



## Cloncurry Shire Council

# Water and Waste Water Customer Service Standards

July 2015

## Document Acceptance and Release Notice

This document is authorised for release once all signatures have been obtained.

**Chief Executive Officer Approval:** .....  
Signature Date

**Council Report:** 21 July 2015

**Council Minutes:** 21 July 2015

**Council Resolution:** 22.150721

**Submission to Regulator** TBC

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## **Overview of Corporate Plan**

### **Cloncurry Shire Council**

Cloncurry Shire Council adopted a new Corporate Plan 2014-2019 at its Special Meeting held on 23 July 2013. The Corporate Plan details Economic Strategies and outcomes and strategic Actions forming the basis from which other Council plans, policies and strategies are developed.

### **Our Vision**

Our communities are famous throughout Australia for being the friendliest in North West Queensland. Our towns are well serviced, our natural resources are used wisely, our local economy is diverse and strong. And the local government administration works collaboratively with us to achieve our aspirations.

### **Our Mission**

- Coordinated Infrastructure and Services – Infrastructure is strategically planned and well maintained to support growth and development of our communities.
- Diverse and Robust Economy – Our local economy is built upon the strengths and innovations created within the transport, agricultural and mining sectors.
- Innovated communities – Affordable and equitable access to community support systems providing a range of health, education, family and social services.
- Sustainable Population Growth – New residents are attracted to our communities because they are affordable, safe, attractive, family friendly and accessible.
- Integrates Natural Resources and Environmental Management – Our natural resources are used wisely to ensure the ongoing protection of the cultural heritage, environmental values and landscape amenity.
- Collaborative Governance and Strong Leadership – Our local government is proactive and identifies opportunities to work collaboratively with local residents to create liveable communities and build a sustainable future.

### **As Councillors and the Council, our focus will be on**

- Being accessible to the community
- Reflecting the values and needs of the community as a whole
- Advocating for the benefit of the region and its communities
- Collaborating and partnering with the community
- Providing responsible governance

## **Water and Waste; A Commercial Business Unit of Cloncurry Shire Council**

### **Overview**

Cloncurry's Environmental Department is a commercialised business unit of Cloncurry Shire Council with a charter for:

- Supplying safe, reliable drinking water to consumers
- Collection and treatment of domestic sewerage, commercial and industrial trade waste
- Collection and disposal of domestic, commercial and industrial solid waste
- Planning for and delivering water, wastewater and waste infrastructure
- Maintenance of the community's water, wastewater and waste infrastructure.

Environmental Services has three service delivery areas comprising of water supply, wastewater collection and treatment, and waste management.

For reporting purposes under National Competition Policy, Environmental Services is classed as providing two significant business activities, these being Water and Wastewater (collectively) and Waste Management.

Cloncurry Shire Councils Environmental Services, Water and Waste businesses are considered Type 1 business activities under the Local Government Act 2009. Accordingly, these businesses have been commercialised under this legislation and report to Council as such.

## Vision

To be recognised as a customer focussed provider of quality services to the Cloncurry community that:

- Values innovation and continuous improvement in the delivery of our services, and
- Fosters input from staff and the community into our decision-making processes

## Mission

To deliver quality and reliable water, wastewater and waste services that meet the needs of our community. In all undertakings Water and Waste strives to achieve service provision to the Cloncurry community in a manner which maximises both Council and community ideals. This is achieved through economic, social and environmental objectives being assessed in all stages of Water and Waste operations from long term planning through to operational delivery.

## Purpose of Customer Service Standards (CSS)

As indicated in Section 2.1 of the Queensland Governments CSS Guideline, 'a Customer Service Standard is intended to protect customers of a service provider who do not have contracts with that provider, by ensuring they are adequately informed as to the service they are receiving, the level of service they can expect to experience, and how they interact with the provider'.

These Customer Service Standards are effective from 1 July 2014 to 1 July 2017 unless amendments are required by the guideline. These Customer Service Standards will be effective once adopted by Council resolution and can only be varied upon submission to the Regulator.

## Council's Obligations

The *Water Supply (Safety and Reliability) Act 2008* requires Council to implement measures to ensure the continuity of services. Council is required to quantify these measures and supply a copy to its customers. Customer Service Standards aim to provide details on the following:

- The level of service expected for the delivery of water, wastewater and waste services
- The expectations we have for our customers
- Processes for establishing new services, billing, metering, customer consultation, lodging complaints and dispute resolutions
- Recovery of general Residential and Commercial waste for disposal

These CSS also take into account provisions outlined in the *Local Government Act 2009*, the *Information Privacy Act, AS 3500*; *Integrated Planning Act, Plumbing and Drainage Act; AS3565* and the *Water Supply (Safety and Reliability) Act 2008*.

The Customer Service Standard does not apply to areas normally covered by the CSS during periods of declared natural disasters, until as soon as practicable after the affected normal services have been restored.

## **Expectations and responsibilities of Our Customers**

In addition to paying for Water Supply, Waste Water and Waste Services in accordance with Cloncurry Shire Council's Schedule of Fees and Charges, Cloncurry Shire Council's Water and Waste Department expects our customers to assist us in providing services by:

- Applying to Water and Waste, and receiving approval before connecting to Council's Water and Waste systems;
- Using water in a 'waterwise' manner; adhering to permanent water conservation measures and water restrictions
- Maintaining internal property pipes and fittings (Water and Wastewater) in accordance with obligations under 128G of the *Plumbing and Drainage Act 2002* and *AS3500.1:2003*
- Engaging a licenced plumber to complete work internally on your property;
- Not building structured over water or sewer mains and selecting garden vegetation that won't damage water supply and sewerage infrastructure;
- Sewer manholes should not be covered or obstructed by soil, mulch, retaining walls, vehicle or anything else that would inhibit access by Council;
- Residents are responsible for ensuring that access to manholes on their property is available at all times;
- If a manhole is obstructed and Water and Waste need to gain access, any obstructions will be removed and the owner notified, where possible consultation with the owner will occur to plan the works;
- Notifying us of any faults that you have encouraged so that we can rectify problems as soon as possible;
- Preventing the discharge of stormwater into the wastewater network;
- Taking care not to discharge prohibited substances into sewers;
- Only place material as advised by Council into domestic waste bins;
- Notifying Council of any missed services to be collected within 24 hours;
- Position bins at kerbside for collection according to advice provided by Water and Waste;
- Place waste bins on the kerbside of the road on correct collection day;

## **Customer Service Standards**

### **1. New Services**

If customers wish to apply for a water or sewerage connection or kerbside waste collection within the serviced area, they will need to submit application forms together with appropriate fees to Council. State government legislation provides timeframes for processing these applications. The application forms are available from Council's Office, on the website [www.cloncurry.qld.gov.au](http://www.cloncurry.qld.gov.au) or by calling 07 4742 4100.

#### *1.1 New Water Supply and Sewerage Connections*

### 1.1.1 Minimum Water Pressure

Minimum water pressure supplied to the customer will endeavour to meet the minimum guidelines set in the design guidelines of the FNQROC development manual

### 1.1.2 Standard 20mm Domestic/Urban or Recycled Water Service

A standard 20mm Domestic/Urban or Recycled water service will be installed at the scheduled rates providing that;

- The water main is on a standard 2.7-2.8 meter alignment for urban residential properties or 1.0 meters off the carriageway for low density residential properties.
- There are no driveways, footpaths without conduits installed which would inhibit the installation of a Standard Service.
- If any of the above criteria cannot be met, the service will be installed at actual cost and you will be provided with an estimate prior to the service being installed.

### 1.1.3 Wastewater connections

Please note that under current Council Policy, if a sewerage system is available to the property, the property owner is required to connect the system.

## 1.2 *New Waste or Recycling Services*

To apply for a new domestic wheelie bin, customers will need to notify Council by calling 07 4742 4100, or by visiting the Council office at 38-42 Daintree Street, Cloncurry.

## 1.3 *Water Meters*

A water meter will be installed as part of a new water service connection and will remain the property of Council. The alignment of water meters will be in accordance with section 1.1. The meter will be used as the basis of any consumption component of water charges.

Council will maintain water meters within industry standards limits of accuracy (ie  $\pm 4$ ) as seen below in table 1, taken from AS3565.4-2007.

Table 1

Criterion					
1		2		3	
Upper and lower error of sample	Compliance testing period	Upper and lower error of sample	Compliance testing period	Upper and lower error of sample	Compliance testing period
$\leq\pm 2.0\%$	1920 kL or 8 years	$\leq\pm 3.0\%$	1440 kL or 6 years	$\leq\pm 4.0\%$	960 kL or 4 years

Where a customer has reason to doubt either the accuracy or reliability of their water meter, Council will offer to test the meter for the fee prescribed in Council's fees and charges. If the meter is found to be defective and resulting in overcharging, the overcharged amount will be refunded and no fee will be charged for that meter test.



## 2. Existing Services

### 2.1 Service Alterations

Service alterations can be requested in writing by the customer. Council staff will inspect the site and proposed alterations and if changes are possible will provide a quote for alteration works to the customer.

### 2.2 Disconnection of Water Services

If a customer no longer requires a water supply they may apply in writing to Council for disconnection.

### 2.3 Disconnection of Wastewater Services

If a customer no longer required a sewerage supply, they will need to submit application forms together with appropriate fees to Council.

These forms are available from Council's website [www.cloncurry.qld.gov.au](http://www.cloncurry.qld.gov.au) or by phoning Council on 07 4742 4100.

### 2.4 Reconnection of Water or Wastewater Services

If customers wish to reconnect water or sewerage services, customers will be required to apply for such and will be required to pay a fee to cover the reconnection service. Services can be reconnected by a licenced plumber/drainier with the design and inspection of the works undertaken by Council's Plumbing Inspector. (Please note that an additional fee is levied for this service).

### 2.5 Waste

#### 2.5.1 Additional Service

An additional bin can be requested by Contacting Council on 07 4742 4100 or by visiting Council's office at 38-46 Daintree Street, Cloncurry.

This service is an additional service and will be charged out as per Cloncurry Shire Councils set fees and charges on rates notices.

#### 2.5.2 Replacement Services

If customers have waste bins that are in need of replacement this can be arranged free of charge by calling the Cloncurry Shire Council Office on 07 4742 4100.

### 2.6 Damage to Infrastructure and Works and Repairs

Section 192 of the *Water Supply (Safety and Reliability) Act 2008* lists interfering with service provider's infrastructure and details the following:

- (1) A person must not, without the written consent of a service provider, interfere with a service provider's infrastructure.

Maximum penalty – 1000 penalty units.

- (2) A person must not, without the written consent of a service provider, build over, interfere with access to, increase or reduce the cover over, or change the surface of land in a way causing ponding of water over an access chamber for, a service provider's infrastructure.

Maximum penalty – 500 penalty units.

- (3) However, despite subsections (1) and (2), a person does not require the written consent of the service provider if the person carries out building work for a building or structure

on a lot that contains, or is adjacent to a lot that contains, a sewer or water main of the service provider.

- (4) In this section – building see the *Building Act 1975*, schedule 2. Building work see the *Building Act 1975*, section 5. Structure see the *Building Act 1975*, schedule 2.

### 2.7 Trade Waste

Industrial and commercial customers may discharge treated trade waste to the sewerage system provided the customer first has obtained a 'Trade Waste Permit' or entered into a "Trade waste Agreement" with Council.

Cloncurry Shire Council will only accept trade waste into the sewerage system where there is no likelihood that the trade waste will harm the system, will not pose any risk to the health and safety of sewerage workers, will not inhibit biological processes at the waste water treatment plant, will not accumulate in bio-solids making their re-use difficult or impractical and will not contain contaminants that may pass through the waste water treatment plant untreated resulting in environmental contamination. All trade waste discharged to sewer must meet all the requirements contained in Council's Environmental Management Plan (EMP).

### 2.8 Subsidiary Meters

For properties built after 2008, it is compulsory for all new multi-unit dwellings to have subsidiary water meters installed at construction.

<b>General Info</b>	<b>Council will supply meters at owners cost with meters installed adjacent existing meters by a Council plumber at owners cost. One subsidiary meter per unit plus one master meter.</b>
<b>Application</b>	Applicant to complete and submit Application for Compliance Assessment <a href="#">Form 1</a> . All of the owners of the property must agree with the installation and revised billing arrangement.
<b>Council Fees</b>	Refer to Fees & Charges
<b>Meters</b>	Applicant to purchase meters from Council
<b>Installation</b>	At owners cost. To be installed by a Queensland Licenced Plumber in accordance with relevant laws, standards and Council's policies (adjacent to primary meter on property).
<b>Inspection</b>	Council Plumbing Inspector to verify the subsidiary water meter installed as approved.
<b>Reading</b>	Council will read all registered meters at the designated meter reading cycle.
<b>Billing</b>	Council will bill each unit owner direct for water used and the body corporate for common property as revised agreement.
<b>Maintenance</b>	Council will maintain all meters, which are the property of the Council.

### 2.9 Water restrictions

Council has permanent water conservation measures in place and designated watering times.

In certain instances, additional water supply restrictions may need to be imposed by Council. These circumstances may include:

- During a drought, or on the anticipated approach of a drought, where the water supply needs to be protected;
- To ensure continuity of supply where there are short term problems with system capacity as asset performance;
- Council imposed policy.

### 3. Charges and Customer Accounts

#### *3.1 Rates, Fees and Charges*

Rates, fees and charges will be set annually by Council resolution. Water services are subject to annual connection fee and volumetric fees based on water consumption. Different rates exist for residential and commercial volumetric use. Water meters are read approximately every 6 months with a consumption notice once annually and excess water charges invoiced within rates notices.

Unmetered properties will be charged a fee based on the deemed reasonable consumption for the particular premises.

Sewerage services are subject to an annual charge per property.

Waste services are subject to an annual charge per property. This entitles residents to one waste 240L wheelie bin collection per week.

Additional statements of account will be available to customers upon request. However, a fee will be charged for this additional service.

Council may charge customer's interest on overdue accounts as prescribed in Council's Revenue Policy.

If customers pay by a cheque which is not honoured for any reason, Council may include any costs incurred in the process of receiving payment with the next account.

#### *3.2 Assistance with Paying Accounts*

Council has a range of payment options and can negotiate special financial arrangements to assist customers experiencing hardship in the payment of accounts. Information on these options is available from Council.

#### *3.3 Debt recovery and flow restrictions*

Council has a specific Debt Recovery Policy detailing the timeframes of notification and customer rectification timeframes. Full details can be found on Council's website.

#### *3.4 Special Meter Reads*

When customers sell their home or there is a change of tenancy, customers can request a special water meter reading to determine the amount of water used. Customers will be charged a fee to cover the cost of this service.

### *3.5 Averaging of Water Consumption*

In certain circumstances, Council may need to estimate customer water consumption charges. Such estimation will be based on either past usage records or use by similar customers under similar circumstances. The estimate may be necessary where:

- A water meter is shown by test to be recording inaccurately;
- A water meter ceases to register;
- A water meter is damaged and is unable to be read;
- A water meter is dysfunctional due to maintenance reasons and deemed to be recording inaccurately;
- Access to the water meter is prevented; or
- An illegal connection has been made and/or meter has been tampered with.

In circumstances where the meter is located within the customers property, it will be the customer's responsibility to ensure their water meter is accessible to meter readers (ie not overgrown with vegetation, etc.). where averaging of water consumption has been estimated for at least 2 consecutive bill periods, immediately prior to the current read attempt, access needs to be arranged to avoid meter relocation at cost to property owner's and/or further penalty shall apply.

## **4. Customer Assistance**

### *4.1 Customer Assistance Provisions*

Council can provide customer support in specific circumstances as outlined below.

#### 4.1.1 Provision of assistance in the instance of sewer blockage

Any damage caused by a sewer blockage should be documented and sent directly to the customers insurance company who will liaise with Council's insurance provider.

Council will assist with clean-up to a point where the area is no longer a health risk. This may include bringing in professionals to clean flooring.

If the premises are uninhabitable and residents do not have alternative accommodation, Council may assist with accommodation for 24 hours.

#### 4.1.2 Private plumber works reimbursement

Where works have been conducted by a private plumber on sewer infrastructure and the problem has been identified as Council's, the plumber is to notify Council to investigate. Where Council confirm that the cause of the problem was in fact Council's issue, the customer after paying the plumbing bill in full, may apply to Council for reimbursement of a percentage deemed reasonable by Council.

#### 4.1.3 Odour complaints

Council will attend the site of the odour complaint, investigate possible causes and notify the customer of any findings. Where the issue is of Council's responsibility, Council will rectify at no cost to the customer.

#### 4.1.4 Sewer main infrastructure within a body corporate

Where a sewer main passes through a gated community to service properties beyond the boundary of the community, Council will maintain the trunk infrastructure within the body corporate area.

#### 4.1.5 Private sewer pump stations

Within a gated community, the private pump station and associated maintenance is the responsibility of the body corporate.

In instances of overflow that are not being addressed, Council will notify EHP as a duty of care. If Council are called to site by a customer within the body corporate and they attend site, they will assist the customer to ensure the site is safe and notify them of the issues found during the investigation to notify the body corporate for repair and action. Recovery cost is at the discretion of Council.

#### 4.1.6 Water main break causing property inundation

Any damage caused by water main break should be documented by the owner/occupier who should directly consult their insurance company who will then liaise with Council's insurance company.

Council will assist with clean-up to a point where the area is no longer a safety risk.

If the premises are uninhabitable and residents do not have alternative accommodation, Council may assist with accommodation for 24 hours.

#### 4.1.7 Concealed leakage on private property

Council will provide assistance to qualifying residential and not for profit water customers who have larger than normal water accounts due to the existence of a concealed leak. Provision of assistance is subject to conditions and fees for this assistance is calculated 'at-cost'.

#### 4.1.8 Water quality complaint

Council log water quality complaints in their InfoXpert system. These complaints are provided to the appropriate operational staff member/s for actioning. This may include flushing of water mains or assistance with a more detailed investigation of the customer's internal plumbing.

#### 4.1.9 Repair broken water meter

Where the water meter is accidentally damaged, the customer is advised to contact Council. The water meter may be repaired at Council's cost. However, if repeat incidents occur, Council may pursue charging the property owner to recover the cost of the works conducted.

#### 4.1.10 Leakage on a commercial property

When a commercial property makes a complaint regarding potential water leaks, Council will in the first instance conduct a water main check. If this does not identify an issue or highlights the water meter is in need of replacement, Council may replace the water meter and run a series of tests to help determine the identify any leaks. Any leak repair required on the private property, will be the responsibility of the property owner.

#### 4.1.11 Illegal standpipe use

When a private standpipe/illegal connection is identified by Council staff, the illegal connection in question will be confiscated and destroyed. Details will be provided by Council employees to the person in question regarding application for a metered standpipe or applying for a connection.

#### 4.1.12 Access road maintenance to infrastructure

Where specific access road maintenance requirements are included in easement documents, Council will honour these specifications. Where there are no specifics, Council will maintain access roads to infrastructure to a 4WD standard and will maintain drainage to ensure adequate flows during a rain event.

#### 4.1.13 Customer driveway reinstatement

Where works conducted by Council damage private driveway over Councils verge, repair and replacement of the driveway will be undertaken by Council where possible. Often due to supplier/product changes, direct matches to existing driveways may not be able to be provided and a suitable alternative will be used.

### *4.2 Customer Consultation*

Cloncurry Shire Council will inform customers on matters relating to water supply, sewerage and waste services and on other issues such as charging and complaints handling. Customer communication may include distribution of published brochures, social media such as Facebook to advise customers of any system change that may have a significant effect on local service level's (eg. water restrictions), or other options as appropriate.

Cloncurry Shire Council places a high level of importance in engaging with the community. One of Council's commitments is to "keeping the community informed" which is outlined in its Communication Policy which was adopted by council on 14 July 2014. This policy can be viewed on Council's website or by visiting the Council office during business hours.

### *4.3 Complaints and Dispute Resolution*

If customers have a complaint regarding customer service standards, Council will investigate the complaint and take all reasonable actions to solve the problem or address the issue promptly and effectively. Cloncurry Shire Council endeavours to respond to 95% of customer contacts, including complaints within 5 working days of being lodged.

If the issue proves more complex, development of a solution will follow Council's complaint resolution process. Key steps in the process are:

- A representative of Cloncurry Shire Council will respond within not more than 10 working days after a complaint has been lodged;
- Where this response indicates the need for further assessment, customers will receive a second written reply within a further 10 working days;
- Where complains are not resolved within these 20 working days, the customer may refer the complaint to the Chief Executive Officer for conciliation, investigation and resolution. This step will be available to customers provided they have previously registered their complaint with Cloncurry Shire Councils respective Environmental Services staff;
- The Chief Executive Officer, in consultation with all parties, will investigate the complaint and recommend a solution. This may or may not require a formal meeting with the customer and appropriate representatives of Council.

### *4.4 Entry to Private Property*

In certain circumstances, representatives of Council may need to enter a customer's property to carry out investigations and/or maintenance work to either water or sewerage

infrastructure. To limit any inconvenience, Council will attempt to carry out this work during business hours, except in emergencies.

For planned work within a property, Council will provide customers with a minimum of 48 hours advance notice. In an emergency, Council will inform the occupier, if present, of the repairs to be undertaken and the anticipated duration of the work. Council will also endeavour to inform customers when the work is complete.

All Cloncurry Shire Council representatives will be readily identifiable from their staff identification badge and clothing clearly marked with Council's logo.

#### *4.5 Emergency Assistance*

Cloncurry Shire Council maintains a 24 hour emergency contact service (0429 022 766) for emergency events related to service systems such as a burst water main or sewerage overflow.

### **5. Other Services**

In addition to the standard services available, Cloncurry Shire Council can also provide the following services upon request:

- Planning, design documentation and construction of water, wastewater and waste services infrastructure;
- Demand management services including meter testing;
- Hydraulic information on reticulation works; and
- Plumbing plan information.

#### *5.1 Water Stand Pipes*

Cloncurry Shire Council will lease metered stand pipes for the taking of water from the reticulated water network. There are short and long-term options available. Forms and hire rates can be obtained by visiting the Council office.

#### *5.2 Acceptance of Waste from On-site Treatment Systems*

Properties with on-site sewerage treatment and disposal systems (eg. Septic Tanks) will need to arrange for pump-outs on a periodic basis. Cloncurry Shire Council provides this service weekly on Tuesday's and Thursday's. Forms and pump-out rates can be obtained by visiting Council's office.

## 6. Performance Targets

### 6.1 Customer Assistance Key Performance Indicators (KPI's)

	Performance Indicator	Performance Measure	Goal
Customer Assistance Performance Goal	Installation of new residential water connection	Working Days	15
	Number of properties that do not receive 48 hours advance notice for planned water and sewerage works	Number	0
	Average time taken by Council to respond to customer calls	Number of rings	4
	Customer requests completed within prescribed timeframe	Working days	95%

### 6.2 Performance Targets for Water and Wastewater

#### Water

	Performance Indicator	Performance Measure	Target
Day to Day Continuity	Number of connections experiencing unplanned interruptions	Per year	200
	Number of connections experiencing planned interruptions	per year	70
	Time for restoration of service	% of services restored <5 hours	98%
	Response /reaction time to incidents (emergency)	% of response to emergency <30 min	98%
	Response/reaction time to incidents (all events)	% of response to incident <24 hours	95%
	Connections receiving 1 interruption per year	% of connections	10%
	Average interruption duration – Planned	Hours	1.5
	Average interruption duration – unplanned	Hours	1.5
	Relative incidences of planned and unplanned interruption water incidents	Ratio	1:20



Adequacy and quality of normal supply	Minimum pressure at property boundary	kpa	200
	Maximum pressure at property boundary	kpa	600
	Drinking water quality complaints	per year	<5
	E. Coli result for class D recycled water	Less than 1000 cfu/100mL (of samples taken for a 12 month period)	95%
	Drinking water quality incidents	per year	<10
	Urban / rural supplies – E. Coli	Nil per 100mL	98%
	Urban / rural supplies – Turbidity	< 5 NTU	95%
	Urban / rural supplies – pH	6.5 to 8.5	95%
	Urban / rural supplies – colour	Up to 15.0	98%
	Continuity in the long term	Water main breaks and leaks	per year
Sewerage overflows		per year (gravity and rising main)	<5
Sewerage overflows to customers properties		Per year	<2
Odour Complaints		Per Year	<2
Response / reaction time to incidents (all events)		% of response to all events < 24 hours	98%
Response / reaction time to incidents (emergency)		% of responses to emergency < 1 hour	98%
Priority one events when service restored within 5 hours		% restored within 5 hours	95%
Sewer main breaks and chokes		per year	<10
Effective transport of sewerage			
Continuity in the long term			

## Cloncurry Shire Council Contact Details

Website: [www.cloncurry.qld.gov.au](http://www.cloncurry.qld.gov.au)

Email: [council@cloncurry.qld.gov.au](mailto:council@cloncurry.qld.gov.au)

Council Office Phone: 07 4742 4100

After Hours Emergency: 0429 022 766

Facsimile: 07 4742 1712

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