

Water Services

Customer Service Standards | 2019

What is a Customer Service Standard?

A **Customer Service Standard** provides you, our customer, with a clear outline of the commitments, responsibilities and standards you can expect from the Bundaberg Regional Council in relation to water and wastewater services.

These service standards are applicable to all customers across Council's reticulated potable water supply network and reticulated sewerage areas.

In conjunction with this document is Council's

Water Services Customer Charter.

The Charter will inform you of Council's obligations, your obligations, water services, customer service, billing and complaints handling.

For a full copy of our **Water Services Customer Charter** 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.



Water - quality and adequacy of supply

Drinking water quality standards

Bundaberg Regional Council measures the verification of water quality in accordance with the Australian Drinking Water Guidelines (ADWG) specified by the National Health Medical Research Council. (NHMRC)

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Australian Drinking Water Guidelines. (ADWG)
National Health Medical Research Council. (NHMRC)

Microbiological % compliance

Compliance with the microbiological requirements of the water quality guidelines/standard (ADWG/NHMRC)

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> 98%

Physical/chemical % compliance

Compliance with the physical/chemical requirements of the water quality guidelines/standard (ADWG/NHMRC)

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> 95%

Drinking water quality complaints

The total number of complaints received by the Bundaberg Regional Council that relate to potable water quality.

Includes:

- discolouration
- taste
- odour
- stained washing
- illness or cloudy water (e.g. caused by oxygenation) etc

Excludes:

- service interruption
- adequacy of service
- restrictions
- pressure and leakage

If Council recommends an immediate solution to a complaint and that recommendation solves the issue, then a complaint would not be recorded.

An example would be, "if dirty water is being experienced and Council suggest running the tap for one minute and this solves the issue".

Any customer issues that cannot be addressed immediately will be recorded as a complaint.

Reported as the number of, per 1000 connections per year.

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Less than or equal to 5 per 1000 connections

Minimum water pressure

This is the minimum water pressure that customers can expect to receive at their property connection.

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(based on a standard 20mm connection in potable water areas with non restricted flow)

Urban areas – minimum 22 metres static head or 215kPa (kilopascals)

Minimum flow

The minimum flow rate that customers can expect to receive at the connection to the property.

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(based on a standard 20mm connection in potable water areas with non restricted flow)

Urban areas – 20L/min

Water - service connections

Commencement time for a new water service connection

Commencement time (days) for the installation of a domestic water service connection/meter. Period of time commences from when full payment is received by Council.

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(Based on a standard 20mm property connection, dependant on main size and site accessibility)

Less than or equal to 10 working days



Water – efficiency of supply

Restoration of services

Restoration occurs where all interrupted connections are restored to normal service. Priority 1 events include;

Priority 1

A complete failure to maintain a continuity of supply, microbiological or chemical quality (within ADWG)

This Includes;

- Contamination of the treated water supply where microbiological and chemical health limits are outside of the ADWG.
- Loss of supply to a customer.
- Mains breakage; and/or
- Low water pressure

Priority 2

Any event which significantly lowers the level of service experienced by a customer;

- Discolouration of water
- Taste and odour in water and/or
- Low water pressure

Priority 3

Any event which does not require immediate attention and can be resolved at a time convenient for Council and the customer;

- Faulty water meter
- Faulty fire hydrant
- Water meter read request
- Water main or service location and/or
- Leaking stopcock, meter or property service.

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Priority 1 = 5 hours (90% of the time)

Priority 2 = 24 hours (90% of the time)

Priority 3 = 72 hours (90% of the time)

Incidence of unplanned water interruptions

This is when the customer has NOT received at least 48 hours notification of the interruption. Customers affected, is the count of individual customers who experience loss of water supply due to an unplanned water supply interruption.

Includes

- Situations where the duration of a planned interruption exceeds that which was originally notified.
- All unnotified interruptions caused by third parties.

Excludes:

- Property service connection interruptions, unless the burst or leak requires the water main to be shut down for repair and therefore affects multiple customers).
- Interruptions that cause some reduction to the level of service but where normal activities (shower, washing machine, toilet flushing etc) are still possible.
- Breaks in house connection pipes or mains.
- Planned interruptions.

Reported as the number of, per 1000 connections per year.

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Less than or equal to 200

Response time to an incident

Response time is defined as the time between receiving a complaint or request from the public or becoming aware of a non compliance. Priority levels are defined above.

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Priority 1 incidents = 1 hour (90% of the time)

Notification of planned interruptions

A planned interruption is when the customer is given notification of an interruption to supply due to organised work being undertaken. Planned work of which the customer is not notified is an unplanned incident.

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Minimum of 48 hours

Number of water main breaks and/or leaks

The total number of water main breaks and/or leaks in all diameter water distribution and reticulation mains per 100km of mains per year.

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Less than or equal to 20



Sewerage – efficiency of service

Response time to incidents

Response time is defined as the time between receiving a complaint or request from the public or becoming aware of a sewerage incident. Priority levels are defined below.

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Respond to priority 1 Incidents within 1 Hour (90% of the time)

Restoration of services

Restoration occurs where all interrupted connections are restored to normal service. Priority 1 events include:

Priority 1 – The complete failure to contain sewage within the sewerage system during dry weather or a complete disruption of service to many customers. Priority 1 events include;

- Surcharge or overflow in dry weather caused by a failure of the Bundaberg Regional Councils assets
- Surcharge inside a building.
- Damage to a critical asset, eg, subsidence of critical buildings or roads; and/or
- Significant public safety or health risk.

Priority 2 – Any event that significantly lowers the level of service experienced by many customers or a complete loss of service to an individual customer; Priority 2 events include;

- Surcharge from an overflow relief gully at a single residence; and/or
- Odour affecting many customers caused by a failure of the Bundaberg Regional Council's assets.

Priority 3 – Any event which does not require immediate attention and can be resolved at a time convenient for Council and the customer;

- Sewer or service location
- Partial sewer blockage
- Minor subsidence; and/or
- Odour affecting an individual customer.

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Priority 1 = 5 hours (90% of the time)

Priority 2 = 24 hours (90% of the time)

Priority 3 = 72 hours (90% of the time)

Total sewage overflows

Total number of sewage overflows reported to the environmental regulator per 100km of sewer main per year.

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Less than or equal to 15

Sewage overflows on customer properties

Number of sewage overflows onto customers properties per 1000 connections per year.

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Less than or equal to 5

Sewage odour complaints

Total number of sewage odour complaints reported to the regulator per 1000 connections per year.

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Less than or equal to 5

Sewer main breaks and/or chokes

Number of sewer main breaks and/or chokes per 100 km of sewer main per year.

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Less than or equal to 30

Commencement time for a new sewerage connection

Commencement time (days) for the installation of a domestic/residential sewerage connection. Period of time commences from when full payment is received by Council.

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(Dependant on main size and depth also site accessibility)

Less than or equal to 10 working days

Total number of water and sewerage complaints

Total number of water and sewerage complaints received by either written or verbal means.

Includes:

Bursts, leaks, service interruptions, adequacy of supply, water pressure, water quality or reliability sewage odours, affordability, billing and accounts, behaviour of staff or agents.

Excludes complaints relating to government pricing policy or tariff structures.

When a customer reports a service interruption, this is not counted as a complaint unless the customer expresses dissatisfaction about the interruption.

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Less than or equal to 60 per year.

General enquiries 1300 883 699
8:15 am to 4:45 pm weekdays

Faults and Emergencies (24/7)
1300 883 699

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