

Water Services

Customer Charter | 2019

Bundaberg Regional Council is committed to the provision of affordable water and wastewater services that meet the needs of our community and stakeholders.

This **Customer Charter** outlines Council's commitment to providing quality water and wastewater related services, by providing a responsive and timely service to our customers.

We will continuously strive to meet and exceed the service standards and commitments outlined within this Charter which aligns with the Bundaberg Regional Council **Water Services Customer Service Standards**.

Each year the Bundaberg Regional Council supplies in the region of 10,000 megalitres of tap water through around 31,500 water connections. It also removes and treats approximately 5,500ML of sewage from about 26,500 residential and commercial connections.

This **Customer Charter** is applicable to all Bundaberg Regional Council customers.

For a full copy of our **Water Services Customer Service Standards** visit bundaberg.qld.gov.au

Alternatively, a copy can be obtained by either visiting one of Council's Customer Service Centres or by calling 1300 883 699.

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This Charter will inform you:

- Council's obligations as your Water Service Provider;
- Your obligations as a customer;
- Water and wastewater related services that Council provides;
- An outline of performance targets for your water and sewerage services
- Customer service; and
- Billing, payments, complaints handling.

Council's Obligations are to ensure:

- Day to day continuity of your water supply;
- An adequate and high-quality water supply system;
- Effective transportation of sewerage effluent; and
- Continuity of water supply and sewerage services for the long-term.

Our expectations:

Our customers will assist in protecting our water supply and sewerage infrastructure, particularly those located on your property. This involves:

- Maintaining your household pipe work and fittings;
- Providing accessible passages to the water meter;
- Co-operating with water-use restrictions in times of need;
- Taking care not to discharge unauthorised substances into the sewers, and to minimise any discharge of stormwater from downpipes or yards into the sewerage system; and
- Notifying Council of any faults that you have encountered so that we can correct the problem quickly.



We ask our customers to:

- provide complete and accurate information;
- keep us up to date with any changes; and
- provide feedback on our service.

In all our dealings we will:

- be honest and show integrity;
- show respect and tolerance, with an open minded approach;
- provide clear and open communication;
- be accountable;
- build strong relationships based on trust and respect;
- show empathy;
- apply a common sense approach.

What customers can expect:

- courteous and professional service;
- accurate and consistent information;
- 24 hour access to emergency services;
- confidentiality;
- accessible, plain English information;
- an informative website;
- our staff will be polite, respectful, understanding;
- informative, helpful and trained to provide culturally sensitive service delivery; and
- all staff will carry identification as a Council officer.

Council services - water

The Bundaberg Regional Council provides a safe and dependable water supply to its potable water supply areas.

Maintenance and management of our assets and services

The provision of a quality potable water supply that complies with Australian Drinking Water Guidelines (ADWG) and Public Health Act 2005 requires effective quality and asset management practices. Bundaberg Regional Council potable water service areas are managed under the controls of its Drinking Water Quality Management Plan and Asset Management Programs.

To do this, we will:

- produce a safe potable water supply;
- manage assets through maintenance programs; and
- maintain the water service up to and including the property service meter.

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