

# WATER & WASTE



## Customer Service Standards 2024-2029

Presented by: Manager Business Services  
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**ISAAC**  
REGION   
*HELPING TO ENERGISE THE WORLD*

## OBJECTIVE

Isaac Regional Council (Council) is committed to building stronger communities through a trusted customer focus in the provision of safe, reliable and high-quality water, wastewater and waste services. Working in conjunction with Council's Customer Service Charter and each of the Water and Waste (W&W) Directorate departmental Business Plans, these Customer Service Standards (CSS) have been developed to highlight our service commitments and minimum performance targets.

## BACKGROUND

Pursuant to Division 3 of the *Water Supply Safety and Reliability Act 2008 (the Act)*, the purpose of the CSS is to ensure that water and wastewater customers of Council are protected by the provisions of *the Act* particularly relating to safety, quality, and continuity of supply.

Although the obligation to maintain CSS specifically relates to the provision of water and wastewater services, the activities and services provided by the Waste Department have also been included to ensure a consistent approach is applied across all functions within the W&W Directorate of Council.

These CSS set out the rights and duties of Council and its customers and provides the details of:

- The level of service to be supplied by Council via the establishment of Key Performance Indicators (KPIs); and
- The process for service connections, billing, metering, accounting, customer consultation, complaints, and dispute resolution.

To deliver the best service across our region and achieve each specific KPI, our customers are equally requested to partner with Council and adhere to their obligations and responsibilities regarding the utilisation of W&W facilities and services.

## VISION, MISSION AND VALUES

The W&W Directorate is committed to fulfilling its obligations in line with the Council's Vision, Mission and Values, and the W&W Noble Purpose:

### VISION

To energise the world.

### MISSION

To feed, power and build communities.

### VALUES

**Community Focus** – we engage and communicate authentically with all Isaac communities to understand both their concerns and specific needs. We will continuously improve how we address those needs to help future-proof our region.

**Caring** – we are committed to working safely and caring for the safety and wellbeing of our people and communities. We believe that people matter.

**Teamwork** – we expect respectful relationships in our work together, to achieve. We cultivate commitment through shared purpose, to create value.

**Positive Work Ethic** – we do our best every day to have pride and enjoyment in our work. We display accountability, transparency, procedural consistency, and integrity. We seek the highest possible practical

outcomes in everything we do. We practice the knowledge that how we do things is just as important as what we do.

## **WATER AND WASTE NOBLE PURPOSE**

One team servicing Isaac's vital needs safely, sustainably, and seamlessly.

## **COMPLAINTS AND DISPUTE RESOLUTION**

W&W ensures that every complaint is dealt with fairly, promptly, professionally, in confidence (subject to any legal requirements), and in a manner respectful to the complainant. W&W will make all reasonable efforts to resolve complaints to the satisfaction of the customer.

Dependant on the specifics of the complaint, the following documents will guide the process followed:

- Isaac Regional Council Customer Service Charter
- Water and Waste Service Complaints Policy
- Isaac Regional Council Administrative Action Complaints Policy
- Isaac Regional Council Competitive Neutrality Complaints Policy
- Isaac Regional Council Complaints Management Process Policy
- Isaac Regional Council Complaints Management Procedure

## **WATER**

### **SERVICE CONNECTIONS AND METERING**

Council is committed to ensuring that connections to, or extensions of, the Isaac Region water networks meet Australian Standards, support population growth, and protect the health and safety of the community.

As per Council's Water and Sewerage Connections and Disconnections Policy (CORP-POL-085), a business or individual who wishes to connect to Council's water network must complete an Application for Water Connection/Disconnection Form and comply with the requirements stated on that form and within the Policy. All new connections to Council infrastructure must be metered. Further information regarding meter reading, meter access, meter replacements and customer obligations regarding water meters can be found in the Water Meter Reading and Billing Policy (WW-POL-084).

### **BILLING**

Customers who are supplied potable water and who have a water meter connected to their property are billed as per Council's Water Meter Reading and Billing Policy (WW-POL-084).

Relevant charges are determined as per the Council's annual Revenue Statement which is available on Council's public website. Pursuant to section 94 of the *Local Government Act 2009* and section 99 of the *Local Government Regulation 2012*, Council will make and levy a water utility charges, for the supply of water services by the Council, as follows:

Water utility charges will be levied on all land within the Region, whether vacant or occupied, to which Council:

- (a) supplies water to; or
- (b) is prepared to supply water.

All such charges levied shall be used to defray the costs associated with the operation, maintenance, and management of Council's water service. The basis of the water charges is:

- (a) an Infrastructure Charge which is a fixed charge that contributes to the cost of using the water supply infrastructure in eight (8) communities across the Region; and
- (b) a Consumption Charge which is a variable charge for using the water, based on each kilolitre (kL) of water used.

## **LEVELS OF SERVICE**

### **Unplanned Interruptions to Supply**

Should unplanned interruptions or emergencies occur due to events such as a main burst, emergency or power failure, Council will work to fully restore water services as soon as reasonably possible and preferably within four (4) hours of disruption. Council will attempt to notify affected residents either through a public notice, door knock, letterbox drop, phone call or a combination of these depending on the situation and the number of properties impacted.

### **Planned Interruptions to Supply**

If Council has planned works which may affect our water service for more than two (2) hours, residents will be advised at least two (2) days in advance. Council will attempt to notify affected residents either through a public notice, door knock, letterbox drop, phone call or a combination of these depending on the situation and the number of properties impacted.

### **Water Quality**

When treating water for potable use within the Isaac Region, Council follows the Australian Drinking Water Guidelines (ADWG) and our approved Drinking Water Quality Management Plan (DWQMP). Water samples are taken from across our water networks weekly and many water quality tests are conducted internally and externally through National Association of Testing Authorities (NATA) accredited laboratories to verify our continued compliance. Council develops and submits a DWQMP Annual Report and a Statewide Information Management (SWIM) Report at the conclusion of each financial year with these reports available on Council's public website.

### **Potable Water Facilities**

Council operates eight (8) water treatment plants and networks across our 58,862 square kilometre region, in the following towns:

- Carmila;
- Clermont;
- Dysart;
- Glenden;
- Middlemount;
- Moranbah;
- Nebo; and
- St Lawrence.

These facilities have been designed and are continually upgraded to effectively treat water supplied from a range of different sources as water quality can be subject to periodic change throughout the year.

## Potable Water Service Standards

Council has established the following service targets for the delivery of potable water supply:

PERFORMANCE INDICATOR	PERFORMANCE MEASURE	TARGET
Water main breaks	Per 100 km / annum	<40
Incidents of unplanned interruptions	Per 1,000 connections / annum	<70
Water quality related complaints	Per 1,000 connections / annum	<20
Drinking water quality	% of samples tested with no E. coli detection / annum	100%
	Combined number of breaches to DWQMP and ADWG	10% improvement from previous years total reportable incidents
Construct/activate a new water connection within the following timeframes once the invoice has been paid by the property owner	A standard water connection	Within 30 business days
	A non-standard water connection	Within 50 business days
Time to respond to water incidents – water quality complaints, burst mains, supply interruption	Time taken to respond to incident	<4 hours

## WASTEWATER

### SERVICE CONNECTIONS

Council is committed to ensuring that connections to, or extensions of, the Isaac Region sewer networks meet Australian Standards, support population growth, and protect the health and safety of the community.

As per the Council's Water and Sewerage Connections and Disconnections Policy (CORP-POL-085), a business or individual who wishes to connect to Council's sewer network must complete an Application for Sewerage Connection/Disconnection Form and comply with the requirements stated on that form and within the Policy.

### BILLING

Pursuant to section 94 of the *Local Government Act 2009* and section 99 of the *Local Government Regulation 2012*, Council will make and levy sewerage utility charges, for the supply of wastewater services by the Council, as follows:

- (a) A sewerage utility charge will be levied on each property, both vacant and occupied, that Council has or is able to provide with sewerage services.

Relevant charges are determined as per Council's annual Revenue Statement which is available on Council's public website.

## LEVELS OF SERVICE

### Collection, Transport and Treatment of Wastewater

Council endeavours to effectively collect, transport and treat wastewater by meeting all relevant environmental authority (EA) conditions and general environmental duty to limit environmental harm and safeguard public health. This includes keeping odours to a minimum by taking reasonable care when operating our wastewater system.

### Wastewater Facilities

Council operates six (6) wastewater treatment facilities and sewer reticulation systems in the following towns:

- Clermont;
- Dysart;
- Glenden;
- Middlemount;
- Moranbah; and
- Nebo.

### Wastewater Overflow

Should a significant overflow occur, Council will respond within two (2) hours to minimise damage, protect the public and reduce environmental harm whilst adhering to our EA and reporting requirements.

### Effluent/Recycled Water

Council promotes water conservation and reuse across the Isaac Region through the management of effluent recycling schemes. Water samples are regularly taken to ensure legislative requirements are met and each supply network meets their specific quality rating. Council recycles 100 per cent of the region's wastewater.

Council has recycled water treatment facilities that treat stored effluent and pump it through pressurised reticulation systems at Moranbah, Dysart and Middlemount. Clermont, Glenden and Nebo treat recycled water and pump it directly from the Effluent Storage Dams.

Recycled water is used for irrigation at parks, sporting fields, government facilities, and local businesses who have completed an application and been approved to be connected to Council's recycled water network. Additionally, recycled water is used on-site at Council's wastewater treatment plants and waste management facilities.

### Wastewater Service Standards

Council has established the following performance targets for the delivery of wastewater services:

PERFORMANCE INDICATOR	PERFORMANCE MEASURE	TARGET
Sewer mains breaks and chokes (blockages)	Per 100 km / annum	<40
Sewerage complaints – overflow on properties and odour	Per 1,000 connections / annum	<15

Construct/activate a new wastewater connection within the following timeframes once the invoice has been paid by the property owner	A standard sewer connection	Within 30 business days
	A non-standard sewer connection	Within 50 business days
Time to respond to sewerage incidents – blockages, chokes	Time taken to respond to incident	<3 hours
Compliance with EA	Number of EA Breaches	10% improvement from previous years total reportable incidents

## WASTE

### COLLECTION SERVICES

The Waste Services Department of Council provides efficient and timely waste and recycling collection services to the community to encourage waste reduction, reuse, recycling and diversion from landfill. Customers can apply for a new, additional or replacement general or recycling wheelie bin by completing a Mobile Garbage Bin Request Form.

### BILLING

Pursuant to sections 94 of the *Local Government Act 2009* and section 99 of the *Local Government Regulation 2012*, Council will make and levy waste management utility charges, for the supply of waste management services by the Council, as follows:

The domestic general waste collection and recycling charge is for:

- Emptying the Mobile Garbage Bins (MGB) once per week for domestic general waste.
- Emptying the MGB fortnightly for recyclables.

The commercial waste collection and recycling charge is for:

- Emptying the MGB once per week for commercial waste.
- Emptying the MGB fortnightly for recyclables.

Relevant charges are determined as per the Council's annual Revenue Statement which is available on Council's public website.

### LEVELS OF SERVICE

#### Kerbside Collection Services

Council offers kerbside general waste collection on a weekly basis and kerbside recycling waste collection on a fortnightly basis, including Public Holidays, as per the Recycling and Bin Days Calendar available on Council's public website.

#### Missed Collections

If a bin service is missed despite the bin being presented on the designated day between 6am and 6pm, Council will endeavour to have the bin collected within 36 hours of the missed service.

## Waste Facilities

Within the Isaac Region, Council operates three (3) landfill facilities in the towns of:

- Clermont;
- Dysart; and
- Moranbah.

Waste transfer stations are operated by Council in:

- Carmila;
- Glenden;
- Greenhill;
- Middlemount;
- Nebo; and
- St Lawrence.

Each facility and transfer station operates in line with their Environmental Authority issued by the State Government and are accessible as per the operating hours available on Council's website.

## Waste Service Standards

Council has established the following performance targets for the delivery of waste services.

PERFORMANCE INDICATOR	PERFORMANCE MEASURE	TARGET
<b>WASTE COLLECTION SERVICES</b>		
Missed services	Number of missed services / month	<10 per 5000 services
Collection of missed services	Response time for collection of missed services	90% within 36 hours
Bin repair / replacement requests	Response time to repair / replacement requests	90% within 5 working days
<b>LANDFILLS AND TRANSFER STATIONS</b>		
Compliance with EA	Number of EA Breaches	<5 reportable incidents / annum
Diversion of Waste from Landfill	Percentage of all Council managed waste diverted from landfill	>25%
Notice of scheduled site closures	Public notices	>7 days
<b>COMPLAINTS</b>		
Customer complaints non-price related	Number of complaints / 1,000 transactions / site	<10 / annum
Nuisance complaints (odour / litter)	Number of complaints / 1,000 transactions / site	<20 / annum



## LEGISLATIONS AND RELATED GUIDELINES

- *Local Government Act 2009*
- *Local Government Regulation 2012*
- *Water Supply (Safety and Reliability) Act 2008*
- *Planning Act 2016*
- *Building Act 1975*
- *Plumbing and Drainage Act 2018*

## REFERENCES

ID	NAME
NA	Isaac Regional Council Customer Service Charter
WW-POL-108	W&W Service Complaints Policy
CORP-POL-085	Water & Sewerage Connections and Disconnections Policy
WW-POL-084	Water Meter Reading and Billing Policy
STAT-POL-033	Water Restrictions Policy
PECS-034	Isaac Regional Council Complaints Management Process Policy
WW-FRM-272	Application for Water Connection / Disconnection
WW-FRM-329	Application for Sewerage Connection / Disconnection
WW-FRM-219	Mobile Garbage Bin Request