



Customer Service Standards

Version 2.0

December 2019

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1.0 Council's Vision, Mission and Values

1.1 Corporate Plan

South Burnett Regional Council's Corporate Plan outlines goals and strategies providing Council with direction for the next five (5) financial years.

Council's main focus will be on service delivery and the extent to which existing service levels can continue to be maintained, while putting in place the required financial strategies to ensure ongoing sustainability.

We recognise the need for our community to be sustainable and therefore have identified priority focus areas for our region during the period of this Plan. Priority focus areas include:

- Roads Infrastructure
- Economic development and growth
- Sustainable Asset management
- Communication for greater awareness and understanding

The Corporate Plan is supported by Council's Annual Operational Plan which details the activities and projects planned to achieve our goals. The annual budget provides the funding and resources to meet the objectives of the operational plan.

1.2 Vision

As a larger regional Council we have come to understand what makes the South Burnett a region of choice for lifestyle, employment and investment opportunity; Individual Communities.

That is Council's vision; Individual communities building a strong and vibrant region.

1.3 Our Values – ACHIEVE

| | |
|----------|---|
| A | Accountability We accept responsibility for our decisions and actions |
| C | Community Building partnerships, supporting communities and delivering quality services |
| H | Harmony Our people working cooperatively to achieve common goals in a supportive and safe environment |
| I | Innovation Encouraging an innovative and resourceful workplace and community |
| E | Ethical Conduct We behave fairly with open, honest and accountable behaviour and consistent decision-making |
| V | Vision Our vision is the driving force behind our actions and responsibilities |
| E | Excellence Striving to deliver excellent environmental, social and economic outcomes |

1.4 Our water and wastewater facilities

South Burnett Regional Council owns and maintains a vast underground network of water and wastewater mains that delivers water throughout the region and collects and treats wastewater from homes and businesses. The regions water and wastewater network and assets include:

- 8 water treatment plants
- 609 kilometres of water mains
- 28 potable water pump stations
- 31 water storage reservoirs
- 9 wastewater treatment plants
- 245 kilometres of wastewater mains
- 24 wastewater pump stations

Council owns and operates both bulk water supplies and distribution networks across the region including Gordonbrook Dam, Boobir Dam, and the Ellwoods Road and Nukku bulk supply main connections to the Tarong-Boondooma Pipeline.

As a water and wastewater service provider, Council will deliver high quality water and wastewater services across the 9 water and wastewater schemes.

1.5 This document

The purpose of this document is to describe South Burnett Regional Council's water and wastewater customer services and standards in accordance with the *Water Supply (Safety and Responsibility) Act 2008*.

The *Water Supply (Safety and Responsibility) Act 2008* requires Council to establish and publish customer service standards and key performance indicators for water and wastewater services.

This document provides:

- an explanation of the services offered for drinking water and wastewater collection and treatment. General information is also provided about the provision of trade waste services. However, trade waste customers are expected to have individual approvals with Council that will contain information specific to their discharge requirements.
- information on a range of customer service processes including connections, metering, billing managing maintenance work, complaints and dispute resolution
- a list of key performance indicators and targets to express the level of service Council aims to deliver to its customers and the environment. This includes standards for drinking water quality, water pressure, water supply interruptions, wastewater overflows and odours, response times and repair completion times.

This document also sets out our shared rights and responsibilities. Overall, this document informs the customers of the service that they can expect to receive from South Burnett Regional Council, and the obligations of customers in relation to their use of the water and wastewater systems.

The document is available to all customers. It applies to all customers connected to Council's water and wastewater services.

1.6 Disclaimer

The service levels set out in this document are not a contract and are not intended to create any contractual obligation or rights. The times and service levels indicated are not intended to be prescriptive of exact times or levels of services to be provided.

2.0 Water and Sewerage Services

2.1 Drinking water supply

South Burnett Regional Council distributes a reliable supply of drinking water via our network of reservoirs, pump stations and mains connected to the Blackbutt, Kingaroy, Nanango, Murgon, Preston and Wondai water supply schemes.

Council's Drinking water standard is specified under South Burnett Regional Councils Drinking Water Quality Management Plan and the Australian Drinking Water Guidelines specified by the National Health Medical Research Council, against which South Burnett Regional Council measures the verification of water quality.

2.1.1 Standard service area

Council is required to provide drinking water to customers within the drinking water service areas, as indicated in to Figure 1, as required by the Natural Resources and Other Legislation Amendment Bill 2019 details plans will be available from Council end of May 2020.

These areas generally cover those developed properties within the urban and some rural residential areas.

2.1.2 Areas other than those of the standard service area

Water services are also provided to a number of properties outside the standard service area. The standard of service to these properties may not be equal to that provided to properties within the standard service area because they have typically been connected via infrastructure that is not designed or built to Council standards.

No future properties outside the water service area can be connected to the water supply system without Council approval, in accordance with standards for the planning, design and construction of water supply infrastructure.

2.1.3 Non potable water supplies

South Burnett Regional Council distributes a reliable supply of non-potable water to Kumbia, Preston Rural, Wooroolin supply schemes, and some customers connected to the Nanango scheme.

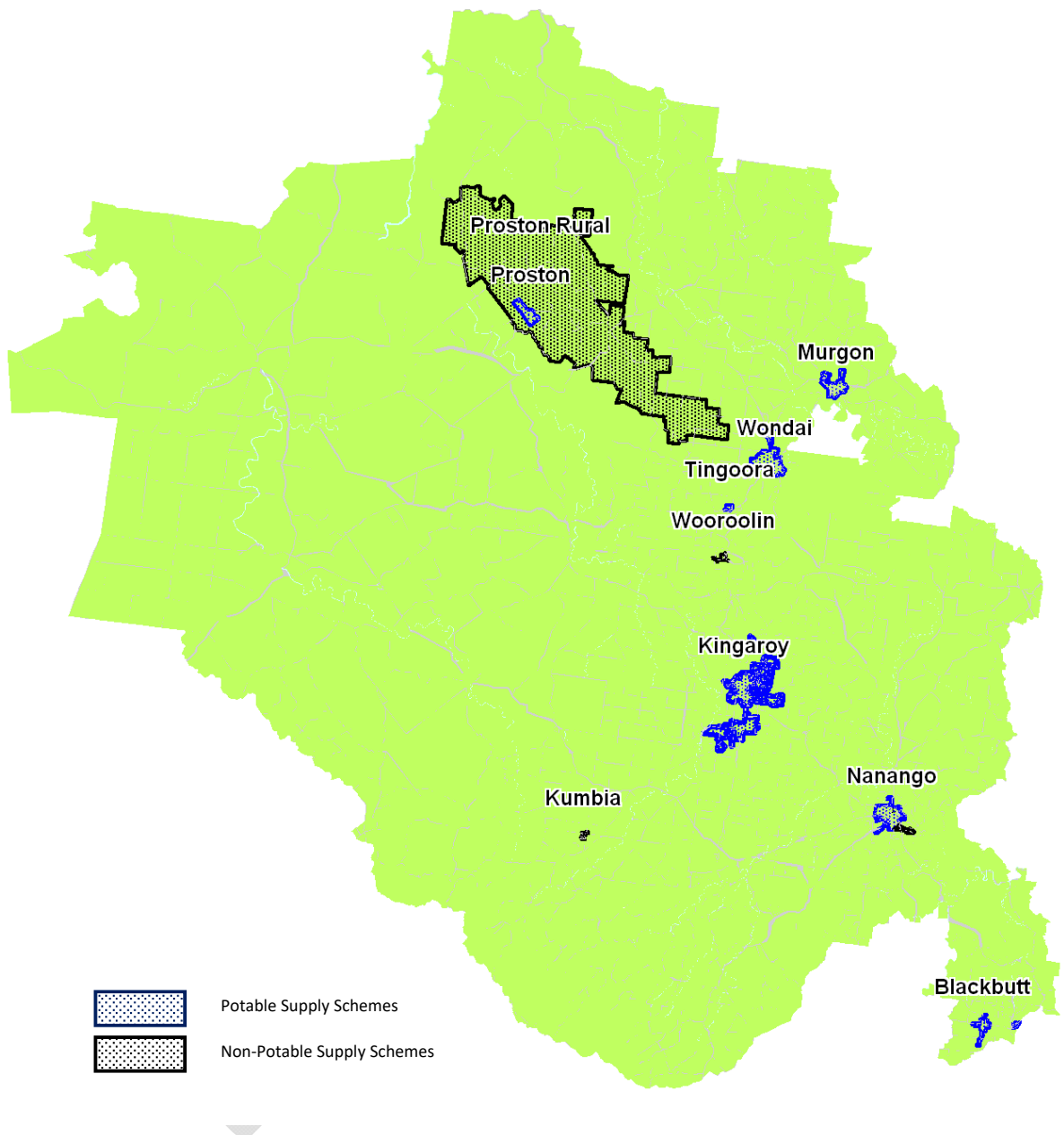


Figure 1: South Burnett Water Supply Areas

2.1.4 Standard water connections

Applications for new water connections and upgrades of existing connections can be made by lodging an *Application for Water and Sewerage Connection* that can be

downloaded from Council's website (<http://www.southburnett.qld.gov.au/water-and-wastewater>)

Council offers a fixed price installation and/or upgrades to service for new meters less than 32mm in size and 30m in length. For larger meter sizes or service connection greater than 30m, a quote will be provided within 10 working days of receipt of an application.

2.1.5 Water Supply Pressure

The minimum pressure customers in urban/residential water supply areas can expect to receive immediately upstream of the water meter under normal service conditions is 22m or 220kPa. This excludes those customers in non-standard water service areas and during periods of fire flow.

Non-standard service areas include rural residential and non-potable supply areas. The minimum pressure customers in non-standard supply areas can expect is 12m.

2.1.6 Standpipes

Council provides a number of credit card operated standpipes connected to the drinking water schemes of Blackbutt, Benarkin and Nanango. These standpipes provide a specific volume of potable water for a fixed fee of \$4.00 per kilolitre.

Council also provides a non-potable water standpipe at Hivesville.

Details of the locations of filling stations and access requirements can be obtained by contacting South Burnett Regional Council Customer Service Centre on 07 4189 9100.

2.2 Wastewater collection, treatment and disposal

Council owns and operates 9 wastewater treatment facilities across the region servicing the townships of Blackbutt, Kingaroy, Nanango, Murgon, Proston, Wondai, Boondoomba Dam and Yallakool.

Council is licensed by the Department of Environment and Heritage Protection to operate the plants in accordance with the Environmental Protection Act (1994) and associated legislation.

Council collects wastewater from homes, businesses and schools from the various schemes, sending this to the treatment plants via a system of collection and trunk mains and pump stations. Council also maintains pumps and electrical systems at its wastewater facilities.

Reclaimed water and biosolids from the wastewater treatment plants is reused or recycled where possible, prior to disposal or discharge to the environment under the license conditions approved by Department of Environment and Heritage Protection.

2.2.1 Standard Sewerage Service Areas

Council is required to provide wastewater services to customers within the wastewater service area, as indicated in Figure 2, as required by the Natural Resources and Other Legislation Amendment Bill 2019 details plans will be available from Council end of May 2020. This area generally covers those developed properties within the urban areas of major towns across the region.

2.2.2 Wastewater connections

Wastewater connections are provided to premises within each wastewater service areas. Connections to the sewer system are typically 100mm in diameter. Council is responsible for maintaining and repairing wastewater services from the connection point at the main to the first inspection opening for the service connection. Applications for a new sewage connection or alteration of an existing connection can be made by lodging an *Application for Water and Sewerage Connection* that can be downloaded from Council's website (<http://www.southburnett.qld.gov.au/water-and-wastewater>). For enquiries and applications on connections and changes to connections, contact Council's Customer Service Centre on 4189 9100.

New commercial properties requiring service from Council's wastewater network may require a larger connection and approval. This will be coordinated through the Council's Planning and Land Management section.

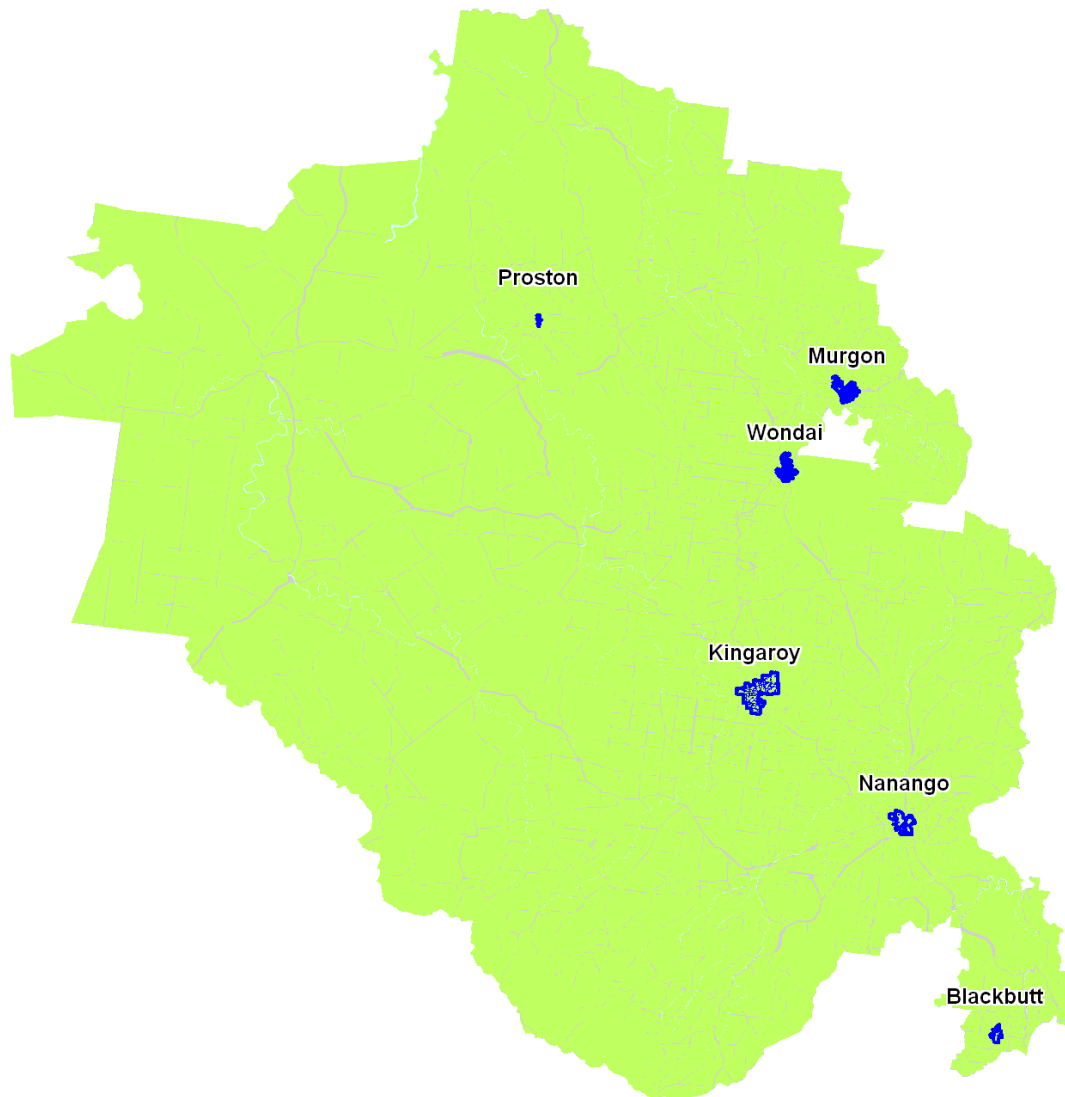


Figure 2: South Burnett Sewerage Areas

2.3 Trade waste management

Trade waste is liquid waste generated from any business (commercial and industrial) other than domestic wastewater from toilets, hand basins and showers.

Trade waste can include cooking oil, grease and food solids produced by food outlets across the region. Trade waste may also contain a variety of toxic or harmful substances, such as heavy metals, organic compounds, solvents, oils and grease, explosive substances, gross solids and chlorinated organic compounds. Wastewater treatment plants are not designed to treat these substances. They could also pose a health and safety risk to staff working at treatment plants.

Businesses may only discharge waste to the wastewater system that complies with Council's Trade Waste Management Policy and wastewater admission standards. These standards set limits on what substances are allowed and those prohibited from discharge into the system.

All businesses that generate trade waste and discharge it to the wastewater system must have a current trade waste permit approved from Council. The approval stipulates the conditions for discharging trade waste into the wastewater system. It is illegal to discharge trade waste into Council's wastewater system without approval.

Council operates a waste tracking program to monitor the regular removal and disposal of waste from grease traps and other industrial holding tanks. The approval granted by Council stipulates how often these devices must be cleaned out. Approval holders are issued with dockets that must be given to the licensed liquid waste disposal contractor, Council and Department of Environment and Heritage Protection when the device is emptied. These provide information to Council that verify grease traps have been emptied and record the volume of waste.

Industry, businesses, trade or manufacturing customers wishing to discuss liquid waste discharges should call Council's Customer Service Centre on 4189 9100.

2.3.1 Trade waste approval

Businesses wishing to discharge trade waste into the wastewater system must apply to Council for a Trade Waste Permit under section 180 of the *Water Supply (Safety and Reliability) Act 2008* and Council's trade waste policy. The approval stipulates the conditions for discharging trade waste into the wastewater system.

Applications can be made by lodging an application form with Council and providing the following information:

- type of business
- business owner and property owner (or authorised agent)
- layout of the business or industrial plant
- contaminants that are expected to be discharged
- volume and time of day the trade waste will be discharged
- type, size and location of pre-treatment equipment

Applicants must ensure all prior approvals (development application, plumbing and drainage approval) have been obtained from Council prior to lodging the application for approval to discharge trade waste.

The trade waste application must be signed by the applicant (the waste generator) and property owner (authorised agent). The approval is issued to the waste generator and a copy may be forwarded to the property owner and is not transferable. If a trade waste generating business changes ownership, the existing approval is terminated and the new business owner must re-apply for a new approval. If the property changes ownership, the approval will remain current provided the new property owner grants approval, in writing, to discharge the trade waste from the property.

For more information on trade waste applications call Council's Customer Service Centre on 4189 9100.

2.4 Septic and Onsite Treatment System Waste Receival Station

Septic and onsite treatment system waste is domestic liquid waste generated from any septic and onsite wastewater treatment plants outside of Councils sewerage areas. These systems require regular routine servicing and cleaning by licensed service contractors.

South Burnett Regional Council provides a septic and onsite wastewater treatment system waste disposal facility at the Kingaroy Wastewater Treatment Plant. Council receives septic and onsite treatment system waste at a fixed rate of \$28.00 per kilolitre for waste generated inside the South Burnett Regional Council areas, and \$123.00 per kilolitre for waste generated outside this area. Details of the locations of septic and onsite wastewater treatment system waste disposal facility and access requirements can be obtained by contacting South Burnett Regional Council Customer Service Centre on 07 4189 9100.

3.0 Water and Sewerage Charges

3.1 Introduction

All current water and wastewater charges can be found on Council's website (<http://www.southburnett.qld.gov.au/fees-charges>) or by calling Customer Service Centre 07 4189 9100

If fees and charges are amended, Council will advise customers via a public notice in the relevant local newspapers. If the amendment only affects a small number of customers, Council may use other reasonable means of communication to notify affected customers.

3.2 Water charges

Water charges for all water supply schemes are divided into two components:

- water service fixed access charge
- water consumption volumetric charge

The water service access charge is a fixed fee (regardless of the volume of water used) for the connection, or ability to connect, to Council's water supply system in the nominated service areas. The access charge is based on the service size and type.

Council has resolved that all consumers should share the fixed cost component, in proportion to the rate that the water may be obtained from the water supply system. That is, the larger the size of the service (water meter), the greater the capacity to draw water from the scheme, hence the higher access charge.

The base access charge is for a 20 mm service. Nearly all residences will be charged at this rate.

The access charge applies to each and every water service connection provided to your property. For example, if you have two (2) 20 mm water meters connected to your property, you will be charged two (2) access charges.

Water service access charges for the current financial year are available on Councils Website (<http://www.southburnett.qld.gov.au/rates>) or by phoning Council's Customer Service Centre on 4189 9100.

Consumption charges help cover the cost of treatment and distribution of water in each scheme including:

- operation of water treatment plants
- improvements to water treatment processes
- the operation and maintenance of the extensive water distribution systems.

The consumption charge is based on a three (3) tier system calculated on the volume of water used in kilolitres dependent on meter size and whether the connection is residential or commercial in nature. The step system rewards customers with low water usage and penalises those with high water usage. Council believes that the higher consumption charge for higher steps will be a significant incentive for residents to conserve water and implement water saving devices.

Water consumption charges for the current financial year are available on Councils Website (<http://www.southburnett.qld.gov.au/rates>) or by contacting Council's Customer Service Centre on 07 4189 9100.

3.3 Wastewater Charges

Wastewater charges have been equalised for each wastewater treatment scheme. For private residences, a charge applies only to the first toilet pedestal. Each additional pedestal is free of charge.

Flats (other than community title scheme lots), businesses and commercial premises, are charged the same first pedestal charge. However, there is also a charge for each additional pedestal.

Vacant land also attracts a charge that is a proportion of the first pedestal charge. Residences connected to the Proston CED scheme have a reduced charging regime, as the sewage is not treated to the same standard as the other schemes.

Wastewater charges for the current financial year are available on Councils Website (<http://www.southburnett.qld.gov.au/rates>) or by contacting Council's Customer Service Centre on 07 4189 9100.

3.4 Billing

Water Meter Readings are recorded every six (6) months in June/July and December/January each year.

The water usage for that corresponding 6 month period is then allocated to each “tier”. For properties that have more than one water meter, the water usage for each water meter in that 6 month period is allocated to each “tier”. Water charges are then calculated accordingly.

Council issues rate notices, which includes the water service access and wastewater charges. Water consumption charges are issued following six (6) monthly meter reading periods

3.5 Trade waste charges

Additional wastewater quality charges may apply to customers that operate commercial premises, industry, trade or manufacturing businesses that discharge liquid waste other than just domestic wastewater.

Trade waste charges are comprised of three parts, one for access, one based on the volume and one based on strength and quantity of waste accepted by Council for treatment. Charges for Category 1 trade waste is a flat fee provided the water meets the quality requirements specified. Category 2 charges are based the expected volume of waste produced, provided the waste quality parameters meet those specified in the policy. Category 3 charges are dependant on waste quality and the volume discharged to the sewer system.

Details of trade waste charges can be found in Council’s Trade Waste Management Policy.

3.6 Use of water for fire fighting

There is no charge for water taken from a fire fighting system (or a fire hydrant) for fire fighting purposes (this includes training for fire fighting and testing fire fighting equipment). However, a person must not take water from a fire fighting system (or a fire hydrant) without the permission of Council, unless the water is taken for fire fighting purposes. Fire fighting systems are systems that are used solely for fire fighting purposes.

4.0 Council’s Rights and Responsibilities

4.1 Introduction

In general, South Burnett Regional Council:

- has the right to enter your property for the purpose of installing, reading, replacing or maintaining your meter between the hours of 6am and 6pm
- has the right to enter your property at other times if the situation is deemed an emergency or a breach of legislation is suspected (eg for sewer main blockages)
- officers are required to carry photo identification and produce it if requested, indicating their powers of authorisation under the respective legislation.

- has the right to impose on-the-spot fines for illegal use of water in accordance with any water legislation or restriction in force at the time, or connection or interference with Councils infrastructure, including water and sewerage infrastructure.

4.2 Service standards

South Burnett Regional Council sets standards for its water and wastewater services that are consistent with the organisation's corporate vision and commitment to customers and the natural environment. These are provided in *Section 7.0 Customer Service Standards*.

In general, Council will make every reasonable effort to:

- provide water and wastewater services on a continuous basis unless an interruption is required for emergency repairs or planned maintenance of the system
- supply high quality drinking water free from harmful organisms in accordance with the National Health and Medical Research (NHMRC) Australian Drinking Water Guidelines
- minimise overflows from the wastewater collection system and ensure affected areas are cleaned up and disinfected as soon as possible
- provide an acknowledgement of a complaint within 10 business days
- provide a resolution of a complaint within 15 business days, depending on the complexity of the complaint

Section 7.0 describes Council's Customer Service Standards. Once Customer Service Standards are approved, flyers are available on Councils website or from Councils Customer Service Centres.

4.3 Meter reading

Meter readings are used to calculate consumption charges that appear on the Council water rate notices.

Council reads water supply meters at six (6) monthly intervals.

In most cases the water meter is located in the footpath in front of the property. There are cases, however, where the meter is located inside the property and Council's meter reader or approved contractor will need to enter the property to take the reading.

Meter accuracy may reduce with increasing age or usage. In general, mechanical meters tend to slow down as they get older (i.e. they tend to record less consumption than actually occurs).

Council runs a meter replacement program. If the water meter is found to be damaged or not working then an estimate of the property's water consumption will be applied based on customers historical consumption. When a water meter is replaced, the final reading is recorded for billing prior to the new meter being installed. Meter replacement occurs at no cost to the customer except where the customer has damaged the meter.

Damage to meters and water services caused by the customer will be charged to the customer for the cost to repair the service.

4.4 Repairs and maintenance

From time to time, Council needs to undertake planned maintenance work and emergency repairs to the water supply and wastewater system.

For planned works Council will:

- provide written notice to the occupier of all affected properties at least 48 hours prior to commencing planned work
- undertake planned work that involves shutting down the water supply or wastewater system at a time
- minimises disruption to residents and businesses. Every reasonable effort will be made to perform this work between 8am and 3pm.

For emergency repairs and service faults, Council will, where possible:

- respond to service faults within quoted timeframes
- try to limit water interruptions to a maximum of four (4) hours
- provide alternative water supply throughout the interruption for customers with special needs, such as those who require water to operate life support or dialysis equipment

If, as part of the work entry into your property is required, Council will:

- make every effort to contact the occupier of the property prior to entering the property to undertake urgent repairs
- ensure that all Council staff and authorised contractors produce their identification card upon arrival and keep the identification card clearly visible whenever working within the property
- advise the occupier of the property as to the nature of the work required, the personnel and equipment that will be involved and the timeframe to complete the work
- undertake the work as carefully as possible with all effort made to minimise the impact to the property and disruption to the occupier
- leave a calling card after completion of the work if the occupier of the property is not present
- discuss any reinstatement works with the occupier prior to commencement
- make every effort to reinstate the property to its prior state as quickly as possible after completion of the work

In all circumstances Council will:

- undertake works in a safe manner in line with best practices and Councils safety procedures
- present ourselves in a neat and tidy manner
- conduct ourselves professionally and courteously at all times and refrain from any offensive behaviour or coarse language

4.5 Reinstatement of surfaces

In the majority of cases, water and wastewater mains and services are located beneath the street or footpath in front of the property. It is therefore necessary from time to time that landscaping and concrete driveways will need to be cut and excavated in order to repair or replace water mains and other infrastructure.

Council will take reasonable care in undertaking such works to find an alternative to cutting driveways where possible, but should an alternative solution not be viable, cutting may be unavoidable. Council will restore the driveway with plain concrete.

Some properties have decorative driveways with pavers, exposed aggregate, stamped concrete, tiles or slate surfaces that are difficult or impossible to reinstate to their previous condition. Council will undertake works to match the finish of decorative driveways as close as practicable.

4.6 Restriction of supply

Under the *Water Supply Act 2008*, Council may restrict the water supply to a property when the property owner:

- has not paid a water and wastewater rate notice
- has been provided with at least two reminder notices and has not sought assistance in paying the rate notice
- has failed, more than once in a 12 month period, to comply with any agreed payment plan.

By law, the water supply may be reduced to the minimum level required for the health and sanitation of the occupier, but not completely shut off.

Council will not restrict the supply if you are registered with Council for special health needs.

Resumption of full supply will occur when the reason for the restriction of services no longer applies, but will not exceed five business days.

5.0 Your Rights and Responsibilities

5.1 Introduction

In general, customers:

- are responsible for internal plumbing on their property. Internal plumbing should be maintained, including preventing tree root intrusion on wastewater pipes, and regularly checking for leaks on water pipes
- are responsible for ensuring their water meter is readily accessible by Council's meter readers
- are responsible for the cost of a wastewater blockage if caused by a covered inspection hole, defective fitting on their property or placement of inappropriate items in the wastewater system
- are required to notify Council of any dangers on their property e.g. dangerous dogs
- should advise Council if they require uninterrupted/high volumes of water (eg for use by life support or dialysis machines) so we are aware of the situation

- must ensure that stormwater drainage is not connected to or not permitted to enter the wastewater system through the overflow relief gully (ORG)

In addition, customers must allow an authorised person (officer) from Council to access to their property to:

- install, read, test maintain or alter meters
- replace meters and other equipment
- connect, restrict or restore supply
- inspect, make safe, operate, change, maintain, remove, repair or replace any SBRC infrastructure or equipment
- disconnect unauthorised connections to the system

5.2 Property connections

Property owners can lodge applications for water and wastewater connection works to Council using *Application for Water and Sewer Connection* form.

Application for Water and Sewerage Connection forms are available at SBRC Customer Service Centres or via Councils Website (<http://www.southburnett.qld.gov.au/water-and-wastewater>)

Upon receipt of a completed *Application for Water and Sewerage Connection* and payment of the appropriate connection fees, Council will provide the connection to the property within 10 working days.

5.2.1 Disconnection of water supply

If a property no longer requires water supply, Council can disconnect the existing service and remove the meter and meter box from the property. Fixed water supply charges will still apply. Applications for disconnection of existing connections can be made by lodging an *Application for Disconnection of Water Service* form.

Council offers a fixed price disconnection service for new meters less than 100mm in size. For larger sizes, a quotation will be provided on application. On receipt of the application, Council will provide a fixed price quote within 10 business days.

Council will undertake the disconnection works within 10 working days upon receipt of the application for disconnection and appropriate fees have been paid.

5.2.2 Disconnection of wastewater

If a property no longer requires an existing wastewater connection, the pipe connecting to Council's wastewater main must be cut off and capped by a licensed plumber to prevent water or soil entering the system. The connection pipe should be cut off as deep in the ground as is practical to avoid being damaged by future landscaping or building works. Fixed wastewater supply charges will still apply to the property.

5.2.3 Water Service Flow and pressure tests

Customers can request water flow and pressure information to their property should they consider the water service to be inadequate. Customers may lodge a Customer Request by contacting Councils Customer Service Centres 07 4189 9100.

Customers who request a water flow or pressure test will receive a written response within 10 working days outlining the results of the pressure and flow test, and any actions taken.

South Burnett Regional Council does not provide fire flow or pressure test services required to assess a customers fire system requirements. Customers are referred to private hydraulic consultants to undertake and assess this information at their expense.

5.3 No building near or over services

There are strict land development guidelines regarding structures being built near or over Council water and wastewater infrastructure. In general:

- building work near or over a water or wastewater main must not interfere with or adversely affect the function of the service or place any additional load on the service
- adequate access must be provided to the mains for future maintenance
- adequate access must be provided and maintained to access covers
- adequate access must be provided and maintained to wastewater connection points

Requirements for building near or over water and wastewater infrastructure are outlined in Queensland Development Code MP 1.4 – BUILDING OVER OR NEAR RELEVANT INFRASTRUCTURE (October 2013).

5.4 Metering

5.4.1 Special meter readings

Property owners can request a special water meter reading, for example:

- if the property is being sold and a water rate adjustment is required as part of final settlement figures
- if a tenancy agreement requires the tenant to pay or contribute to the water consumption charges.

Property owners and/or their agent can order a special water meter reading by contacting Council's Customer Contact Centre on 4189 9100. A standard fee is payable upon application. South Burnett Regional Council will take all reasonable action to provide the meter reading within 5 working days for non-urgent requests.

5.4.2 Sub-metering of multi-unit developments

Historically, multi-unit developments had two options for the management of their water consumption charges:

- option A - have the total consumption recorded by the master meter apportioned in accordance with Lot Entitlement and billed to each Lot owner separately through the rate notice

- option B - have the total consumption recorded by the master meter billed entirely to the Body Corporate

Pre-1 January 2008, sub-meters were not required to be installed and if they were installed were not owned by Council.

Post-1 January 2008 when sub-metering of multi-unit developments was introduced; the sub-meters are owned by Council, and located so they are easy to read and maintain. It is not mandatory to retro-fit submeters to existing multi-unit complexes. The Body Corporate can, however, elect to do so at its own cost.

During the planning of new multi-unit complexes, the developer must submit plans to Council showing the proposed arrangement of the internal plumbing, the proposed location of each meter to be installed.

The sub-meters must be accessible for reading and periodic replacement. Only meters approved by Council can be installed and all meters used in a complex must be of the same make.

After the sub-meters have been inspected, tested and approved they will become the property of Council. From that time onwards, the meters will be read, maintained and replaced by Council similar to standard individual property meters.

5.4.3 Meter accuracy testing

If the property owner is concerned that the water meter is not reading correctly, then the property owner can apply to have the meter tested. This can be done within 12 months of the relevant rate notice by lodging a Customer Request through Councils Customer Service Centre.

Council offers two different tests that are progressively more accurate but also progressively more expensive:

- option A - a field test using a second accurate Council flow meter
- option B – an independent laboratory test whereby the meter is removed tested offsite for accuracy of flow

The applicant must pay the fee for the test when the application form is lodged. For option A, Council will take all reasonable action to conduct the meter test and provide a meter test report within 10 business days following completion of the test.

For option B, Council will take all reasonable action to conduct the meter test and provide a meter test report within 20 business days following completion of the test. A replacement meter will be installed in place of the meter being tested for the duration of the test.

The prescribed margin for meter accuracy is defined by the National Measurement Institute *National Framework for Urban Water Measurement 2010*. If the meter is found to be registering within ± 5 per cent, or registering greater than 5 per cent less than the actual amount used in the test (i.e. the meter is running 'slow' and under-charging the

property owner) no refund or adjustment to the water consumption charge will be made. However, the meter will be replaced with a new equivalent meter as per Council's meter replacement program.

If the meter is found to be registering greater than 5 per cent more than the actual amount used in the test (i.e. the meter is running 'fast' and over-charging the property owner) Council will refund the testing fee and adjust the water consumption charge on the next rate notice for the estimated amount that has been over-charged. The meter will also be replaced with a new equivalent meter as per Council's meter replacement program.

5.4.4 Monitoring of water use and water leaks

Customers are responsible for all water use and water leaks on their property. Customers can monitor their water use by reading their water meter on a regular basis.

To perform a leak check, turn off all taps and water-using appliance in and around your property. Then check your water meter. If the dials on your water meter are moving there could be a leak. If there is no movement on the dials, there may still be a slow leak. To check this, do not use any water for at least 30 minutes, then take another reading. If the meter reading has changed, there may be a leak. To fix, check all fixtures and fittings or call a licensed plumber.

5.5 Bursts, blockages and spills

5.5.1 Wastewater blockages in private plumbing

The property owner is responsible for clearing blockages and repairing cracks or breaks to the wastewater plumbing within the property and down to the connection to Council's wastewater main. In cases where the connection of the private plumbing to the wastewater main is outside the property boundary, then the property owner is only responsible for the private plumbing from the first inspection opening.

In the event of a wastewater blockage, the property owner must contact a licensed plumber in the first instance to identify the cause. If the blockage is located within the property owner's area of responsibility then the property owner must pay for the cost of clearing the blockage and any associated repairs to the private plumbing.

If the plumber believes that the blockage is located within Council's area of responsibility then the plumber must contact Council as soon as possible to arrange for a Council officer to attend the property and liaise and inspect with the plumber in relation to the location of the blockage.

If the blockage is located within Council's area of responsibility, Council will clear the blockage and repair any infrastructure necessary, and reimburse reasonable charges from the plumber in attending on-site.

5.5.2 Water damage and wastewater overflows

From time to time, water mains burst and wastewater pipes get blocked with tree roots or other debris causing an overflow. This may result in damage to private property. If this occurs:

- property owners should contact their insurers in the first instance
- tenants should contact their insurers in the first instance in relation to any personal effects and advise the owner or property manager/agent of any damage to the property

Council recognises that such an event is distressing and will, without liability, assist owners and occupiers with support and advice throughout the process.

6.0 Complaints and Dispute Resolution

In the interests of improving customer service Council welcomes customer comments, enquiries and suggestions.

You are encouraged to contact Council for assistance on matters such as service difficulties and faults, account enquiries and general and technical enquiries. Council will maintain an after hours emergency contact service for emergency events related to water and wastewater systems such as a burst water mains or sewerage overflow and we will respond promptly to customer enquiries, complaints and requests.

6.1 Complaints Handling

If you have a complaint that can be justified against Council's stated service standards, we will investigate the complaint and take all reasonable action to solve the problem or address the issues promptly and effectively.

We will endeavour to resolve 90% of complaints within 15 working days of it being lodged.

6.2 Dispute Resolution

If the issue or difficulty proves more complex, development of a resolution will follow Council's complaint resolution process. If the dispute remains unresolved the customer may submit the complaint to the Ombudsman.

7.0 Customer Service Standards

The South Burnett Regional Council customer service standards outline commitments, responsibilities and standards you can expect from Council in relation to your water and wastewater service. The standards are provided to all customers connected to the

South Burnett Water Supply and Wastewater schemes, including Blackbutt, Kingaroy, Kumbia, Murgon, Nanango, Proston, Wondai and Wooroolin.

Service Standards are based on Key Performance Indicators (KPI's) which Council has developed through technical and public consultation. Annual reports highlighting Councils annual performance against these specified KPI's are provided on Councils website (The first Annual Report to be published is due January 2016).

Water Quality

| Water Quality Complaints per 1000 properties (S) (QC 4.10) | |
|---|---|
| Definition | <p>The total number of complaints received South Burnett Regional Council that relate to water quality from any type of water provided. A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors. Includes complaints received either in person, by mail, fax, phone, email or text messaging. With respect to water quality, this is any complaint regarding:</p> <ul style="list-style-type: none"> • discolouration • taste • odour • stained washing • illness • cloudy water (e.g. caused by oxygenation), etc. <p>It excludes complaints relating to:</p> <ul style="list-style-type: none"> • service interruption • adequacy of service • restrictions • billing and accounts • water pressure and leakage. <p>Complaints that require further investigation are those where the recommended action by South Burnett Regional Council does not quickly solve the customer's concern. For example, a recommendation to address discolouration would be to run the tap for a minute. If effective, a complaint requesting service would not be recorded.</p> |
| SBRC Service Standard | <p>Potable Supply Schemes: Less than or equal to ten (10) water quality complaints per 1000 connections per year</p> <p>Non-Potable Supply Schemes: Less than or equal to twenty (20) water quality complaints per 1000 properties per year</p> |

Interruptions and Continuity of Water Supply

| Total Water Main Breaks (S) (QG 4.5) | |
|---|---|
| Definition | <p>The total number of main breaks, bursts and leaks in all diameter water distribution and reticulation mains for the reporting period, including breaks caused by third parties.</p> <p>This excludes:</p> <ul style="list-style-type: none"> • breaks and leaks within the property service (i.e. mains to meter connection) • leaks, weeps or seepages that can be fixed without shutting down the main |
| SBRC Service Standard | Less than 15 breaks/100km of main |

| Incidence of unplanned water interruptions per 1000 connections per year (QG 4.7) (S) | |
|--|--|
| Definition | <p>An unplanned water supply interruption occurs when a property is without a service due to any cause. This is when the customer has NOT received at least 24 hours notification (or as otherwise prescribed by regulatory requirements) of the interruption. 'Customers affected' is the count of individual customers who experience loss of water supply due to an unplanned water supply interruption.</p> <p>This includes</p> <ul style="list-style-type: none"> • situations where the duration of a planned interruption exceeds that which was originally notified • all un-notified interruptions caused by third parties (include text response on proportion of third-party breaks if desired) <p>This excludes the following:</p> <ul style="list-style-type: none"> • Property service connection interruptions (unless they burst or leak requiring the water main to be shut down for repair and therefore affects multiple customers) |

| | |
|-----------------------|--|
| | <ul style="list-style-type: none"> • 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. <p>An unplanned water supply interruption is when the customer has not received at least 48 hours notification (or as otherwise prescribed by regulatory requirements) of the interruption. It also includes situations where the duration of a planned interruption exceeds that which was originally notified.</p> <p>In this circumstance the duration of the entire interruption is referenced.</p> <p>All un-notified interruptions caused by third parties should be included.</p> |
| SBRC Service Standard | Less than or equal to 20 unplanned water interruptions per 1000 connections per year |

Average Response time for water incidents (burst and leaks) (S) (QG 4.8)

| | |
|-----------------------|---|
| Definition | This is the average response time for water service incidents, regardless of whether the incident causes an interruption to customers. It is determined as the time it takes to get a person / team on-site to commence fixing the problem. |
| SBRC Service Standard | Potable Supply Schemes – less than 60 minutes Non-potable schemes – less than 120 minutes |

Sewerage

Sewer Main breaks/chokes per 100 km of sewerage mains per year

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|------------|---|
| Definition | <p>The sewerage main breaks and chokes indicator includes unplanned interruptions to the following infrastructure:</p> <ul style="list-style-type: none"> • All gravity sewer mains • All pressure mains (including common effluent pipelines, rising mains etc) • All vacuum system mains of any diameter. • Property connection sewers <p>The indicator excludes the following:</p> <ul style="list-style-type: none"> • Pipelines carrying treated effluent |
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|-----------------------|---|
| | <ul style="list-style-type: none"> Recycled water distribution and reticulation mains delivering water for urban areas; such mains are to be reported as water mains. <p>Sewer Chokes are a confirmed partial or total blockage that may or may not result in a spill to the external environment from the sewer system.</p> <p>A sewer break or leak is a failure of the sewer main which results in an interruption to the sewerage service.</p> |
| SBRC Service Standard | Less than 15 per 100km of sewer mains per year |

Average response time for sewerage incidents (including main breaks and chokes) (S) (QH 4.9)

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|-----------------------|---|
| Definition | This is the average response time for sewerage incidents. It is determined as the time from the notification of the incidence to the time it takes to get a person/ team on-site to commence fixing the problem. Average response time is based on individual schemes |
| SBRC Service Standard | Average Response time of 60 minutes |

Total Water and Sewerage Complaints

Total water and sewerage complaints (S) (QG 4.11)

| | |
|------------|---|
| Definition | <p>The total number of complaints received by SBRC that relate to water or sewerage services. A complaint can be a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by the water utility, its employees or contractors. Includes complaints received by the water utility in person, by mail, fax, phone, email or text messaging.</p> <p>Complaints include:</p> <ul style="list-style-type: none"> bursts leaks service interruptions adequacy of service water pressure water quality or reliability sewerage service complaints sewage odours affordability billings and accounts |
|------------|---|

| | |
|-----------------------|---|
| | <ul style="list-style-type: none"> • behaviour of staff or agents <p>Complaints relating to the following are excluded:</p> <ul style="list-style-type: none"> • government pricing policy • tariff structures <p>Complaints are those requiring further investigation where the recommended action by South Burnett Regional Council does not quickly solve the customer's concern. For example, a recommendation to address discolouration would be to run the tap for a minute. If effective, a complaint requesting service would not be recorded.</p> |
| SBRC Service Standard | <p>Potable Supply Schemes: Less than or equal to ten (10) water quality complaints per 1000 properties per year</p> <p>Non-Potable Supply Schemes: Less than or equal to twenty (20) water quality complaints per 1000 properties per year</p> |