

STANDARDS

Customer Service Standards

WATER SUPPLY, WASTEWATER AND WASTE SERVICES

Wastewater Services	Target
Effective transport of wastewater	
Total sewage overflows per 100km of main per year	<10
Sewage overflows to customer properties per 1,000 connected properties per year	<5
Number of odour complaints per 1,000 connected properties per year	<5
Time for restoration of services	>95% within 24 hours of advice from appropriate underground service authority
Response time to incidents – loss of services and emergencies (excluding disasters).	>95% within four hours

SHARED RIGHTS AND RESPONSIBILITIES >>

Townsville Water and the customers have rights and responsibilities associated with the provision of water and wastewater services.

- >> Townsville Water has the right to impose water restrictions and issue on-the-spot fines for illegal use of water.
- >> Townsville Water employees have the right to enter private property at a reasonable time to read, repair or replace a water meter, or to inspect, operate, repair, maintain or remove council water or wastewater infrastructure.
- >> Townsville Water employees entering private property are required to carry and show customers current authorised personal identification.
- >> Townsville Water is responsible for maintaining water meters and the pipes between the water main and the water meter. Property owners are responsible for all plumbing fixtures between the water meter and water taps, and all wastewater fixtures and pipes up to the point where they connect with the council system.
- >> Townsville Water has the right to ask customers to correct faults in their plumbing or to remove trees that interfere with council water or wastewater infrastructure.

- >> Customers are responsible for ensuring their water meters are accessible and that any manholes on their property are not covered or obstructed.

COMPLAINTS AND DISPUTE RESOLUTION >>

Customers can make a complaint regarding the service provided by Townsville Water or Townsville Waste Services by:



- >> emailing us at enquiries@townsville.qld.gov.au
- >> phoning 1300 878 001 or writing to PO Box 1268, Townsville City, QLD 4810, and
- >> visiting one of our customer Service Centres.

Complaints registered with council in compliance with council's Complaints Policy will be investigated. A copy of this policy can be found at www.townsville.qld.gov.au.



If the internal review and investigation process does not result in a resolution to the satisfaction of the customer, you may refer a complaint to the Queensland Ombudsman.

FOR MORE INFORMATION >>

General water and wastewater enquiries

-  1300 878 001
-  enquiries@townsville.qld.gov.au
-  www.townsville.qld.gov.au
-  PO Box 1268, Townsville QLD 4810

Customer Service Centres:

-  **Townsville City**
103 Walker St, Townsville
-  **Thuringowa Central**
86 Thuringowa Drive

Opening Hours

Monday to Friday – 8:30am to 5pm

A copy of the customer service standard can be downloaded from council's website.

CUSTOMER SERVICE STANDARDS >>

Townsville Water and Townsville Waste Services are commercial business units of Townsville City Council, responsible for providing water supply, wastewater, solid waste and recycling services to the Townsville area.

Townsville Water is committed to providing customers with reliable, high quality water and wastewater services.

Townsville Waste Services is committed to providing customers with a solid waste management service that is equal to or better than the competitors.

Townsville Water and Townsville Waste Services aim to be responsive to customers' needs and to make a positive contribution to the social, economic and environmental sustainability of Townsville.

The Customer Service Standard – Water Supply, Wastewater and Waste Services outlines the rights and obligations of Townsville Water and Townsville Waste Services to its customers and provides details on the following:

- >> the level of service to be provided by Townsville Water and Townsville Waste Services
- >> the process for establishing new services, billing, collections, metering, accounting, customer consultation, lodging complaints and dispute resolution
- >> other matters stated in the guidelines, if any, made by the regulator for preparing the customer service standard, and
- >> how to contact Townsville Water and Townsville Waste Services.

OUR EXISTING SERVICES >>

We currently provide water, wastewater and waste services to over 180,000 residential customers and over 4,000 commercial and industrial customers.

Townsville Water's existing services include:

- >> operation and maintenance of water and wastewater infrastructure
- >> water and wastewater transport and treatment
- >> specialised customer services including water and environmental education

- >> ongoing water quality, environmental and catchment management programs, and
- >> provision of drinking water, sewerage services and trade waste.

Townsville Waste's existing services include:

- >> waste and recycling collection, and
- >> specialised customer services including solid waste management disposal.

OUR NEW SERVICES >>

New Water Supply and Wastewater Connection

If you wish to apply for a new water or wastewater service connection or relocate an existing service, you will need to complete the appropriate application forms. Forms are available from the Customer Service Centre and council's website. The forms need to be submitted with the appropriate fees to council.

New Water Meters

A water meter will be installed as part of a new water service connection and will remain the property of council. All water meters will be within industry standard limits of accuracy (i.e. ±2%).

Community Title Development

Community Title Development (CTD) is a form of development where allotments are individually owned and associated infrastructure privately operated. From 1 January 2008 all new CTDs are legally required to be submetered and must meet council technical specifications. For properties that were constructed prior to 1 January 2008, the option to have submeters retrofitted is at the discretion of the property owner. The owner is responsible for all costs associated with submetering. Please refer to Townsville Water's Technical Specification for Submetering of Multi-Unit Properties (MUPs) on council's website.

New waste or recycling services

To apply for new domestic or commercial waste or recycling service, customers must submit the appropriate application form. Forms are available from the Customer Service Centres and council's website.

SERVICE STANDARDS >>

Water Services	Target
Day to day continuity of supply	
Number of unplanned interruptions per 1,000 connected properties per year	<200
Time for restoration of service if no excavation is required - unplanned interruptions	>95% within five hours of advice from appropriate underground service authority
Time for restoration of service if excavation is required - unplanned interruptions	>95% within <24 hours of receipt of underground service plans and necessary permits
Response time to incidents – loss of supply and emergencies (excluding disasters).	>95% within four hours
Adequacy and quality of supply	
Minimum water pressure and flow at the water meter	220 kPa and 30 L/min
Water quality	Compliance with Drinking Water Guidelines / Australian Drinking Water Quality Management Plan (once approved)
Number of drinking water quality complaints per 1,000 connected properties per year	< 10
Number of drinking water quality incidents per 1,000 connected properties per year	<7

Waste Services	Target
Effective collection of residential waste	
Missed kerbside waste services per month	0.05%
Response time to missed kerbside waste services	>95% within 24 hours
Missed kerbside recycling services per month	0.05%
Response time to missed kerbside recycling services	>95% within 24 hours