

Customer Service Standards

Water and Sewerage Services

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1 Customer Service Standards

Livingstone Shire Council (Infrastructure Services department) is responsible for providing water and sewerage services to residential, commercial and industrial customers.

Council manages the water storage and is responsible for operating and maintaining water and sewerage assets throughout the Shire.

1.1 Long Term Continuity of Services

Livingstone Shire Council (LSC) will take all reasonable action to provide its customers with reliable and continuous services. Council is committed to a major capital works program to replace water mains and sewers that are reaching the end of their useful life. Council aims to minimise the number of water main leaks and breaks, reduce water loss in the system, and reduce the number of breaks and blockages in the sewerage system. This will be assisted by system monitoring and planned maintenance programs.

1.2 Planned and Unplanned Service Interruptions

For planned temporary service interruptions, such as maintenance of water mains, Council will provide affected customers with at least 48 hours' notice of the type and timing of our activities.

Where Council is not able to provide prior notice, we will endeavour to restore your service as quickly and efficiently as possible to minimise inconvenience to affected customers.

1.3 Quality of Water Supply (potable water supplies)

Council will endeavour to ensure that the water supplied:

- Meets the Australian Drinking Water Quality Guidelines,
- Meets reasonable needs, and
- Is clear and free from objectionable odour and taste.

1.4 Sewerage Services

Council will endeavour to provide sewerage services that:

- Meets reasonable needs,
- Avoid odours, overflows and interruptions, and
- Meets regulatory requirements.

1.5 Trade Waste Services

A Trade Waste Approval is required for any discharge of trade waste into Council's sewerage system. This approval will be issued under s180 of the *Water Supply (Safety and Reliability) Act* and in accordance with Council's Trade Waste Environmental Management Plan.

2 Performance Targets – Continuity of Supply

Livingstone Shire Council will endeavour to meet the following performance targets in the delivery of water and sewerage services to customers.

CSS Indicator Code and Title	NPR SWIM code*	Capricorn Coast	Nerimbera, The Caves	Marlborough	Ogmore
QG4.5 Total water main breaks per 100km main	A8 / AS8	<40	<40	<40	<40
QG4.6 Total sewerage main breaks and chokes per 100km main	A14 / AS39	<20	n/a	n/a	n/a
QG4.7 Incidence of unplanned interruptions – water	C17 / CS17	≤ 6 per year	≤ 2 per year	≤ 2 per year	≤ 4 per year
**Average response time for water incidents (bursts and leaks)	n/a	2 hours	2 hours	4 hours	4 hours
***Average response time for sewerage incidents (including main breaks and chokes)	n/a	2 hours	n/a	n/a	n/a
QG4.10 Water quality complaints per 1,000 connections	C9 / CS9	<5	<5	<5	n/a
QG4.11 Total water and sewerage (all) complaints per 1,000 connections	C13 / CS13	<5	<5	<5	n/a
Standard Water Connections	n/a	20 business days from lodgement	20 business days from lodgement	20 business days from lodgement	n/a

*NPR SWIM code – National Performance Reporting Statewide Water Information Management code

Response times relate to formal notification from customer

**QG4.8a Percent CSS response target met: water incidents

***QG4.9a Percent CSS response target met: sewerage incidents

3 Performance Targets – Adequacy of Supply

Livingstone Shire Council will endeavour to meet the following performance targets in the delivery of water and sewerage services to customers.

CSS Indicator Code and Title	Capricorn Coast	Nerimbera, The Caves	Marlborough
Desired Minimum static pressure at the point of supply	220 kPa	220 kPa	220 kPa
Minimum Flow at the point of supply	9 L/min	9 L/min	9 L/min

4 Billing

Water and sewer access charges are integrated with Council's rates notices which are issued twice a year. Water consumption bills are individually issued on a quarterly basis.

Livingstone Shire Council offers a range of payment options which are detailed on customer accounts.

5 Shared Rights and Responsibilities

Livingstone Shire Council requests customers assist in the provision of water supply and sewerage services by:

- Being 'Water Wise',
- Maintaining the pipe work and fittings on private property,
- Taking care not to discharge any unauthorised substances into sewers,
- Providing access to the water meter and access chambers (manholes),
- Notifying Council of any faults encountered so that problems can be rectified as quickly as possible, and
- Driving carefully through our construction sites.

6 Alignment with Council documents

This document aligns with Livingstone Shire Councils' service delivery plans for Water and Sewer.

7 Customer Assistance

Livingstone Shire Council is committed to the ongoing improvement of customer service and welcomes any comments, enquiries or suggestions.

ONLINE	Log onto www.livingstone.qld.gov.au
TELEPHONE	Call 1300 790 919 The Customer Service Centre is the first point of contact for all enquiries and is open Monday to Friday 8.00am to 5.00pm.
EMAIL	enquiries@livingstone.qld.gov.au
IN PERSON	Council's Customer Service Centres are located at: 25-27 Normanby Street (Town Hall) Yeppoon Open Monday to Friday 9.00am – 4.00pm 7 Hill Street, (Library) Emu Park Open Monday to Friday 9.00am – 5.00pm
POST	The Chief Executive Officer Livingstone Shire Council PO Box 2292 Yeppoon Queensland 4703