

# CUSTOMER SERVICE CHARTER

This charter sets out the standards of service our customers can expect.



## OUR PURPOSE

Our primary purpose and core business is to ensure that a safe, high-quality water and wastewater service is delivered to the residents and businesses of the Fraser Coast, all day, every day, 365 days a year.

This Customer Service Charter summarises our commitment to deliver this service to more than 40,000 connections across our region.

Water Services	Target
<b>Day to Day Continuity of Supply</b>	
Service of Fraser Coast	100,000 people
Supply required pressure and flow rate	200kPa @ 20 litres/minute
Connecting property to water network	Within 20 working days (after receiving application and payment)
Water main interruptions	<100 unplanned interruptions for every 1,000 properties connected to our system
Water service restoration	<5 hours for 95% of incidents caused by unplanned interruption to supply.
Effluent compliance with licence conditions set by the Department of Environment and Heritage Protection	100%

## STANDARDS OF SERVICE

Water and sewerage Service	Target
<b>Quality of Supply</b>	
Provision of drinking water that complies with the Australian Drinking Water Guidelines issued by the National Health and Medical Research Council	100%
Water quality complaints per 1000 connections	<5 Drinking water <40 Total water and sewerage
Sewage overflows onto customer properties per 1000 connections	<5
Response to interruptions to water and wastewater services	<1 hour
Water main breaks	<20 per 100km of main
Sewerage main breaks or chokes	<60 per 100km of main

## YOUR ACCOUNT

Water bills are issued three times a year - in November, March and June. The bill includes your water consumption which is measured and charged in kilolitres.

All water that passes through your water meter is your responsibility so we encourage you to read your meter regularly to monitor consumption and detect problems such as water leaks.

Access charges are in addition to your usage.

They go toward the cost of harvesting, purifying and distributing water; and collecting, distributing and reusing wastewater; as well as purchasing, maintaining and expanding the infrastructure associated with these tasks.

We will give a discount of 7.5% to all bills paid within 30 days from the date of issue of the account. Interest will be charged on all overdue accounts. The due date is clearly displayed on each bill.

For a list of fees and charges, or to obtain a water service application form, go to [www.frasercoast.qld.gov.au](http://www.frasercoast.qld.gov.au)

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WIDE BAY  
water



Fraser Coast  
REGIONAL COUNCIL

## HOW TO PAY YOUR ACCOUNT



- Direct Debit (contact Council in accordance with rates notice)
- Via BPAY® (contact your financial institution or visit [bpay.com.au](http://bpay.com.au))
- Via Post Billpay
- Any Australia Post Office or phone 1300 361 496
- Online via [frasercoast.qld.gov.au](http://frasercoast.qld.gov.au)
- Via post (cheque or money order)
- In person (at your bank or Fraser Coast Regional Council)

## YOUR FEEDBACK



We are working hard to meet or exceed your expectations, but should you feel the need to provide feedback or register a complaint, please be assured we will take it seriously. If you wish to provide feedback or register a complaint, please contact us on 1300 79 49 29.

We will respond promptly and do our best to resolve the problem to your satisfaction. If you are not satisfied with our response you may ask for a review in accordance with Council's Administrative Complaints Process.

## YOUR PRIVACY



We are committed to protecting the privacy of our customers. Information collected in the course of our business will be used only for the purpose stated and will only be accessed by persons who have been authorised to do so.

Your personal information is handled in accordance with the principals outlined in the Information Privacy Act 2009.



Kilolitres

Litres

## HELPING EACH OTHER



To help maintain our community's water network, you can assist us by:

- Providing clear and safe access to your water meter
- Making sure your stormwater runoff is not connected to the sewer
- Knowing the location of your property's Overflow Relief Gullies and keeping them clear in case the sewer backs up
- Maintaining your plumbing fittings and appliances
- Not putting any hazardous/toxic substances down the toilet or drain
- Advising us promptly of any changes to your contact details

## WE'LL KEEP YOU INFORMED



If our staff need to access your property in the course of their work, they will only do so with appropriate identification. Staff entering a property (except those reading an accessible meter) will either:

- Notify any occupant present of the purpose for entry; or
- If no occupant is present, leave a notice stating date, time and purpose of entry.

Where we intend to conduct planned works, we will notify you seven days in advance. We will take all reasonable care to ensure that the property is left as near as possible to the condition in which we found it.

## HOW DO I READ MY WATER METER



To monitor your water consumption, take regular readings from your water meter which is normally located on your front boundary. The white dials indicate kilolitres (one kilolitre equals 1,000 litres). The red dials indicate litres. Numbers are read from left to right.

You can check for undetected leaks by turning off all your taps and then checking that the meter is not ticking over.