



RICHMOND SHIRE COUNCIL

ABN 47 039 843 844

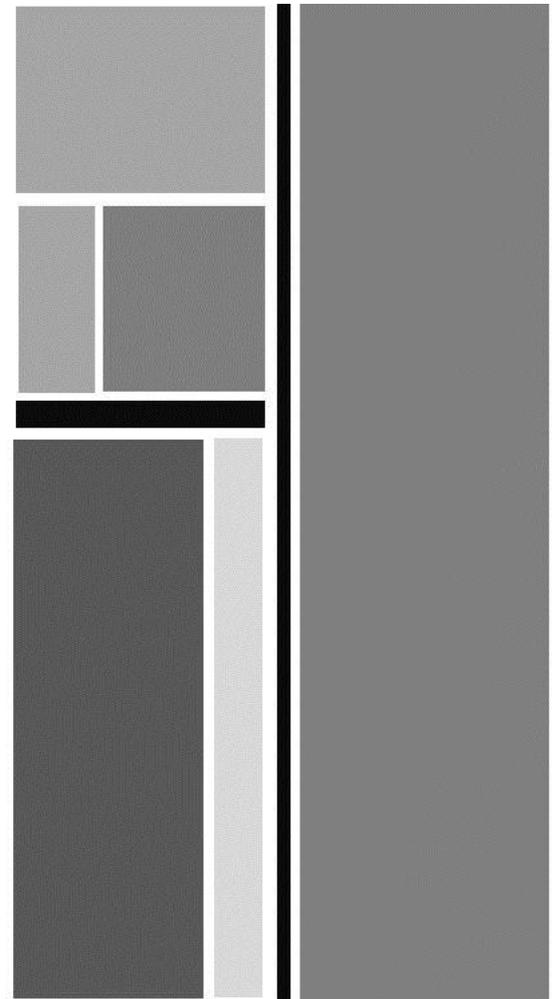
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CUSTOMER SERVICE STANDARDS FOR WATER SUPPLY & SEWERAGE SERVICES

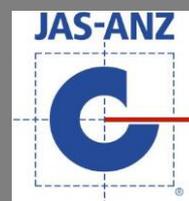




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CUSTOMER SERVICE STANDARDS FOR WATER SUPPLY & SEWERAGE SERVICES



1. INTRODUCTION

Richmond Shire Council (RSC) is committed to delivering quality and reliable water and sewerage services to its customers. This Customer Service Standard outlines the level of service that RSC water and sewerage customers can expect and the targets that RSC strive to achieve.

Levels of Service are based on statutory obligations and annual planning, currently accepted industry standards and community expectations.

The Customer Service Standards also describe the process for service connection, billing, customer consultations, shared responsibilities and dispute resolution.

2. SERVICE STANDARDS

Performance Indicator	Performance Measure	Target
Water Services		
Water Main breaks	Per 100km / year	<30
Incidents of unplanned interruptions	Per 1,000 connections / year	<50
Water quality related complaints	Per 1,000 connections / year	<10
Average response time for water incidents (bursts & leaks)	% of response to incident <4hrs	>98%
Sewerage Services		
Sewer mains breaks and chokes	Per 100km / year	<20
Average response time for sewerage incidents (main breaks & chokes)	% of response to incident <4hrs	>98%
Combined		
Total water and sewerage complaints (any nature)	Per 1,000 connections / year	<100

3. PROCESSES

3.1 Service Connections

Property owners who wish to connect to the water or sewerage service need to submit an application form to RSC, along with the fee. Service connections are approved if the property has access to the reticulated water or sewerage service and the water main or sewer line is capable of providing the required service. The installation of a new service connection is usually undertaken within 30 days of receiving the completed application form and fee.

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3.2 Billing

In the townships of Richmond and Maxwelton, an annual water and sewerage charge consisting of a fixed number of units is charged.

RSC levies charges half yearly generally in the months of February and August, and these are included in the Rates Notice. Information about how to pay the bill is included in the Notice, including in person at the council office (cash, cheque, money order or EFTPOS), by mail (cheque or money order), or by phone (credit card).

RSC offers a 15% discount off general and 10% of services charges if paid within 30 days. If you are posting your rates payment, please ensure sufficient time to allow for any potential postal delays. Pensioner rebates are also provided, please discuss with RSC.

For the current schedule of fees and charges, visit the RSC website:

<http://www.richmond.qld.gov.au/>

3.3 Customer Consultation

The methods that RSC uses to communicate with its customers include:

- Mail out with Rates Notice;
- RSC website;
- Letter box drop, door knocking;
- Public consultation sessions and
- Community Broadcasts.

3.4 Complaints and Dispute Resolutions

Customers may lodge a complaint in person, by calling the RSC office or in writing addressed to the Chief Executive Officer (CEO). On receipt of the complaint RSC will undertake the following steps:

- Immediately register the complaint in our system;
- Assign a staff member to investigate the complaint;
- Investigate the complaint as soon as possible and efficiently and
- Close the complaint off and inform the customer of the outcomes, if required.

If you are not satisfied with the outcome you may have the resolution reviewed by the CEO, or considered at a Council Ordinary Meeting. If you are still not satisfied with the outcome, you have the right to take your concerns to the Energy and Water Ombudsman Queensland.

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3.5 Water Restriction

RSC reserves the right to impose water restrictions in order to effectively manage water resources and prevent adverse impacts from potential drought conditions. Notices relating to water restrictions are communicated to customers using the methods mentioned in section 3.2

3.6 Shared Rights and Responsibilities

RSC and its customers have rights and responsibilities associated with the provision of water and wastewater services, including:

- RSC employees have the right to enter private property at any reasonable time to inspect, operate, repair, maintain or remove council water or sewerage infrastructure;
- RSC is responsible for maintaining water meters and the pipes between the water main and the water meter and
- Property owners are responsible for all plumbing fixtures between the water meter and water taps, and all sewerage fixtures and pipes up to the point where they connect the council system.

4. CONTACT INFORMATION

Telephone: (07) 4741 3277
Email: enquiries@richmond.qld.gov.au
Website: www.richmond.qld.gov.au
Office Hours: 8:20am – 5:00pm Monday to Friday, excluding Public Holidays
Address: 50 Goldring Street
PO Box 18
Richmond, QLD 4822

5. REVIEW

In accordance with Queensland legislation, the Customer Service Standards will be reviewed in September 2020, unless RSC deems an earlier review is necessary.

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