CUSTOMER SERVICE STANDARDS

Water Supply & Sewerage Services – December 2024

Central Highlands Regional Council is responsible for providing water & sewerage services to residential, commercial and industrial customers. Council has determined and set appropriate levels of service standards for a range of performance indicators based on historical records for its water supply and sewerage services.

Service Continuity

Central Highlands Regional Council will take all reasonable action to provide its customers with reliable and continuous services. Council aims to minimise interruptions to services and system leakage through system monitoring, planned maintenance & appropriate budget allocations. Council is committed to ensuring assets are replaced as they reach the end of their useful life, via strategic capital works programs.

Planned & Unplanned Service Interruptions

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

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

Water Quality

Council will endeavour to ensure that water supplied:

- Meets the Australian Drinking Water Quality Guidelines.
- Is clear and free from objectionable odour and taste.
- Meets anticipated daily demand.

Sewerage Services

Council will endeavour to provide sewerage services that:

- Meets reasonable needs.
- Avoid odours, overflows and interruptions.
- Meets regulatory requirements.

Trade Waste Services

A Trade Waste Approval is required for any discharge of trade waste into Council's sewerage system. This approval will be issued under s180 of the Water Supply (Safety and Reliability) Act and in accordance with Council's Trade Waste Environmental Management Plan.

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Central Highlands Regional Council

Customer Service Performance Targets

Performance Indicators	Service Target
QG 4.5: Total Water mains breaks per 100km of water main The total number of main breaks, bursts and leaks in all Council owned water mains per 100km of water main for the reporting period. Breaks exclude those in the property service (i.e. mains to meter connection) and weeps or seepages associated with above ground mains that can be fixed without shutting down the main.	< 50
QG 4.6: Total Sewerage main breaks and chokes per 100km sewer mains The number of sewerage main breaks and chokes. Main breaks include any break or leak which may or may not result in raw sewage escaping Council infrastructure. Main chokes include partial or total blockages that may or may not result in raw sewage escaping Council infrastructure. This excludes raw sewage escaping property connections and pipelines carrying treated effluent.	< 30
QG 4.7: Number of unplanned water interruptions per 1000 connections per year An unplanned water supply interruption occurs when the property is without a water supply and excludes the following: • 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; and • Planned interruptions. 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 includes situations where the duration of a planned interruption exceeds that which was originally notified. Un-notified interruptions caused by third parties are included.	< 100
QG 4.8: Average Response time to Water incidents (including leaks and bursts) Response times to incidents affecting the continuity of water supply is the time from the initial call from the customer to the time taken to respond to the issue. This calculation excludes time of an event that may jeopardise the safety of Council employees i.e. electrical storm activity, high wind or extreme wet weather.	**Average Response Time** < 2 hours 90% of incidents Emerald, Blackwater & surrounds. < 3 hours 90% of incidents Rolleston, Tieri & Bauhinia.
QG 4.9: Average Response time for Sewerage incidents (leaks, breaks and chokes) Response times to incidents affecting the continuity of sewerage services is the time from the initial call from the customer to the time taken to respond to the issue. This calculation excludes time of an event that may jeopardise the safety of Council employees i.e. electrical storm activity, high wind or extreme wet weather.	**Average Response Times** < 3 hours 90% of incidents

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Performance Indicators	Service Target
QG 4.10: Water Quality complaints per year Drinking water quality complaints: • Total number of complaints received by the service provider relating to drinking water quality and which are attributed to the service provider's assets or action. This includes any complaint regarding discolouration, taste, odour, stained washing etc. It does not include complaints relating to service interruption, adequacy, restriction, pressure; • Service providers are not required to make judgments on whether the complaint is justified; • Complaints can be received through any medium e.g. face to face; telephone; letter; fax; email.	< 10 complaints per 1000 connections
QG 4.11: Total Water and Sewerage complaints per year Water and Sewerage related complaints: • Total number of complaints received by the service provider that relate to water or sewerage services, assets or action; • Complaints may relate to water pressure, water quality, odour, bursts, leaks, service interruptions, adequacy of service, behaviour of staff, affordability or billing and accounts. • Service providers are not required to judge whether the complaint is justified.	< 100 complaints per 1000 connections (Water) < 10 complaints per 1000 connections (Sewerage)
Standard Water Connection time	A minimum of 10 business days from request

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Billing

Sewerage charges are included in Council's rates notices which are issued twice per year following the adoption of Councils Annual budget. Water access and water consumption bills are issued separately, also twice per year.

Central Highlands Regional Council offers a range of payment options which are detailed on customer accounts.

Customer Responsibilities

Council requests customers assist in the provision of water & sewerage services by:

- Using only the amount of water you need – being "Waterwise".
- Maintaining the pipework & fittings on private property.
- Not placing any unauthorised substance or articles into toilets or sewers.
- Providing access to the water meter and access chambers (manholes).
- Notifying council of any faults as quickly as possible.
- Driving carefully through Council's construction & work sites.

Customer Assistance

Central Highlands Regional Council is committed to the on-going improvement of customers service and welcome any comments, complaints, enquiries or suggestions. Please contact Council using the following details.

Online	www.centralhighlands.qld.gov.au
Telephone	1300 242 686 - FREE CALL
In person	Council's Customer Service Centres: • 65 Egerton Street, Emerald (8:30am-5pm) • 10 Mackenzie Street, Blackwater (8:30am-5pm) • 4 Conran Street, Capella (8:30am-5pm) • 12 William Street, Duaringa (8:30am-5pm) • 29 Eclipse Street, Springsure (8:30am-5pm) • 17 Warrijo Street, Rolleston (9am-4:30pm) • Cnr Grasstree and Anncrouye St, Tieri (8:30am-5pm)
Email	enquiries@chrc.qld.gov.au for general enquiries
Mail	The Chief Executive Officer Central Highlands Regional Council PO Box 21, Emerald QLD 4720