

# CUSTOMER SERVICE CHARTER

This charter sets out standards of service our customers can expect.

## THE CHARTER PROVIDES:

- ✓ KPIs for Wide Bay Water services including drinking water, recycled water, sewage collection and treatment.
- ✓ The process for service connections, billing, metering, accounting, customer consultation, complaints and dispute resolution.

## OUR PURPOSE

Wide Bay Water is a customer-focused commercialised business unit of Council delivering sustainable water, sewerage and waste services to 100,000 people with 40,000 connections, to build better communities.

We are committed to building better communities by:

- ✓ Providing safe, drinkable water in line with Australian Drinking Water Guidelines
- ✓ Treating sewage and managing recycled water and biosolids using environmentally sustainable practices
- ✓ Collecting and optimising the recycling and reuse of solid waste

Our service area covers Hervey Bay, Maryborough, Tiaro, Torbanlea, Howard and Burrum Heads.

The region's water network includes: Lake Lenthall, Cassava Dam, two weirs on the Burrum River and Teddington Weir on Tinana Creek and Mary River at Tiaro. Water is purified at four treatment plants and wastewater is treated at eight treatment plants.

Wide Bay Water also has an industry-leading wastewater re-use scheme for the irrigation of canefields, turf farms and our own hardwood plantations (500 hectares and growing). By recycling treated wastewater we are protecting marine environments from high nutrient levels and also putting it to good use on land.

The level of services is enabled through the pro-active management of an extensive network of infrastructure assets.

## OUR VALUES

Our values guide our interactions with customers. Our values are:



### TRUST

We do what we say we are going to do;  
We are open and honest with each other; and  
We treat each other fairly.



### RESPECT

We treat each other like we would want to be treated;  
We listen before we talk; and  
We seek and value the contribution of others.



### ACCOUNTABILITY

We take responsibility for our own actions and performance;  
We hold each other accountable; and  
We admit mistakes and put things right.



### INITIATIVE

We look to make things better;  
We encourage new ideas; and  
We empower people to make decisions.



### TEAMWORK

We work openly and share information;  
We rely and depend on each other; and  
We support each other.



### SERVICE

We work safely;  
We make our customers the focus of everything we do; and  
We provide fair, flexible, innovative and reliable service.

# CUSTOMER SERVICE CHARTER

Performance Indicator	Target
Supply required pressure and flow rate	200kPa @ 20 litres/minute
Connecting property to water network	Within 20 working days (after receiving application and payment)
Water main interruptions	<100 unplanned interruptions for every 1000* properties connected to our system
Water service restoration	<5 hours for 95% of incidents caused by unplanned interruptions to supply.
Effluent compliance with Environmental Authority	100%
Provision of drinking water that complies with the Australian Drinking Water Guidelines issued by the National Health and Medical Research Council	100%
Water quality complaints per 1,000 connections	<5 Drinking water*
Total water and sewerage complaints per 1000 connected properties	<40 Total water and Sewerage*
Sewage overflows onto customer properties per 1,000 connections	<5*
Response to interruptions to water and waste water services	<1 hour
Water main breaks	<20 per 100km of main*
Sewerage main breaks or chokes	<60 per 100km of main*

\*Per annum

## YOUR ACCOUNT

Fraser Coast Regional Council issues rate notices three (3) times per year. These notices are issued in July, November and March. Notices are issued via post or email. The rates notice includes the water and wastewater charges.

The water and wastewater utility charges are established to recover the cost of Council providing the infrastructure, and also the cost of its ongoing operations and maintenance. Further information explaining the basis for these charges is available annually as part of Council's Budget resolution.

The rates notices includes charges for water consumption which is measured and charged in kilolitres.

All water that passes through your water meter is your responsibility, so we encourage you to read your meter regularly to monitor consumption and detect problems such as water leaks.

The access and consumption charges are reviewed by Council annually.

There are also fees and charges that apply to water services, including sewer blockages, water meter repairs, disconnection and reconnection of water.

More information can be found on the Council fees & charges page: [www.frasercoast.qld.gov.au/fees-charges/council-fees-charges](http://www.frasercoast.qld.gov.au/fees-charges/council-fees-charges)

Interest will be charged on all overdue rates or charges from the day the rates or charges become overdue. For a list of fees and charges, or to obtain a water service application form, go to [www.frasercoast.qld.gov.au](http://www.frasercoast.qld.gov.au)

Fraser Coast Regional Council provides assistance to ratepayers who are experiencing financial hardship.

The management of financial assistance is detailed in the Fraser Coast Regional Council's Financial Hardship Policy.

The policy can be accessed on Fraser Coast Regional Council Website [www.frasercoast.qld.gov.au](http://www.frasercoast.qld.gov.au)

# WATER RESTRICTIONS

It is the customers responsibility to be aware of water restrictions that are in place. The current water restrictions are available here: [www.frasercoast.qld.gov.au/water-restrictions](http://www.frasercoast.qld.gov.au/water-restrictions)

WIDE BAY  
water 

A Business Unit of  Fraser Coast  
REGIONAL COUNCIL

water today  water tomorrow

## HOW TO PAY YOUR ACCOUNT



- ✓ Direct Debit: application form available at: [www.frasercoast.qld.gov.au/set-up-direct-debit](http://www.frasercoast.qld.gov.au/set-up-direct-debit)
- ✓ Via BPAY® contact your financial institution or visit: [bpay.com.au](http://bpay.com.au)
- ✓ By phone: **1300 361 496**
- ✓ Online via: [www.frasercoast.qld.gov.au/pay-a-bill](http://www.frasercoast.qld.gov.au/pay-a-bill)
- ✓ Via post: cheque or money order
- ✓ In person at: Australia Post or Fraser Coast Regional Council

## CUSTOMER SERVICE



If you have concerns relating to mains water, sewage, pump stations or treatment plants, please phone Wide Bay Water on **1300 79 49 29**. We are working hard to meet or exceed your expectations.

To allow us to help, we expect that you will:

- ✓ Provide us with all the information that we need to assist you
- ✓ Communicate with us respectfully
- ✓ Provide us with honest and constructive feedback
- ✓ Contact us if you believe we have made an error
- ✓ What if you are not happy with our response?

We recognise that there are times when you will disagree with our actions. This is why we have a *Complaints Management Policy* in place.

You can lodge a complaint:

- ✓ on our Website: [www.frasercoast.qld.gov.au](http://www.frasercoast.qld.gov.au);
- ✓ by completing a feedback form located at Council offices; or
- ✓ by submitting it in writing to Council.

## CONSULTATION



Wide Bay Water is committed to meaningful conversation with our community. Fraser Coast Regional Council has established the Fraser Coast Engagement Hub, which is a dedicated interactive community consultation site.

This platform has been designed for our community to learn more about our current consultations and have their say on matters of significance to the Fraser Coast Region.

More information can be found here: [www.frasercoast.engagementhub.com.au](http://www.frasercoast.engagementhub.com.au)

## YOUR PRIVACY



We are committed to protecting the privacy of our customers. Information collected in the course of our business will be used only for the purpose stated and will only be accessed by persons who have been authorised to do so. Your personal information is handled in accordance with the principals outlines in the *Information Privacy Act 2009*

## HELPING EACH OTHER



To help maintain our community's water and sewerage network, you can assist us by:

- ✓ Providing clear and safe access to your water meter
- ✓ Not covering or interfering with manholes located on your property
- ✓ Ensuring only human waste and toilet paper are disposed of in the toilet. Other items can cause blockages in the sewerage system.
- ✓ Making sure your stormwater runoff is not connected to the sewer
- ✓ Knowing the location of your property's Overflow Relief Gullies and keeping them clear in case the sewer backs up
- ✓ Maintaining your plumbing fittings and appliances
- ✓ Not putting any hazardous/toxic substances down the toilet or drain
- ✓ Advising us promptly of any changes to your contact details

## WE'LL KEEP YOU INFORMED



If our staff need to access your property in the course of their work, they will only do so with appropriate identification. Staff entering a property (except those reading an accessible meter) will either:

- ✓ Notify any occupant present of the purpose for entry; or
- ✓ If no occupant is present, leave a notice stating date, time and purpose of entry.
- ✓ Where we intend to conduct planned works, we will notify you seven days in advance. We will take all reasonable care to ensure that the property is left as near as possible to the condition in which we found it.

## HOW DO I READ MY WATER METER



All water that passes through the water meter is the property owner's responsibility.

Owners are encouraged to read their own meters regularly to monitor consumption and detect problems such as leaks. Water meters are generally inside the front property boundary. You are responsible for ensuring clear access to it.

The white dials show kilolitres. (One kilolitre equals 1,000 litres.) The red dials show litres. Read all the numbers before a period



when no water will be used (eg. when going out). Read again at least two hours later. If the numbers went up, there may be a possible leaking pipe, toilet or tap which will require further investigation.

## SERVICE CONNECTIONS

Application forms for new water and sewerage connections need to be completed and submitted to Council. Service connection application forms can be found here: [www.frasercoast.qld.gov.au/wide-bay-water-forms](http://www.frasercoast.qld.gov.au/wide-bay-water-forms)