CUSTOMER SERVICE STANDARDS – WATER SUPPLY

Procedures to Address Process Issues

The following describes the procedures that are in place to address the issues associated with Council's water supply service.

Process Issue	Procedure
Service Connections	
How can customers obtain a new water service connection?	Customers are required to submit an application in writing to the Council Office for a new water service connection along with the prescribed payment. The fee is set by Council annually in their annual fees and charges section of the budget.
How can customers restore an existing or disconnected service?	Customers are required to submit an application in writing to Council for restoration of an existing service along with the prescribed payment. The fee is set annually by Council.
How long does it take to commence installation of the connection?	The maximum time to commence installation of a new water service is 28 working days from payment of the prescribed fee.
Are there any conditions for connection of a water service?	Services will only be connected in areas that are adequately serviced by a water main and within declared areas to be such.
Billing	
What is the basis for the bills, e.g. meter readings, property type (e.g. residential) estimation, levy?	Billing for water supply is based on property type (e.g. residential, industrial, commercial,)and meter readings.
What is the charging regime?(e.g. two part tariff, fixed charge with excess etc.)	The charging regime is based on a fixed charge for an initial allocation with excess usage above this at the rate identified in the current budget document.
What is the billing cycle?	Notices for water supply are issued half yearly. Excess water notices are issued on an annual basis.
What information is provided on the bill?	Owners name and address, property location, charges(including water usage) and total amount due for payment.
What happens if the customer is over or under charged?	The customer can write to Council. The charges will be re assessed and if there is an error, an adjustment will be made.
What is the procedure for finalisation of accounts when disconnection is requested?	A charge for the period up to the date of disconnection is determined.
Metering	
Is there a requirement to have meters installed/connected?	Yes, for all connections.
What is the procedure if a meter is found to be inaccurate and needs to be replaced?	If a customer disputes the accuracy of a meter, a test will be requested. If the test proves that the meter is inaccurate, the meter will be changed and the account will be adjusted.
What is the process for accessing properties for water meter readings?	The customer must provide access at all reasonable times for maintenance and reading.

	Water meters.
Accounting	
Are customers notified when payment is due?	Customers receive a Rates Notice in the mail. An advertisement in the local newspapers and newsletter is published when the Rate Notices are posted in the mail.
Are payments due annually, quarterly, etc?	6 monthly.
Who should customers contact for account enquires and queries?	Enquiries should be made to the Council Office in Jundah.
What are the consequences of non-payment or late payment of accounts?	Interest is charged after 30 days. A reminder notice is then sent. Further action is then taken depending on circumstances.
Customer Consultation.	
Are customers notified of the adopted levels of service standards?	Service standards are published in a General Information notice and on the Council's web site.
Are emergency contact numbers and enquiry numbers listed?	Emergency contact numbers are listed in the Council's Phone Directory (available at Post Office, Information Centres, and the Council Office.) and the Councils web site.
Are customers notified of planned interruptions?	At least 48 hours advance notice is given for planned interruptions to the water supply service.
Complaints	
What is the process for handling complaints?	A complaint form is filled out by the customer and is forwarded to the appropriate Officer for action.
Dispute Resolution	
Is there a process for dispute resolution?	The matter is referred to the Chief Executive Officer who may in turn refer the matter to Council.