

CUSTOMER SERVICE STANDARD

Registered Water Service Provider No. 534

2023 - 2028



WEIPA
TOWN AUTHORITY

OUR COMMITMENT

The Weipa Town Authority (WTA) provides water supply and sewerage services to its customers. We aim to provide good quality water supply and safe and effective transportation and treatment of all sewage effluent.

We have produced this customer service standard to outline our commitment to providing you with an effective and efficient water supply and sewerage service, and as a requirement of the *Water Supply (Safety and Reliability) Act 2008*.

We aim to provide all our customers with:

- Day-to-day continuity of your water supply
- Adequate and reliable water supply
- Effective transportation of sewage
- Long-term continuity of your water supply and sewerage service.

We hope that you will be able to assist us in improving our water supply and sewerage service.



OUR WATER SUPPLY SYSTEMS

We operate three water supply schemes. One scheme supplies water to Rocky Point, Trunding and Nanum, the other scheme supplies water to Evans Landing while the third scheme supplies water to the Weipa Airport. The water supplies are the joint responsibility of WTA and the Tailings and Water Department, RTA Weipa Pty Ltd. Water for the supplies is sourced from bores.

We have adopted the following service standards to show you our commitment in providing you with an effective water supply service:

- We will limit the number of unplanned interruptions to the water supply system per scheme to only 12 per year.
- We will maintain a minimum water service pressure of 200 kPa (including fire-fighting flows). The maximum service pressure in our systems could be 600 kPa¹.
- If your water supply service is interrupted, and we are aware of this, we will endeavour to restore your connection within 2 hours for water bursts and within 24 hours for leaks.
- If you inform us that there are problems with your water supply service, we will respond to your query within 1 hour during business hours or 2 hours, after hours.
- We will comply with our Drinking Water Quality Management Plan for microbial and chemical quality of water supplied.
- We will aim to receive 6 or less drinking water complaints per year.
- We will endeavour to limit the water main breaks to only 10 per year.



¹ Based on WSA Water Supply Code of Australia. AS/NZS 3500.1 – Plumbing and Drainage Water Services Standard requires that the pressure at an outlet within a building, other than fire service outlet, is <500 kPa. In accordance with this Standard, which deals with plumbing, if you suspect that the pressure is high for your property, you should install a pressure limiting valve. The installation of this is the responsibility of the property owner.

OUR SEWERAGE SYSTEMS

We operate a fully reticulated sewerage system. Our reticulation system collects sewage from your household connections and discharges it into treatment plants at Awonga and Lorim Point.

To continually improve our sewerage service, we have adopted the following targets, which we will endeavour to achieve:

- We will limit the total number of sewerage breaks and chokes across the community to only 4 per year.
- If you inform us that there are problems with your sewerage connection, we will respond to your query within 1 hour during business hours or 2 hours, after hours.
- If your service is interrupted, and we are aware of this, we will endeavour to restore the service within 2 hours for sewerage main breaks and within 24 hours for sewerage main chokes.
- We will aim to receive 5 or less odour complaints per year per system.



SUMMARY OF OUR PERFORMANCE INDICATORS AND TARGETS

Performance Indicators	Performance Targets
Total water main breaks	≤10 per year
Total sewerage main breaks and chokes	≤4 per year
Incidence of unplanned interruptions – water	≤12 per year per system
Response to water incidents (bursts and leaks)	Within 1 hour on business days and within 2 hours after hours – initial response
	≤2 hours for water bursts and ≤24 for water leaks – from becoming aware
Response to sewerage incidents (including mains breaks and chokes)	Within 1 hour on business days and within 2 hours after hours – initial response
	≤2 hours for sewerage main breaks and ≤24 for sewerage main chokes – from becoming aware
Water quality complaints	≤6 per year
Total water and sewerage complaints	≤15 per year
Water pressure (including fire-fighting flows)	Minimum service pressure 200 kPa Maximum allowable service pressure 600 kPa
Water quality compliance - microbiological and chemical	- <i>E. coli</i> is not detected in at least 98% of the water samples tested for a 12-month period.
	- Chemicals & heavy metals do not exceed the ADWG ² health-based values for water samples tested in a reporting period.
Odour complaints - sewerage system	≤5 per system per year

² Australian Drinking Water Guidelines

OUR PROCEDURES

Water Supply and Sewerage Connections

An application to WTA is required in order for a water and/or sewerage service to be connected to a property. A Compliance Assessment Application for Plumbing, Drainage and On-site Sewerage Work Form 1 is required to be completed and submitted to WTA. Services are only connected once approval is obtained. Our Plumbing Inspector will verify the installation once it has been completed.

Rates and Charges

Residential water supply and sewerage connections are charged a fixed rate for the provision of water and sewerage services. These rates are charged twice a year in January and July. Additional charges apply to excess residential water and commercial water consumption. For further information on our rates and charges, please contact WTA on 07 4030 9400.

Metering

We have progressively installed standard water meters to almost all of the properties within the town. These have been installed just inside the property boundaries, with easy access for water meter readings. WTA currently read the meters every six months.

Customer Consultation – Maintenance and Repair Work

If WTA has to undertake any maintenance and repair work to the water supply or sewerage system, and this will affect your water supply or sewerage connection, we will send out notices at least 2 days before we undertake the work. Notices will be published on WTA website, WTA Facebook page and/or a letter drop will advise of the impending service interruption.

Customer Consultation – Emergency Work

If WTA has to undertake any emergency work to the water supply or sewerage system, and this will affect your water supply or sewerage connection, where possible WTA will door knock the houses that will be affected to advise of the work to be completed.

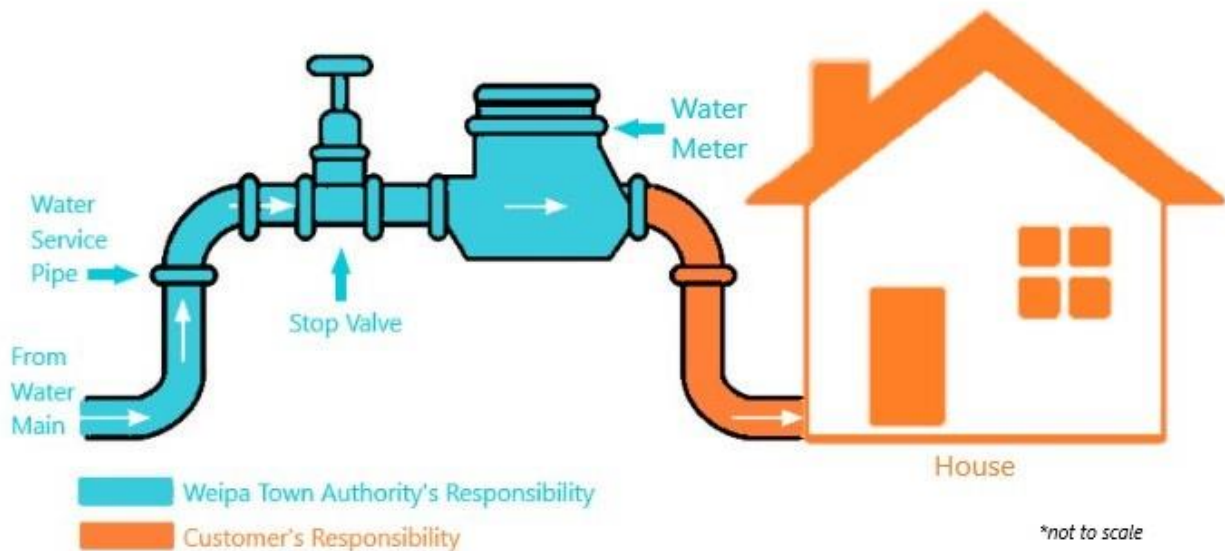
Complaints Handling

WTA will receive complaints by written or verbal communication. We have implemented a response period of 24 hours for all complaints received. Unresolved complaints will be directed to the Town Authority Members for resolution and you will be advised of the outcome.

OUR EXPECTATIONS / YOUR RESPONSIBILITIES

To assist us in improving our water supply and sewerage service, we expect you to:

- look after your connections, including water meters (please note that the water meter indicator pole provided is the property of WTA and allows meters to be quickly located, therefore it is not to be removed).
- monitor what is disposed of in your sewer system so that you will reduce the likelihood of any blockages and overflows.
- let us know if you see any problems with your water supply and sewerage service, including deliberate damage or suspected criminal activity relating to our assets or services.
- ensure all your internal plumbing infrastructure is in good working order and is compliant with the plumbing regulations.
- always engage a licensed plumber to repair any water leaks occurring on your property side of the water meter.
- report any significant change in your water pressure or flow to us.
- report any issues regarding water quality or general water quality related enquiries to us.
- ensure that your water meter is not tampered with.
- dispose of any waste responsibly - cooking oils, paints, pesticides, cleaning products and chemicals should not be poured down the sink, gutter or other drain to protect the sewerage system and treatment.
- ensure your stormwater drainage is not connected to the sewerage system.
- treat our staff with respect.
- if you are unsure of any requirements or obligations which may be applicable to you, contact us and we will respond to you within a reasonable timeframe.



CUSTOMER SERVICE CONTACTS

For more information on our levels of service or on our water supply and sewerage system, or if you experience any problems with the system after hours, please contact our WTA Team.

Address: 6 Hibberd Drive, Rocky Point, Weipa QLD 4874

Postal: PO Box 420, Weipa, QLD 4874

Phone: (07) 4030 9400

Email: admin@weipatownauthority.com.au

Other: WTA facebook