

**Metering**

Water Meters are read every six months on a rotational basis. For more details on how to check your water meter reading please contact the Water and Sewerage Department.

**Billing**

Council applies a two-part water tariff for property owners. A minimum access charge that is fixed each year and a consumption charge per kilolitre that varies according to the reading of the water meter located at a property’s boundary. Water Consumptions Changes are issued every six months on a Hinchinbrook Shire Council water bill. Sewerage services are subject to a fixed annual access charge, which is billed on a six monthly basis with the rates notice.

**Payment options**

Payments can be made by the following options:

- Australia Post
- BPAY
- Cheque/Money Order
- Hinchinbrook Shire Council Office.

**Customer consultation**

Council will provide a minimum of 48 hours notice to residents before any planned interruption to your water and sewerage services. This will usually take the form of a letter box notice, hand delivered calling card or advertisement in the local newspaper.

**Issue and dispute resolution**

Hinchinbrook Shire Council strives to provide customers with the highest level of water and sewerage services. If you have any problems we would like to know about them. This will allow us to continuously improve our service to you.

**How should I raise my issue?**

In the first instance your enquiry or concern should be lodged with the Council by phoning 4776 4600 or in writing to, The Chief Executive Officer, Hinchinbrook Shire Council, PO Box 366, Ingham Queensland 4850.

**How will we investigate?**

We will investigate your enquiry or concern and attempt to resolve it to your satisfaction. We will respond giving the reasons for our view and a contact person to notify if you are still not satisfied.

**What if I am still unhappy?**

Customers may contact the Mayor or a Councillor to discuss any matters relating to Water or Sewerage services. As a Hinchinbrook Shire Council customer, if you are not satisfied with the outcome you have the right to take your concern to the Queensland Ombudsman’s Office.

**Customer Service Standard**

The Customer Service Standard that we have prepared, details performance targets for our water supply and sewerage services.

We aim to achieve these targets and strive to continually improve our performance as a service provider.

This brochure is a summary of Hinchinbrook Shire’s Customer Service Standard for Water and Sewerage Services.

The Customer Service Standard for Water and Sewerage Services is available from the Hinchinbrook Shire Council Offices for a fee or may be viewed on our website.

**Council Contact Information**

**Hinchinbrook Shire Council Office:**

25 Lannercost St  
Ingham Queensland 4850

**Phone:** 07 4776 4600

**Email:** council@hinchinbrook.qld.gov.au

**Postal Address:**

Hinchinbrook Shire Council  
PO Box 366  
Ingham Queensland 4850

**Telephone contact numbers:**

**Customer Service Centre:**

**Phone:** 07 4776 4600

**General Water Supply and Sewerage Enquiries:**

**Phone:** 07 4776 4673

**Trade Waste Enquiries:**

**Phone:** 07 4776 4605

**System Faults/Concerns:**

**Phone:** 07 4776 4600

**System Faults/Concerns/Emergencies/24 hours:**

(Main bursts, leaks, water meters, water pressure, sewer blockages. Odours, water quality)

**Phone:** 07 4776 4600



**HINCHINBROOK  
SHIRE COUNCIL**

**Summary of Hinchinbrook  
Shire Council’s  
Customer  
Service Standard  
For Water and Sewerage  
Services**

## Purpose of a Customer Service Standard

The Customer Service Standard has been prepared to detail performance targets for our water supply and sewerage services. We aim to achieve these targets and strive to continually improve our performance as a service provider. This pamphlet provides the customer with a broad outline of these targets. Detailed explanations of these targets are provided in the Customer Service Standard available on Council's website: [www.hinchinbrook.qld.gov.au](http://www.hinchinbrook.qld.gov.au)

### Water Supply Continuity

The water supply system has been designed to provide you with water 24 hours a day. Under certain circumstances, Hinchinbrook Shire Council may need to interrupt or limit the service so that we are able to carry out repairs or maintenance. Continuity of supply may also be interrupted by acts outside of our control; eg vandalism, sabotage, drought, fire and flood.

The Hinchinbrook Shire Council aims to provide you with at least 48 hours notice of any intention to interrupt your water supply service. For unplanned interruptions, where the Hinchinbrook Shire Council is not able to provide you with any notice, we will endeavour to restore your service as quickly and efficiently as possible.

Hinchinbrook Shire Council will strive to restore interrupted services within 6 hours, 90% of the time.

### Adequacy and Quality of Normal Water Supply

The Hinchinbrook Shire Council aims to provide an adequate, safe and reliable water supply system to our customers. The Hinchinbrook Shire Council will endeavour to maintain the water flow and pressure, at the property boundary, at no less than 17litres/minute at 220kpa.

The Hinchinbrook Shire Council will also ensure that the quality of our drinking water will comply with Australian Drinking Water Quality Guidelines.

### Long-Term Continuity of Your Water Supply Services

To ensure you receive a continuous, high quality and reliable supply of water, we will undertake regular maintenance and repair programs on the water supply system. We aim to minimize the number of water main leaks and breaks, and reduce the amount of water loss in the water supply system.

### Effective Transportation of Sewerage Waste Effluent

Hinchinbrook Shire Council operates and maintains extensive infrastructure, to provide the highest level of sewerage services that ensure public health and environmental protection.

### Long-Term Continuity of Sewerage Services

We will undertake planned maintenance and repair programmes to ensure the efficient long term operation of the sewerage system. Our aim is to reduce the number of breaks and blockages in the sewerage system and provide continual improvement in the performance of the sewerage system.

## Service Connection

If you wish to apply for a water service connection, you will need to submit the prescribed application form to the Council's Customer Service Centre. Approval for a service connection will be dependent on:

- The location of your property in relation to mains that are capable of servicing your property
- Provisions of Council's Town Planning Scheme.

Installation of a new standard 20mm water service connection will usually commence within 10 working days of having received your application form and fee for the service.

Sewerage connections are usually installed as part of subdivision works and the application is processed concurrently with your building application.

## Our Expectations

We expect our customers to assist in protecting our water supply and sewerage infrastructure, particularly those that are located on your property. This involves:

- Maintaining pipe work and fittings internal to your property by engaging a licensed plumber to perform such work
- Providing access to the water meter and sewer manholes
- Taking care not to discharge unauthorized substances into sewers
- Being 'Waterwise'
- Notifying us of any faults that you have encountered so that we can rectify the problem quickly
- Selecting garden vegetation that will not cause damage to underground pipes.

We also expect our customers to pay for services in accordance with the Council's Schedule of Fees and Charges and comply with the reasonable requests of our officers.

## Our Performance Targets

Our requests for work are rated using Priority Levels; Low, Medium, High and Urgent. The following table provides a summary of our adopted performance targets:

Performance Indicators	Target
Water Supply Continuity	
Unplanned interruptions per 1,000 water connections/year	≤ 100
Response time to Priority Level <b>Low</b> ; No appreciable loss of supply	90% in 1 week
Response time to Priority Level <b>Medium</b> ; Minimal effect to supply (Green Patch on the Grass)	90% in 3 days
Response time to Priority Level <b>High</b> ; Appreciable loss of supply	90% in 6 hours
Response time to Priority Level <b>Urgent</b> ; Total loss or imminent total loss of supply	90% in 2 hours
Restoration of services within 6 hours for <b>Urgent</b> requests	≥ 90%
Adequacy and Quality of the Water Supply System	
Minimum flow expected at the boundary	17 l/min
Minimum water pressure expected at the boundary	220 kpa
Drinking water quality issues per 1,000 water connections per year	≤ 20
Long Term Continuity of Water Supply Services	
Water main breaks per 1,000 water connections per year	≤ 10
Water main breaks per 100 km mains/year	≤ 25
Effective Transportation of Sewerage	
Total sewerage overflows per 100km main/year	≤ 20
Odour issues per 1,000 sewer connections/year	≤10
Response time to other sewerage related re-quests;	90% in 3 days
Response time to Priority Level <b>Urgent</b> ; Sewerage overflows, breaks, chokes, collapsed infrastructure (e.g. manhole)	90% in 2 hours
Restoration of services within 6 hours for <b>Urgent</b> requests	90% ≥
Long-term Continuity of Sewerage Services	
Sewer main breaks and blockages per 100 km of sewer/year	≤ 12
Rising main breaks per 100km of main/year	≤ 1