our infrastructure
- Allowing our staff to access your property to carry out any repairs or modifications that may be required
- Using water in a water wise manner

- Minimising wastewater discharge, including fats, oils and grease from the premises
- Notifying us of any faults that you have encountered or complaints that you may have so that we can correct the problem as quickly as possible
- Maintaining private plumbing and drainage in accordance with the Plumbing and Drainage Act and Regulations

## OUR CUSTOMER SERVICE STANDARDS

Council have developed customer service standards to address:

- Day-to-day Continuity of Your Water Supply.
- Adequacy and Quality of the Water Supply System.
- Effective Transportation of Sewerage Waste Effluent.

The following sections provide a brief overview of our objectives in ensuring these customer service standards are met.

### *Day-to-day Continuity of Your Water Supply*

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

At times, we may need to interrupt your 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 the event.

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 all interruptions within 5 hours.

Council will continue to monitor water consumption through water metering and encourage water minimisation through its water charging policy and water usage awareness advertisements.

Forward planning strategies for future water sources have been considered in the Total Management Plan and may be pursued as appropriate.

## *Adequacy and Quality of Normal Water Supply*

The Torres Shire Council aims to provide water which is suitable for consumption and meets the current Drinking Water Quality Management Plan *100% of the time*. Generally sufficient water pressure shall be provided to all households with exception of some of the higher residences in Hargrave Street and Clarke Street during times of peak usage.

Level 1 water restrictions are permanently in place and Level 2 water restrictions may be imposed during the dry season and residents are encouraged to read the local news paper, listen to radio broadcasts and log on to the Torres Shire Council and log on to The Torres Shire Council website for regular advices.

## *Effective Transportation of Sewerage Waste Effluent*

Torres Shire Council aims to provide a sewerage system that reliably collects, transports and treats sewerage and discharges effluent to minimise impact on environment, whilst maximising sustainable reuse opportunities.

The aim is also to minimise any sewerage overflows from the system onto public or customer properties.

It is intended to respond to overflows or breakages within a four hour period.

## *Customer Service Standard*

Council will develop new Customer Service Standards, in consultation with customers that sets target levels of service for a number of key performance indicators. As an existing drinking water service provider this will need to be revised every 5 years.

## 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 form to council. Service connections will only be approved if:

- A reticulation main is available to your property.
- The reticulation main is capable of delivering water at the minimum standard.

Installation of a new service connection will usually take place 10 working days after receiving your application and the fee for the service. For further information regarding service connections please contact the Council's Office.

## *OUR PERFORMANCE TARGETS*

The following table provides a summary of our adopted performance targets.

### **Water Services Performance Indicators**

#### Day to Day Continuity

	<b>Performance Indicator</b>	<b>Performance Measure</b>	<b>Target</b>
1	Unplanned interruptions per year		20
2	Times for restoration of service	< 5 hours	98%
3	Response/reaction time to incidents	Response to emergency < 1 hour	98%
4	Response/reaction time to incidents (all events)	Response to incident < 24 hours	95%
5	Relative incidence of planned interruption water incidents	Ratio	1:5

#### Adequacy and Quality of Normal Supply

	<b>Performance Indicator</b>	<b>Performance Measure</b>	<b>Target</b>
6	Minimum pressure at property boundary	Kpa	220
7	Maximum pressure at property boundary	Kpa	500
8	Drinking water quality complaints per year		<10
9	Drinking water quality incidents per year	Number of incidents	5
10	Urban supplies - E.Coli		98%
11	Urban supplies - Turbidity		95%
12	Urban supplies - pH		98%
13	Urban supplies - colour		98%

## Sewerage Wastewater Services Performance Indicators

	<b>Performance Indicator</b>	<b>Performance Measure</b>	<b>Target</b>
14	Total sewerage overflows per year		15
15	Sewerage overflows to customer properties		15
16	Odour complaints		20
17	Response/reaction time to incidents (all events)	Response to all events < 24 hours	98%
18	Response/reaction time to incidents (emergency)	Response to emergency < 1 hour	98%

### *Billing and Accounting*

Water and sewerage charges are levied at the same time your general rates are levied. This occurs twice per year. The terms for payment are stated on the notice and there is a penalty for late payment.

Water charges include an annual allocation. Water usage over and above this allocation is billed in the first rates notice of the financial year. All water and sewerage fees and charges are billed in accordance with Council's prescribe fees and charges. These fees and charges can be viewed at the Council office. Should you have any queries regarding your bill you can speak to the rates clerk at the Council office.

### *Metering*

It is Council policy that all properties connected to the water supply are metered. The meter will accurately measure the quantity of water consumed by your household and the reading is used to calculate your bill. If you are concerned about the accuracy of your reading you should contact the rates clerk at the Council office.

### *Interruptions*

We will minimise interruptions to your supply during peak demand periods, and will provide a minimum 48 hours notice for planned interruptions.

We will complete work as quickly as possible to minimise disruption to your daily activities where unplanned events occur.

We will minimise the likelihood of interruptions occurring to schools, hospitals and medical centres and will ensure priority is given to hospitals in the case of water interruptions.

## *Complaints Handling*

If for any reason you are dissatisfied with any aspect of the service, you can make a complaint either verbally over the front counter or in writing to the CEO of the Council. All complaints will be thoroughly investigated in a timely manner (and in accordance with the principles of natural justice) with the aim of reaching a resolution to both council and the complainant.

Should a dispute arise, the CEO will arrange for appropriate mediation meetings for resolution.

## TORRES SHIRE WATER RESTRICTIONS

### Private Gardens and Lawn Watering

#### Watering not permitted on Mondays

Odd numbered houses – Tuesday, Thursday, Saturday

Even numbered houses – Wednesday, Friday, Sunday

#### Level 1 Restrictions – Are permanent

Sprinklers, micro spray and drip systems – between 6pm to 8am

Hand held hoses, watering cans or buckets – at any time

#### Level 2 Restrictions – When Council Notifies

Micro sprays and drip systems – between 6pm and 8am

Sprinklers – 6am to 8am and 6pm to 8pm

Hand held hoses, watering cans or buckets – at any time

FOR MORE INFORMATION

CONTACT US

*TORRES SHIRE COUNCIL OFFICE*

68 Douglas Street, Thursday Island

*Opening Hours*

Monday to Friday: 9.00am to 4.30pm

Phone: (07) 4069 1336

EMERGENCY/After Hours Contact

Thursday Island: 0429 691 330

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