



REGULATED SERVICE PROVIDER NO. 478

WATER SUPPLY AND SEWERAGE SERVICES

CUSTOMER CHARTER



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1.0 INTRODUCTION

Our key responsibility is to provide continuous and reliable water supply and sewerage services. This document was prepared to provide you with an overview of our obligations as a water supply and sewerage service provider and the expectations of our customer.

Our Obligations

In providing you with water supply and sewerage services, we have prepared a Customer Service Standard, which identifies our aim in achieving a specified level of performance with respect to:

- 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 in the long-term.

Our Customer Service Standard additionally outlines our procedures for:

- Connecting and reconnecting to and disconnecting from our water supply and sewerage services;
- Metering and payment of services;
- Managing customer requests;
- Complaints handling; and
- Solving your water supply and sewerage problems.

A copy of the Customer Service Standard is contained in Schedule 1.

Our Expectations

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

- Paying for services;
- Providing accessible passages to the water meter and any sewer access chamber located on or adjacent to your property;
- Taking care not to discharge unauthorised substances into sewers;
- Notifying us of any faults that you may have encountered;
- Complying with the reasonable requests of our Officers.
- Applying and receiving approval before connecting to Water and Waste's systems
- Using water in a '*waterwise*' manner;
- Maintaining internal property pipes and fittings (water and wastewater);
- Engaging a licensed plumber to do work internal to your property;
- Not building structures over water or sewer mains and selecting garden vegetation that won't damage water supply and sewerage infrastructure;
- Not covering sewer manholes with soil and or mulch;
- Applying to us for a trade waste permit (industrial and commercial customers) to discharge trade waste to sewers;

2.0 WATER SUPPLY AND SEWERAGE CUSTOMER SERVICE STANDARD

A copy of the Customer Service Standard is contained in Schedule 1.

Water Supply Services

Our water supply system has been designed in accordance with State Government guidelines and industry best practice. In our design, we considered the:

- quality of raw water sources;
- drinking water quality guidelines;
- population projections (numbers and distribution);
- consumption rates per capita (average demand);
- consumption patterns (how demand varies throughout the day and the year); and
- fire fighting requirements.

We will endeavour to comply with all criteria and guidelines and use appropriate means to protect community health.

2.1.1 Day-to-Day Continuity of Water Supply

We aim to provide continual water supply services to our customers with minimal disruptions. There may be times that we will need to interrupt, postpone, or limit one or more of these services in order to undertake repair or restoration work, or install new connections. We reserve the right to interrupt the provision of water supply and sewerage services, on the condition that we provide adequate notice to you. Where it is reasonably practical, we will aim to provide you with at least 24 hours of written notice prior to any planned interruption of services.

In some circumstances, water supply and sewerage services may be disrupted by acts outside of our control. We will attempt to rectify the problem and return the service to the community as efficiently as possible. We will provide on-going maintenance works to ensure the water supply system operates with minimal disruptions.

2.1.2 Adequacy and Quality of Normal Water Supply

Pressures and flows that can be expected within the water supply distribution system are generally in accordance with State Government guidelines. It should be noted that connections located in elevated areas will generally experience lower pressures and flows than the norm. Lower pressures and flows will also be experienced during periods of high demand (eg, hot weather, fire fighting elsewhere in the system, etc).

If a significant change in pressure is experienced, you are advised to contact Council's Customer Service Centre. A Customer Service Officer will notify our Water Supply and Sewerage Section of the event and one of our operational staff will investigate the problem. We will advise you of the outcome of the investigation and also when the problem has been rectified.

The quality of drinking water will comply with the standards outlined in the Australian Drinking Water Guidelines (NHMRC 2004) and Council's drinking water quality management plan prepared under the *Water Supply (Safety and Reliability) Act 2008*. Please contact Council's Customer Service Centre if you experience any problems with your drinking water. We will endeavour to respond promptly when notified of problems with poor water quality.

2.1.3 Long-Term Continuity of Water Supply Services

We will endeavour to maintain our water supply systems to achieve long-term continuity of water supply services by undertaking ongoing maintenance and repair works.

We have adopted performance targets as a measure of long-term continuity of water supply services.

2.1.4 Water Supply Restrictions

Under certain circumstances, we may need to impose water supply restrictions. These circumstances may include:

- bulk limitations of water supply;
- periods of drought, causing limited available water resources;
- compliance with the terms and conditions of special agreements with external bulk suppliers;
- continuity of supply where there are short term problems with system capacity and asset performance;
- compliance with Council and State Government directives; and
- industrial disputes.

Sewerage Services

Our sewerage system has been designed in accordance with State Government guidelines and industry best practice. During the design of our sewerage system, we considered the:

- quality of raw sewage entering the system;
- quality of the effluent to be discharged from the system;
- population projections (numbers and distribution);
- quantity of raw sewage entering the system; and
- wet weather flows.

We will provide customers with a service for the collection, transportation and treatment of sewage and disposal of effluent. We are committed to environmentally sound practices and we will treat sewage and dispose of effluent in an environmentally responsible manner. We will operate all sewerage infrastructure to comply with all environmental licences and any other Council requirements. In providing sewerage services we will endeavour to meet the performance targets for:

- effective transport of sewage, which includes total sewage overflows, odour complaints and response/reaction time to incidents; and
- continuity of sewerage services in the long term, which refers to sewer main breaks and chokes, and sewer inflow/infiltration.

2.1.5 Effective Transport of Sewage

We aim to provide reliable sewerage services to our customers. At times, we may need to interrupt, postpone, or limit one or more of these services in order to undertake repair or restoration work, or install new connections. We reserve the right to interrupt the provision of sewerage services, on the condition that we provide you with adequate notice. Where it is reasonably practical, we aim to provide you with at least 24 hours written notice prior to any planned interruption of services. We will endeavour to make the reinstatement of the service our highest priority and do all in our power to restore the service as quickly as possible.

At times, the provision of sewerage services may be disrupted by acts outside of our control. We will attempt to rectify the problem and return the service to the community as efficiently as possible.

2.1.6 Long-term Continuity of Sewerage Services

We will endeavour to maintain Council's sewerage systems to achieve long-term continuity of sewerage services by undertaking ongoing maintenance and repair works.

We have adopted performance targets as a measure of long-term continuity of sewerage services.

2.1.7 Industrial and Commercial Sewerage Services

You may use our sewerage service for the discharge of trade waste, provided you have first obtained a Trade Waste Approval under the *Water Supply (Safety and Reliability) Act 2008*.

Under that Act, Council may give the approval only if they are satisfied that:

- The discharge will not harm the sewerage or the health and safety of anyone working on the sewerage; and
- The sewage treatment plant treating the waste is capable of treating the waste to an acceptable standard;
- The proposed discharge into the sewerage is consistent with Council's *Trade Waste Environmental Management Plan*.

Further information on the disposal of Trade Waste may be obtained by contacting Council's Customer Service Centre.

2.1.8 Sullage Disposal and Holding Tank Pump-Out Services

Properties with household sewage treatment plants and disposal systems will need to arrange to have the tank cleaned, and pumped out on a regular basis. Liquid wastes from septic tanks, portable toilets, or other approved holding tanks is to be disposed of by a licensed waste transporter.

Liquid waste transporters will be charged a fee, calculated on a volumetric basis, for the disposal of liquid waste. The fee takes into consideration both the volume and the strength of the waste.

3.0 CUSTOMER SERVICE PROCEDURES

Obtaining Water Supply and Sewerage Service Connection

The installation of a new water service, or a new sewerage connection point and the extension of any main required for the provision of water supply or sewerage services to an individual property will be the responsibility of, and at the expense of the property owner.

If you wish to obtain a water supply and/or sewerage service connection for your property, you will be required to submit to Council's Customer Service/Planning Services, an application for connection, along with the prescribed payment and relevant building plans.

The time for an approval under this system depends on the number of applications being processed, but averages around 10 working days. Delays can occur if insufficient information is submitted with the application.

3.1.1 Water Supply Connection

We will approve a standard water connection following building approval if a reticulation main is available to your property and if the service required can be provided. A cost will apply to cover the connection service.

3.1.2 Sewerage Service Connection

We will approve a sewerage service connection following building approval if a sewer reticulation main is available to your property and the service required can be provided.

If a sewerage system is available and can provide the required service for a property, which either produces or can produce sewage, you are required to connect to the system. A cost will apply to cover the connection service.

3.1.3 Maintenance of Water Supply Service Connections

We aim to maintain a continuous water supply service. If a fault with the water service connection, from the water production point up to and including the water meter on your property (or if there is no water meter, the property boundary) is experienced, please contact us for immediate servicing. Note it is the property owner's responsibility from the outlet of the water meter.

3.1.4 Maintenance of Sewerage Service Connections

It is the responsibility of the property owner to ring a private plumber in the case of a sewer blockage from the house drain to the sewer main connection. If a fault is experienced within the sewer main or access chamber, please contact the Council's Customer Service. We will endeavour to attend to the work request as promptly as possible.

3.1.5 Grounds for Flow Limitation and Disconnection of Service Supply

Under the *Water Supply (Safety and Reliability) Act 2008* Council may restrict water supply in certain circumstances, by restricting:

- The volume of water taken by or supplied to a customer or type of customer;
- The hours when water may be used on premises for stated purposes; or
- The way water may be used on premises.

If the service poses a health, safety and environmental risk, we will discontinue the service until the risk to you and our other customers can be eliminated. In all other cases, we will provide you with 24 hours written notice in writing of Council's intention to restrict supply.

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3.1.6 Disconnection

If you no longer require a water supply and/or sewerage service, you have the right to apply for a disconnection of the service by submitting an application form to Council's Customer Services section along with the prescribed payment. This will be approved if:

- we have been notified beforehand of your wish to disconnect your service;
- you have paid a fee for the disconnection service; and
- the disconnection will not cause any environmental and/or public health concerns.

In the case of sewerage services, the property must not have any further disposal requirement and disconnection must comply with State Government Law and Council Policy.

In most circumstances, disconnection of a water and/or sewerage service does not terminate this Charter. A service availability charge will apply to the owner of the land (including vacant land) where water supply and/or sewerage services are available for connection. The Charter would normally terminate if there were no services available and no charges levied.

3.1.7 Reconnection

If you wish to reconnect, you may submit an application form to Council's Planning Services along with the prescribed payment.

Charges and Customer Accounts

The *Water Supply (Safety and Reliability) Act 2008* and Council's Revenue Statement/Policy outline the procedures for:

- Levying annual water supply and sewerage charges;
- Issuing annual rates notices;
- Payment of accounts; and
- Charging interest on overdue accounts.

A copy of Council's Revenue Statement/Policy may be obtained from Council's Customer Service Centre.

3.1.8 Limit on Water Supply and Sewerage Charges

Prices for water supply and sewerage services cannot exceed the charges set by Council resolution, unless a special agreement is made with you.

3.2.2 Adjustment to Charges

If, as a result of an error, you are charged more than the correct amount, the excess will either be held in credit for a future charge, or refunded, according to the your wishes. No interest is payable on amounts held in credit. Alternatively, if you have been undercharged, you will be required to make an additional payment.

We reserve the right to make refunds or adjustments or to waive or defer payments. We may use such discretion subject to compliance with the Local Government Act 1993.

3.2.3 Charge for Defective Work

Under the *Water Supply (Safety and Reliability) Act 2008*, Council has the power to:

- Disconnect unauthorised connections and recover the cost of the disconnection and the value of any service used through the connection;
- Direct the owner of the premises to do work and in default of the owner, enter the premises, do the work and recover the cost of the work from the owner.

If a person damages Council's infrastructure or Council suffers loss because a person breaches the Act, Council may recover the amount of the loss or the reasonable cost of repairing the damage.

3.1.4 Responsibility for Payment of Rates Notice

The owner of land or property where water supply or sewerage services are available or supplied is required to pay specific charges as approved by Cassowary Coast Regional Council. Customers who are the property owner are responsible for all charges that we charge to services related to that property.

3.1.5 Delivery of Rates Notices

A rates notice will be considered as having been delivered to the property owner when it is either posted or hand delivered or transmitted electronically to the address notified to us by the property owner or their agents.

3.1.6 Dishonoured Cheques

If you pay with a cheque, which is not honoured, for any reason, we may include any costs incurred in the process of receiving payment with the next rates notice.

Water Meters

Water meters have been installed as part of the water service connection to determine the amount of water consumed over a specified time frame. Water Meters will be read every six months. You are to ensure water meters are easily accessible.

Water meters that have been installed as part of a water service connection will remain our property.

3.1.7 Water Meter Accuracy

You may request a test on the water meter installed on your property if there is doubt that the water meter is operating accurately or reliably. A charge will apply to cover the cost of the water meter accuracy test. If the meter is found to be faulty, you will be reimbursed the amount paid to us for the test and we will make the necessary adjustments to your rates notice.

A water meter is found to be inaccurate if the meter registers more than 5% greater than the amount it should register.

3.1.8 Estimation of Water Consumption

For a water meter that has been damaged or unlawfully removed, ceased to register, or is determined by an authorised person (whether as a result of a test requested by the owner of the property or otherwise) to be out of repair, registering incorrectly, or is otherwise unable to be practicably and conveniently read, we may estimate:

- where relevant, the period during which such meter was not in working order; and
- the amount of water used during the relevant reading period.

The estimation will be based on expected usage based on either past consumption records or use by similar customers under similar circumstances.

Customer Service

3.1.9 Customer Assistance

In the interests of improving customer service, Council welcomes customer comments, enquiries and suggestions. You are encouraged to contact the Customer Service Centre telephone numbers for assistance on matters such as service difficulties and faults, account enquiries, general and technical enquiries, and suggestions.

3.1.10 Emergency Assistance

We will maintain an after-hours emergency contact service for emergency events, which includes, but is not limited to blocked sewer, sewer overflow, burst water main or property service pipe, dirty water or damaged water meter.

3.1.11 Response to Correspondence and Telephone Calls

In any situation, we will attempt to respond promptly to customer enquiries, complaints and requests. We will adopt appropriate telephone and correspondence response times based on sound business principles.

3.1.12 Customer Redress and Compensation

If any of our activities cause damage to your property or disrupt your normal activities, such as a sewer overflow directly resulting from a failure of a service that we provide, we will deal with the complaint in a fair and business-like manner and will endeavour to restore your property to the condition that existed prior to the event or activity taking place.

3.1.13 Notice of Entry on a Property

Our representatives may at one stage, or another, need to enter your property to carry out investigations, or undertake maintenance or other work on the water supply or sewerage system.

We will endeavour to notify you prior to commencing the construction/maintenance work whenever possible.

We will attempt to undertake all work during business hours or at other times that is convenient to our commercial customers, except in the case of emergencies.

3.1.14 Customer Consultation

We are committed to involving our customers on issues relating to its programs and services. Where possible, we will ensure that all our customers are provided with the opportunity to discuss with our representatives, issues relating to the installation and operation of the water supply and sewerage infrastructure.

3.1.15 Customer Available Information

We will provide information pertaining to water supply and sewerage services, including water charges, billing issues, complaints handling, customer surveys and community consultation briefs. We will prepare and publish brochures and community information kits containing this and other information and require that they are available at all Council Offices.

Where appropriate, we will use local media bulletins to advise you of any system change that may have a significant effect on local service levels.

We will maintain active involvement in the *WaterWise* campaign, providing customers with water conservation information and where appropriate, incentives for customers who use water efficient appliances.

Customer Complaint Handling and Resolution

We will ensure that all complaints received will be investigated, reported, and rectified as promptly and efficiently as possible. Council's Customer Service Centre receives and handles all customer complaints. All complaints received by Council's Customer Service Centre are forwarded to the relevant branches and departments within Council, who will attempt to resolve the problem. We will endeavour to resolve the reported complaint within 20 working days of receipt.

4.0 CUSTOMER OBLIGATIONS

Damage to Council Assets

You will be responsible for subsidising the total costs of rectifying any damage to our assets if you are found to be responsible for damaging infrastructure.

In the case of water meters installed on a property, the owner of the premises is responsible for the cost of repairing or replacing the water meter and the estimated water usage charges for the water consumed during the period the water meter was not functioning properly, unless you, the owner, can prove that:

- The act happened without your knowledge; and
- You could not have prevented the damage.

The owner and occupier of a property must not interfere or tamper with or connect to any Council infrastructure. This includes the water meter, water hydrant or valve, the sewer “jump-up” or manhole inside and adjacent to the property, or elsewhere within the water and sewerage systems. The cost associated with rectifying such interference or alteration will be recovered from the person or persons causing such damage, or from the owner of the property on which the infrastructure is located.

Water Supply Service Connections

Property owners are responsible for the maintenance of the pipe work and fittings within the property and on the property side of the water meter, or in the case of unmetered properties, the pipes and fittings from the property boundary.

You are legally required to use a licensed plumber to carry out any repairs and modifications on private pipes and fittings.

You may also be responsible for costs associated with the provision of new service installations, and for the repair and maintenance of services.

Sewerage Service Connections

We are responsible for the maintenance of sewer mains located through properties. The property owner, however, is responsible for ensuring the sewerage house drain is maintained in a satisfactory condition. Property owners should engage the services of a licensed plumber to clear any blockages found in the sewerage house drain or to repair any cracked or defective house drainage. If blockages are found within the “jump-up”, it is our responsibility to repair this defect.

As our customer, you play an important role in ensuring an uninterrupted sewerage service. Pipelines and structures must be reasonably accessible and free from any interference such as buildings, which could damage or make them inaccessible. As a result, property owners should ensure that approvals to undertake building or construction activity on land connected to or capable of being connected to sewer is obtained, prior to the commencement of such activities. Property owners will be required to pay for the removal and remedial works and all associated administrative costs for any unauthorised works, which are found to interfere with the operation of our assets.

4.4 Discharge of Unauthorised Substances

In order to care for the environment and the safety of our staff and contractors, we have a responsibility to ensure unauthorised and potentially harmful substances are not discharged into sewers. You will need to ensure that stormwater (including roof runoff) and other substances including paint, grease or solvents are not flushed into the sewerage system.

Certain waste products are not suitable for disposal to the sewerage system because of their nature and ability to pollute. To act responsibly, specialised disposal procedures are needed for substances such as:

- cooking, oil and grease – these should be placed in a container or wrapped and placed in the rubbish bin; and
- paint, paint thinners, dry cleaning fluids, engine oil, solvents, alkalis, laboratory chemicals, kerosene, garden poisons, polishers, or cleaning products – such substances should be recycled through waste disposal agencies.

The *Water Supply (Safety and Reliability) Act 2008* prohibits the discharge of a prohibited substance (as defined in the Act), surface water, soil, sand or rock into a service provider's infrastructure. For further information, please contact Council's Customer Service Centre.

5.0 SCHEDULE 1: CUSTOMER SERVICE STANDARD



SCHEDULE 1

REGULATED SERVICE PROVIDER NO. 478

***WATER SUPPLY AND SEWERAGE
SERVICES***

CUSTOMER SERVICE STANDARD

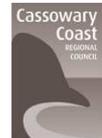


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1.0 OVERVIEW OF CUSTOMER SERVICE STANDARD

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.

The purpose of this document is to address those requirements.



2.0 PERFORMANCE INDICATORS AND TARGETS / LEVEL OF SERVICE STANDARDS

Table 1 outlines the performance indicators and applicable target / level of service standard.

Council will use its best endeavours to meet the respective target / level of service standard when delivering water supply and sewerage services.

Table 1: Proposed Performance Indicators and Targets of Standard Levels of Service

Performance Indicators (PI)	DEWS Definition Code	Targets / Level of Service Standards
Water Supply		
Total water mains breaks per 100km of water main	QG 4.5	< 12
Incidences of unplanned interruptions per 1000 rateable properties/ year (includes breaks plus other interruptions where 24 notice not provided but excludes property service leaks)	QG 4.7	< 20
Average response time for water incidents (bursts and leaks)	QG 4.8	75% in less than 5 hours
Restoration of services – unplanned interruptions	N/A	85% restored within 12 hours
Rate of system water loss (litres/connection/day)	N/A	< 350
Water quality complaints per 1000 properties	QG 4.10	< 10
Compliance with mandatory NHMRC Guidelines	N/A	
- microbiological	N/A	> 95% of tests
- physical/chemical	N/A	> 95% of tests
Sewerage		
Total sewerage main breaks and chokes per 100km of main/year	QG 4.6	< 10
Average response time for sewerage incidents (including mains breaks and chokes)	QG 4.9	85% in less than 5 hours
Odour complaints per 1000 connections/year	N/A	< 10
Water Supply & Sewerage Complaints		
Total water and sewerage complaints per 1000 properties	QG 4.11	< 50
Desired Standards of Service		
Minimum water pressure expectation at boundary	N/A	170kPa
Fire Flow - Properties within the identified Priority Infrastructure Area and town centres	N/A	As per FNQROC
Fire Flow - All other areas (e.g. rural, rural residential and remote)	N/A	7.5l/s with 12m residual pressure where the supply main is DN100 or greater.
Sewer Infiltration – ratio of peak day flow to average dry weather flow	N/A	6:1

Notes:

- Data is to be captured for each water supply or sewerage system to better identify performance problems.
- Definitions for DEWS Performance Indicators are outlined in the DEWS Definitions Guide https://www.dews.qld.gov.au/__data/assets/pdf_file/0008/169163/kpi-definitions-guide.pdf



- The desired standard of service for Fire Flow-All Other Areas is a target desired standard. Sections of the rural network do not currently meet this standard but improvements to the system will be undertaken as funds permit.
- The desired standard of service for sewer infiltration is a target desired standard. Substantial funding has been allocated to reduce infiltration over the next ten years. Performance against this target will be tracked over time but it is unreasonable to expect this target to be achieved in all catchments within ten years.

3.0 PROCESS ISSUES

Service Providers are required to describe the procedures that are in place for a number of issues, including:

- Service connections;
- Billing;
- Metering;
- Accounting;
- Customer consultation;
- Complaints handling; and
- Dispute resolution.

The following table 2 outlines the procedures for the above process issues and identifies reference documents, where applicable.

Table 2: Customer Service Procedures

Process Issues	another Council Policy/ document		Name of document	Comments and Procedure (if not addressed in Council document)
	Yes	No		
<i>Service Connections</i>				
How to apply for a new service		✓		Customers are required to submit an application form to Council's Customer Service/Planning Services for a new service connection along with the prescribed payment and relevant building plans.
How to apply for disconnection of a service		✓		Customers are required to submit an application form to Council's Customer Services for disconnection of a service along with the prescribed payment.



Process Issues	another Council Policy/ document		Name of document	Comments and Procedure (if not addressed in Council document)
	Yes	No		
How to apply for restoration of an existing or disconnected service		✓		Customers are required to submit an application form to Council's Customer Services for restoring an existing or disconnected service, along with the prescribed payment.
Are there any requirements or conditions?		✓		Under the <i>Water Supply (Safety and Reliability) Act 2008</i> , the customer may be required to carry out work on the premises, to ensure that the service can be provided.
What are the fees for connections?	✓		Register of Regulatory Fees	
Billing				
What is the basis for bills (eg meter readings, property type)	✓		<i>Water Supply (Safety and Reliability) Act 2008</i> , Revenue Statement / Policy and Ratepayer Information Booklet	
What is the charging regime?	✓		<i>Water Supply (Safety and Reliability) Act 2008</i> , Revenue Statement / Policy and Ratepayer Information Booklet	
What happens if a customer is under or over charged?		✓		Credited or debited to rate file
What is the procedure for finalising accounts when disconnection is requested?		✓		Meter is read and rates and excess charge levied
What is the billing cycle (when and how are bills sent)	✓		<i>Water Supply (Safety and Reliability) Act 2008</i> , Revenue Statement / Policy and Ratepayer	



			Information Booklet	
Who are the relevant contacts for billing?	✓		<i>Water Supply (Safety and Reliability) Act 2008, Revenue Statement / Policy and Ratepayer Information Booklet</i>	Council's Rates Section



Metering				
Is meter installation compulsory?		✓		Yes, as part of a water service connection.
How does a customer apply for a meter to be installed?		✓		Water meters are installed as part of the water service connection.
Can a customer get a meter tested? How? What is the procedure if a meter is found to be inaccurate and needs to be replaced?		✓		You may request a test on the water meter installed on your property if there is doubt that the water meter is operating accurately or reliably. A charge will apply to cover the cost of the water meter accuracy test. If the meter is found to be faulty, you will be reimbursed the amount paid to us for the test and we will make the necessary adjustment to your rates notice. A water meter is found to be inaccurate if the meter registers more than 5% greater than the amount it should register.
What is the process for meter reading?		✓		Water meters will be read every 6 months
Can a customer get a meter read? How?		✓		You may request a meter reading on payment of a fee.
What happens if a customer has problems with the meter?		✓		For a water meter that has been damaged or unlawfully removed, ceased to register or is determined by an authorised person (whether as a result of a test requested by the owner of the property or otherwise) to be out of repair, registering inaccurately, or is otherwise unable to be practicably and conveniently read, we may estimate: <ul style="list-style-type: none"> • where relevant, the period during which such meter was not in working order; and • the amount of water used during the relevant reading period.



				The estimation will be based on expected usage based on either past consumption records or use by similar customers under similar circumstances.
What is the process for accessing properties for meter readings?	✓		<i>Water Supply (Safety and Reliability) Act 2008 and Local Government Act 1993</i>	
Who are the relevant contacts for enquiries about meters?		✓		Rates section.
Accounting				
Are customers advised when payment is due? Payment frequency.	✓		<i>Water Supply (Safety and Reliability) Act 2008, Revenue Statement / Policy and rates notice & Ratepayer Information Booklet</i>	
Who should customers contract for account inquiries?		✓		Rates clerk
Are contacts for account inquiries and queries listed?		✓		Refer to Ratepayer Information Booklet
What are the consequences of non-payment or late payment?	✓		<i>Revenue Statement / Policy</i>	
Customer Consultation				
Are customers told about service standards?		✓		Yes, via distribution of the CSS.
Are customer surveys conducted? If so, how frequently?		✓		No, but this falls within Council's forward planning.
Who are the contacts for service difficulties, emergency and general enquiries?		✓		Customer Service Unit and in the case of emergencies, Council's after hours emergency contact service (which includes but is not limited to blocked sewer, sewer overflow, burst water main or property service pipe, dirty water or damaged water meter).
Are customers notified of planned interruptions?		✓		Where it is reasonably practical, we will aim to provide you with at least 24 hours written notice prior to any planned



				interruption of services.
Are customers given notice for entry onto private property?		✓		We will endeavour to notify you prior to commencing the construction / maintenance work (other than emergency work) whenever possible.
Complaints and dispute resolution				
What avenues do customers have for making complaints?		✓		Council's Customer Service Unit receives and handles all customer complaints.
How are customer complaints dealt with?		✓		All complaints are registered in accordance with Council's written procedure, which includes a customer request form. All complaints are forwarded to the relevant branches and departments within Council, who will attempt to resolve the problems.
What are the response times for dealing with complaints?		✓		We will endeavour to resolve a reported complaint within 20 working days of receipt.
Is there a process for mediation or dispute resolution?		✓	Under the <i>Water Supply (Safety and Reliability) Act 2008</i> (however disputes or contentious issues may be referred to Council for resolution)	
Building over or adjacent to Council's sewer				
Are there any requirements or conditions?	✓		<i>Water Supply (Safety and Reliability) Act 2008</i> Council's consent is required to build over or interfere with access to Council's sewer. Council Guidelines - Building over or adjacent to Council's sewer also apply.	



<i>Trade waste</i>				
Are there any requirements or conditions relating to disposal of trade waste?	✓		The <i>Water Supply (Safety and Reliability) Act 2008</i> requires a person to obtain a trade waste approval. Council's Trade Waste Environmental Management Plan	



4.0 CONTACT INFORMATION

Cassowary Coast Regional Council Contact Information

Customer Services

70 Rankin Street
Innisfail Qld 4860

Ph: 07 4030 2222
Toll Free: 1300 763 903
Fax: 07 4061 4258

Email: enquiries@cassowarycoast.qld.gov.au

*8:30 am to 4:30 pm
Monday to Friday*

38-40 Bryant Street
Tully Qld 4854

Ph: 07 4043 9100
Toll Free: 1300 763 903
Fax: 07 4061 4258

*8:30 am to 5:00 pm
Monday to Friday*

After Hours Emergency Number

1300 763 903

After Hours Emergency Service available from 4:30 pm to 8:30 am Monday to Friday, Weekends and Public Holidays only

Website

www.cassowarycoast.qld.gov.au

Postal Address

Chief Executive Officer
PO Box 887
Innisfail Qld 4860