

# PORT OF TOWNSVILLE

## Drinking Water - Customer Service Standard

Port of Townsville Limited (the Port) is a company Government Owned Corporation (GOC) established pursuant to the *Corporations Act 2011* (Cwlth) and the *Government Owned Corporations Act 1993* (Qld) (GOC Act).

The Port of Townsville is located on strategic port land (SPL) and the Port has a statutory planning function under the *Planning Act 2016* to handle all applications for works or development approvals on SPL requiring Landowner Consent. The Port of Townsville includes eight (8) operating commercial berths, as well as facilities operated by private companies on land leased from the Port.

The Port owns the physical infrastructure and services including the majority of drinking water infrastructure within SPL, connecting these lands to the municipal drinking water network.

### REGISTERED PROVIDER FOR DRINKING WATER

The Port is registered as a service provider under the *Water Supply (Safety and Reliability) Act 2008*. While the Port does not harvest, treat or store drinking water, the Port is deemed to be a service provider as the owner of infrastructure supplying drinking water services for which a charge is intended to be made.

The Port is committed to providing access to safe and reliable water services to port tenants, employees, operators within the port and visiting vessels where applicable.

The Port receives drinking water directly from the Townsville City Council (TCC) water infrastructure and therefore is only responsible for the transmission of drinking water once it is delivered to the Port infrastructure. TCC is the responsible entity for the delivery of safe and reliable drinking water to the Port network.

### CUSTOMER SERVICE STANDARD – WHAT IS IT?

The Customer Service Standard (CSS) ensures customers without a direct service contract with TCC are covered by standards in relation to the supply of drinking water. The CSS sets target levels of service for a number of performance indicators and outlines details of the services being provided with obligations on the Port and customers in relation to provision of drinking water services.

The CSS outlines the process for establishing new services, billing, metering, customer consultation, lodging complaints and dispute resolution.

### WHEN THE CUSTOMER SERVICE STANDARD DOES NOT APPLY:



The CSS does not apply to customers who have a direct connection to TCC mains for the supply of drinking water with no connection to Port infrastructure.

This CSS does not apply during periods of Code Red (closed port) or declared natural disasters e.g. cyclones, until as soon as practicable after the affected normal services have been restored.

The CSS does not apply to the Port of Lucinda.

## DISCLAIMER

The service levels set out in this document are not a contract and are not intended to create any contractual obligation or rights. The times and service levels indicated are not intended to be prescriptive of exact times or levels of services to be provided.

## DRINKING WATER– OBLIGATIONS

Both the Port and its Customers have obligations and responsibilities associated with the provision and use of drinking water services.

## PORT OBLIGATIONS

The Port will comply with the standards set out in the Customer Service Standard when providing water supply services to our customers.

The Port will:

- Comply with all legislative and statutory requirements, including but not limited to: the *Water Supply (Safety and Reliability) Act 2008 (Qld)*, *Public Health Act 2005 (Qld)*, *Plumbing and Drainage Act 2018 (Qld)*;
- Maintain the Port of Townsville Drinking Water Quality Management Plan (DWQMP) in accordance with service provider registration requirements;
- Be responsible for maintaining infrastructure for the distribution of drinking water, as received from TCC, to serviced properties within the port to the standards required under the DWQMP, including quay line infrastructure and mobile water hoses for ship supply;
- Manage connection and establishment of service to the Port drinking water network;
- Operate and maintain infrastructure and assets to ensure efficient services with minimal disturbances; and
- Inform customers by ensuring there are clear policies, procedures and forms available.

The Port is responsible for maintaining water meters and pipes between the Port water main and the Port owned meter on leased land. Any fixed plumbing on the downstream side of the meter on the leased land is the customer's responsibility.

The Port has the right to interrupt, postpone or limit the supply of services in situations when:



- Infrastructure is damaged or requires inspection, maintenance, new connections, repair or replacement
- Failure to make payment for the supply of the service
- In the event of drought or as part of demand management needs
- Water restriction levels are enforced by TCC
- In the event of fire, flood, cyclone, power shortage or other emergencies

## CUSTOMER OBLIGATIONS

The Port expects customers to assist in the efficient provision of services by:

- Paying for water services in accordance with the Ports fees and charges;
- Applying and receiving a permit approval from the Port before connecting or disconnecting to the Port drinking water infrastructure;
- Using drinking water in a “waterwise” manner;
- Maintaining private plumbing and drainage in accordance with the requirements of the *Plumbing and Drainage Act and Regulations*, including the installation of testable and certified reduced pressure zone (RPZ) valves and downstream sub meters, and providing evidence of the onsite installations, maintenance and testing of RPZ’s to the Port;
- Obtaining Port approval before engaging a private plumber to work on the Port infrastructure;
- Engaging a licensed plumber to do work on private plumbing and drainage systems internal to the customer’s property;
- Complying with the Port Codes and Guidelines when building in the vicinity of the Port infrastructure e.g. water mains;
- Minimising the chances of damaging water supply infrastructure;
- Minimising the potential for contaminants to enter drinking water connection points, especially on berths.
- Providing access to the drinking water meter and other water infrastructure within and adjacent to customer property for investigations and/or work on the water supply networks;
- Obtaining an excavation permit from Port in the event that repairs to underground infrastructure is required; and
- Contacting the Port if there are any service difficulties and faults that you encounter (e.g. water leaks), account enquiries, general and technical enquiries, and suggestions, complaints or compliments.



## KEY PERFORMANCE TARGETS

The following key performance targets identify the target level of service the Port is committed to achieving annually in providing drinking water services to port customers.

PERFORMANCE INDICATOR	TARGET
<b>Water Services</b>	
Total water main breaks (per 100 connections)	<3
Incidence of unplanned water interruptions (per 100 connections)	<20
Number of water quality complaints (per 100 connections)	5
Compliance with Drinking water quality requirements	>98% of samples comply with <i>E. coli</i> limits
Number of drinking water incidents (reportable)	2
Water Pressure	Minimum pressure of 220kPa at 30L/min at the property boundary
Average response* time for fault reports	Within 4 hours of fault being reported

\* Response means attendance at the incident by suitably qualified personnel to determine action required.

## THE PORT CUSTOMER SERVICE PROCEDURES

### New Connections

To apply for a new water service to a property, tenants are to contact the Port's Planning Officer who will provide guidance on the process.

New connections are 'regulated work' under the *Standard Plumbing and Drainage Regulation 2019* and port tenants will need to obtain approval from Townsville City Council's Hydraulic Unit to install connections. The Port will accept TCC approval as confirmation the installation is compliant with all relevant standards, and the TCC approval is to be forwarded to the Port's Planning Officer within 14 days of issue.

It is the tenant's responsibility to install all connections to the Port's mains. Any drinking water connection must include a tested/certified water meter and testable RPZ valve that complies with the relevant Australian standards and regulations.

To alter, relocate or disconnect a service, tenants are to contact the Port's Planning Officer who will provide guidance on the process and the appropriate application form.

### Water Meter

It is a requirement of the Port that all new water connection services include the installation a tested/certified water meter and a testable non-return valve (including sizing and certification number). Installation of these devices is the responsibility of the tenant, with details of the meter and non-return



valve to be provided to the Port for inclusion in services plans. The ownership of the water meter only will transfer to the Port at commissioning. Ongoing testing, maintenance and replacement of the water meter will be the obligation of the Port.

The meter will be used to calculate water consumption levels and associated charges for that premises. The Port will be responsible for the monthly reading of any installed water meters connected to the Port infrastructure.

## Charges and Billing

Rates and charges applied for drinking water will largely be the direct costs levied by TCC in supply of the water to the Port network. Rates and fees are set by the Port via the published Townsville Port fees and charges.

Where these charges are specific to a lease area (TCC meter installed), these costs will be direct pass on costs from the TCC rates notice issued to the Port. For water distributed via the Port main meters, Port sub-meters will be used to determine consumption with charges applied as per the Townsville Port Shipping Charges Schedule.

Port water charges will either be monthly or six monthly, depending on the billing frequency by TCC. For ship related drinking water consumption, charges will be applied on a per ship basis.

## Customer Consultation

The Port will engage with port tenants, contractors, and shipping agents (where applicable) on the supply of drinking water services. This will largely be via email or direct consultation, depending on the most effective and time efficient approach. The Port is committed to working with port customers and other relevant parties to ensure effective flow of information and understanding of all aspects of services being provided.

The Port will inform customers of any planned interruptions to normal service provision prior to the interruption. Additionally, the Port will notify all relevant customers of any unplanned interruptions or faults as soon as practicable to minimise the impact and inconvenience to customers.

Fees and charges information will be notified via amendment to the Port's Shipping Charges Schedule published on the Port website <https://www.townsville-port.com.au/operations-trade/operations/port-charges/>

The Ports current Drinking Water Quality Management Plan (DWQMP) is available upon request (please see contacts section at the end of this document). Annual Drinking Water Reports are available on the Port website <https://www.townsville-port.com.au/environment/drinking-water/>



## Complaints

The Port will endeavour to provide drinking water services within the service level committed to under this CSS. If customers have any problems with the services received, please contact the Port promptly so the issue can be investigated and resolved.

Customers have the right to make a complaint regarding the drinking water services provided to the Port. These complaints will be handled via the Port's Complaints Handling Process and can be made in person, by phone or preferably in writing to the Port via [complaint@townsvilleport.com.au](mailto:complaint@townsvilleport.com.au)

Under the complaints handling process, all complaints will be fully and fairly investigated in a timely manner, be treated confidentially and with respect with an effective response.

## CONTACT THE PORT

For more information related to drinking water services, please select from the following:

### Emergencies:

#### **Duty Officer:**

24 hours, 7 days a week

(07) 4781 1667 or (07) 4781 1668

0417 784 241

[dutyofficer@townsville-port.com.au](mailto:dutyofficer@townsville-port.com.au)

### Service Faults and Technical Enquiries:

#### **Maintenance:**

Monday to Friday

8:30am to 4:00pm

(07) 4781 1500

[dutyofficer@townsville-port.com.au](mailto:dutyofficer@townsville-port.com.au)

### New Connections/Disconnections:

#### **Planning:**

Monday to Friday

8:30am to 4:00pm

(07) 4781 1610

[planning@townsville-port.com.au](mailto:planning@townsville-port.com.au)

### General Enquiries and Billing:

Monday to Friday

8:30am to 4:00pm

Administration Office Hours: 8:30am to 1:30pm

(07) 4781 1500

[info@townsvilleport.com.au](mailto:info@townsvilleport.com.au)

