

Billing

Billing for water supply and sewerage services is based on property type (e.g. residential, industrial, commercial, rural residential).
Charges are based on a fixed charge for water and sewerage. Council is moving towards a two part tariff. Invoices are sent out twice a year, with payments due twice a year.

Metering

It is not currently a requirement to have a water meter installed but Council is moving towards having all properties metered.

Water meters need to be read to determine how much water is being used. Council undertakes to keep water meters repaired and maintained for this purpose. Most meters are located on the front property boundary.

It is requested that your meter be accessible at all times to allow for maintenance and reading.

Accounting

Your rates notice will contain information about the assessment of your property and any charges for water used.

Charges are currently based on a fixed charge for water and sewerage. Council is moving towards a two part tariff whereby there will be a base charge per annum for access and an additional charge for water consumed.

Customer consultation

Council interacts with its customers on a regular basis through direct contact as well as through regular newsletters and via the website.
In the interests of improving customer service Council welcomes customer comments, enquiries and suggestions.

Complaints Handling

Complaints can be made either in writing or through the Council office. Please refer to Council's Customer Service Charter for full details on how complaints are dealt with.

Dispute Resolution

Please refer to Council's Customer Service Charter for full details on dispute resolution.

CUSTOMER SERVICE STANDARD

Bulloo Shire is committed to maintaining standards of customer service. A full set of standards have been developed and are available from the Council office.

A report on Council's service standards is prepared on an annual basis.

COUNCIL CONTACT INFORMATION

Bulloo Shire Council Office

Dowling Street,
Thargomindah Qld 4492

Postal Address

PO Box 46
Thargomindah Qld 4492

Telephone contact numbers:

(07) 4621 8000

Business Hours of Operation are from Monday to Friday
8:30am to 4:00pm.

General Water Supply and Sewerage Enquiries:

Phone: (07) 4621 8000

Emergency/After Hours Contact:

Phone: 0427 886 060



**Bulloo
Shire**

BULLOO SHIRE COUNCIL

**CUSTOMER SERVICE
STANDARD**

FOR

**WATER SUPPLY AND
SEWERAGE SERVICES**

PURPOSE OF A CUSTOMER SERVICE STANDARD

Various State laws require water service providers to declare the service levels that their customers receive. As a result Bulloo Shire Council has prepared this brochure to inform you, our ratepayers, of:

- Performance targets we have set for our water and sewerage activities;
- Services that the Council provides; and
- Your obligations as a customer.

OUR CUSTOMER SERVICE STANDARDS

Bulloo Shire Council aims to provide continuous and reliable delivery of water supply to all our customers.

At times we may need to interrupt the water supply service to undertake maintenance and repair work. In this situation we will provide you with adequate notice prior to any interruption. As well our water supply system may also be interrupted by acts outside of our control. In this case we are unable to provide you any notice but we aim to restore your service as quickly and effectively as possible.

Sewerage pipes in Thargomindah drain wastewater underground to the sewage treatment plant for treatment and disposal.

Unfortunately these pipes and the associated pump station may occasionally block and cause overflows. Minimizing the discharge of wastewater can affect the performance of this system and can help to reduce these events. Greases, oils and fats from your kitchen can cause blockages. This type of material can also jeopardize the operation of the treatment plant. Residential customers are advised that only domestic sewage is allowed to be discharged into Council's sewerage system. Customers are encouraged to be careful in what they dispose of into the sewerage system.

CUSTOMER SERVICE PROCEDURES

Service Connections

If you wish to apply for a water supply or sewerage service connection, you will need to submit an application form to Council. Service connections will only be approved if:

- A reticulation main is available to your property; and
- The reticulation main is capable of delivering water at the minimum standard.

Our Obligations

Council's obligations are to ensure:

- Day-to-day continuity of your water supply;
- An adequate water supply system;
- Effective transportation of sewage effluent; and
- Continuity of water supply and sewerage services for the long term.

Our expectations are that our customers will assist in protecting our water supply and sewerage infrastructure, particularly those located on your property. This involves:

- Maintaining your household pipework and fittings;
- Providing accessible passages to the water meter;
- Cooperating with water-use restrictions in times of need;
- Taking care not to discharge unauthorized substances into the sewers and to minimize any discharge of stormwater from downpipes or yards into the sewerage system;
- Notifying Council of any faults you may encounter so that we can correct the problem quickly.

OUR PERFORMANCE TARGETS

Thargomindah Water Supply & Sewerage Scheme

Performance Indicators	Unit	Target
Total water main breaks	per 100km of water main	<75
Total sewerage main breaks and chokes	per 100 km of sewerage main	<200
Incidence of unplanned interruptions – water supply	per 1,000km properties	<25
Average response time for water incidents (bursts and leaks)	minutes	>90% within 240 minutes
Average response time for sewerage incidents (including main breaks and chokes)	minutes	>90% within 240 minutes
Water quality complaints	per 1,000 properties	<20
Total water and sewerage complaints	per 1,000 properties	<75

Hungerford Water Supply (Raw and Treated Water Supplies)

Performance Indicator	Unit	Target
Total water main breaks	per 100km of water main	<100
Incidence of unplanned interruptions – water supply	per 1,000 properties	<75
Average response time for water incidents (bursts and leaks)	minutes	>90% within 7,200 minutes
Water quality complaints	per 1,000 properties	<100
Total water complaints	per 1,000 properties	<150