

NAPRANUM ABORIGINAL SHIRE COUNCIL

CUSTOMER SERVICE STANDARDS

Water and Sewerage Services



ABN 43 593 215 992



Acknowledgement



The Napranum Aboriginal Shire Council acknowledges the Traditional Owners of the Napranum area and all Aboriginal and Torres Strait Islander families who call Napranum their home today. We pay our respects to our Elders and Community Leaders, past and present. We thank them for guiding our community for years and generously sharing their cultural knowledge and leadership to create a positive future for us all. As a Council, we are committed to building on their vision while continuing to address our challenges and focusing on the strengths of our community.

Table of Contents

Acknowledgement.....	2
1. Introduction	4
2. Customer Service Standards	4
2.1. Long Term Continuity of Services	4
2.2. Planned and Unplanned Service Interruptions	4
2.3. Quality of Potable Water Supply	4
2.4. Sewerage Services	5
3. Customer Service Performance Targets	5
4. Fees and Charges (Billing)	5
5. Metering	5
6. Rights and Responsibilities	6
7. Customer Services and Assistance	6
7.1. Connections	6
7.2. Consultation	6
7.3. Customer Assistance/Complaints	7
7.4. Dispute Resolution	7
8. Version Control	7

1. Introduction

Napranum Aboriginal Shire Council (Council) is a registered service provider (Service Provider Identification Number 144) with responsibility for providing drinking water and sewerage services for the township of Napranum. Council operates under an approved Drinking Water Quality Management Plan (DWQMP) to ensure a consistent and safe supply of quality drinking water and protect public health. This is achieved through proactive identification and minimisation of public health related risks associated with drinking water.

The water supply scheme comprises two bores, a water treatment plant (including pH adjustment unit and chlorination), pump stations, two service reservoirs and the distribution network.

The sewerage scheme comprises a gravity sewerage reticulation network and three sewage pump stations that convey sewage to three facultative treatment lagoons.

2. Customer Service Standards

These Customer Service Standards (CSS) are intended to protect customers where there is no contract between them and Council (the provider of the services). The CSS provides customers with information about the service they are receiving, the level of service they can expect, obligations and responsibilities, and contact details. The CSS is prepared by Council in compliance with the *Water Supply (Safety and Reliability) Act 2008* (Qld) and will be reviewed at least every five (5) years.

2.1. Long Term Continuity of Services

Council will take all reasonable actions to provide its customers with reliable and continuous services. Council is committed to ensuring that water and sewerage infrastructure is adequately maintained and replaced at the end of its useful life. Council aims to minimise the number of leaks and breaks affecting the water mains, reduce water loss in the system and reduce the number of breaks and blockages in the sewage system. This will be assisted by system monitoring and planned maintenance programs.

2.2. Planned and Unplanned Service Interruptions

For planned temporary service interruptions, such as maintenance of infrastructure, Council will provide affected customers with at least 48 hours' notice about the type and timing of activities.

Where Council is not able to provide prior notice, Council will endeavour to restore service as quickly and efficiently as safely possible and minimise the inconvenience for affected customers.

2.3. Quality of Potable Water Supply

Council seeks to provide water that is suitable for consumption and meets the applicable DWQMP 100% of the time. Council also generally seeks to ensure sufficient water pressure for all households.

Council will specifically endeavour to ensure that potable water supplied for the Napranum township:

- meets the Australian Drinking Water Quality Guidelines
- meets reasonable needs
- is clear and free from objectionable odour and taste, and
- meets regulatory requirements

2.4. Sewerage Services

Council will endeavour to provide sewerage services that:

- meet reasonable needs
- avoids odours, overflow and interruptions
- meet regulatory requirements, and
- meet legislative requirements

3. Customer Service Performance Targets

Council will endeavour to meeting the following performance targets in the delivery of water and sewerage services to its customers.

Performance Indicator	Target
QG 4.5: Total water main breaks (per 100 km)	Less than three (3) per year
QG 4.6: Total sewerage main breaks and chokes (per 100 km)	Less than 15 per year
QG 4.7: Incidence of unplanned interruptions (per 1000 properties) – water	Less than 15 per year
QG 4.8a: Response to water incidents (bursts and leaks) within agreed timeframe (%)	90% within 1 hour Restored within four (4) hours
QG 4.9a: Response to sewerage incidents (including mains breaks and chokes) within agreed timeframe (%)	90% within 1 hour
QG 4.10: Water quality complaints (per 1000 properties)	Less than five (5) per year
QG 4.11: Total water and sewerage complaints (per 1000 properties)	Less than 30 per year
Standard water connection time (where applicable)	10 days from request

4. Fees and Charges (Billing)

All water and sewerage fees and charges comply with Council's annually adopted Schedule of Fees and Charges. The Schedule of Fees and Charges is available the following ways:

- visiting Council's website www.napranum.qld.gov.au
- contacting Council by email on reception@napranum.qld.gov.au
- or in person by visiting Council's administrative building at 320 Wa-Tyne Street, Napranum

Please contact Council's finance team with any queries related to an invoice you have received, using the contact details provided on your invoice.

5. Metering

Where metering applies, the readings from the meter will be used to calculate fees for water. The rate per kilolitre will comply with the Schedule of Fees and Charges as adopted annually by Council (see item 4 above). Please contact Council's finance team with any queries related to an invoice you have received, using the contact details provided on your invoice.

6. Rights and Responsibilities

Council, customers and the whole community are responsible for the provision of water supply and sewerage services.

Customers can help to ensure water supply and sewerage services are maintained and disruptions are minimised with the following steps:

- being wise with how you use water
- maintaining the pipe work and fittings inside your property boundary
- taking care not to discharge or put unauthorised substances into toilets or sewers
- providing Council employees with access to the water and/or sewerage infrastructure inside your property boundary when required
- notifying 'Housing' immediately about faults, blockages, breakages or leaks involving water or sewage inside your property boundary
- notifying Council immediately about faults, blockages, breakages or leaks involving water or sewage outside your property boundary
- asking for approval before connecting or disconnecting to Council infrastructure
- not causing damage to water/sewerage infrastructure (including with your car, quad or bike)

7. Customer Services and Assistance

7.1. Connections

Changes to or assistance with existing water connections and/or sewerage services inside your property boundary will generally be made via the Department of Housing and Public Works (Housing). There is more information available on the Housing website, or by ringing the blue phone, or in person at the Housing office at 320 Wa-Tyne Street, Napranum.

Commercial customers or stakeholders that are external to Housing should contact Council directly to apply for new connections or changes to their existing water or sewerage service.

7.2. Consultation

Council places a high level of importance on engaging with the community and will provide information to customers about matters relating to water supply and sewerage services. Customer communication avenues may include community meetings, social media, Council's newsletter, email, electronic signage, and Council's website. Council will also provide opportunities for the community to supply feedback. These forms of community engagement are implemented to advise customers about any changes that may affect service levels (for example: maintenance shutdowns) or other information about water supply and sewerage services as appropriate.

7.3. Customer Assistance/Complaints

Council is committed to ongoing improvement of customer service and welcomes any comments, complaints, enquiries and suggestions about water and/or sewerage services using the details below:

Telephone	(07) 4090 5600
In Person	Council Administration Building 320 Wa-Tyne Street Napranum
Email	essential.services@napranum.qld.gov.au
Online	www.napranum.qld.gov.au
Mail	Napranum Aboriginal Shire Council Attn: Director of Environment and Sustainability PO Box 538, Weipa 4874

7.4. Dispute Resolution

Council's general Complaints Management Process (CMP) may be represented as follows:



The CMP establishes the process that will apply to all administrative action complaints (complaints) received by Council.

This process is intended to:

- ensure complaints are managed fairly, efficiently and effectively
- enable responses to complaints in a fair and objective way this is timely and cost-effective
- boost public confidence in Council's administrative processes
- encourage information for continuous improvement and enhanced service levels

Council's Administrative Action Complaints Policy and Procedure is available to view or download by visiting Council's website www.napranum.qld.gov.au.

8. Version Control

Version	Resolution	Adopted date	Reason	Amendments made
V.01	xxxxx/xx	xx/xx/xxx	Create new	N/A