



Customer Service Standards
Water and Sewerage Services

1. Customer Service Standards

Hope Vale Aboriginal Shire Council (HVASC) is responsible for providing water and sewerage services to residential, commercial and industrial customers.

HVASC manages the water storage and is responsible for operating and maintaining water and sewerage assets throughout the Shire

1.1 Long Term Continuity of Services

HVASC will take all reasonable action to provide its customers with reliable and continuous services. Council is committed to ensuring that water mains and sewers that are reaching the end of their useful life are replaced subject to availability of funds. Council aims to minimise the number of water main leaks and breaks, reduce water loss in the system and reduce the number of breaks and blockages in the sewerage system. This will be assisted by system monitoring and planned maintenance programs.

1.2 Planned and Unplanned Service Interruptions

For planned temporary service interruptions, such as maintenance of water mains, Council will provide affected customers with at least 48 Hours notice of the type and timing of our activities.

Where Council is not able to provide prior notice, we will endeavour to restore your services as quickly and efficiently as possible to minimise inconvenience to affected customers.

1.3 Quality of Water Supply

Council will endeavour to ensure that the potable water supplied:

- Meets the Australian Drinking Water Quality Guidelines
- Meets reasonable needs
- Is clear and free from objectionable odour and taste
- Meets legislative requirements of the Department of Energy and Water Supply

1.4 Sewerage Services

Council will endeavour to provide sewerage services that:

- Meet reasonable needs
- Avoid odours, overflows and interruptions
- Meet regulatory requirements
- Meets legislative requirements of Environment and Heritage Protection

1.5 Trade Waste Services

A Trade Waste Approval is required for any discharge of trade waste into Council's sewerage system. This approval is to be obtained from Council.

2. Customer Service Performance Targets

Hope Vale Aboriginal Shire Council will endeavour to meet the following performance targets in the delivery of water and sewerage services to customers.

CSS Indicator	NPR/SWIM Code	Targets
QG 4.5 – Total water main breaks	A8/AS8	Less than 20 per year
QG 4.6 – Total sewerage main breaks & chokes	A14/AS39	Less than 20 per year
QG 4.7 – Incidence of unplanned interruptions - water	C17/CS17	Less than 20 per year
QG 4.8 – Average response time for water incidents (leaks and bursts)	CS37	90% restored within 4 hours 100% restored within 1 day
QG 4.9 – Average response time for sewerage incidents (including main breaks and chokes)	CS33	3 hours
QG 4.10 – Water quality complaints	C9/CS9	Less than 5 per year
QG 4.11 – Total water and sewerage complaints	C13/CS13	Less than 10 per year
Standard Water connections	n/a	7 working days from lodgement

3. Billing

Water and sewerage charges are included into Council's Utility Charges which are issued once each year following the adoption of Council's Annual Budget.

4. Shared Rights and Responsibilities

HVASC requests that its customers assist in the provision of water supply and sewerage services by:

- Being “Water Wise”
- Maintaining the pipe work and fittings on private property
- Taking care not to discharge any unauthorised substances into sewers
- Providing access to manholes and water meters as required
- Notifying Council of any faults encountered so that problems can be rectified as quickly as possible
- Driving carefully through our construction/work sites

5. Customer Assistance

HVASC is committed to the on-going improvement of customer service and welcomes any comments, complaints, enquiries and suggestions. How to contact us:

Telephone	40838000
In Person	HVASC Administration Office 3 Muni Street, Hope Vale Open: Monday to Thursday 8.00am to 5.00pm Friday 8.00am to 12.30pm
Email	info@hopevale.qld.gov.au
Online	www.hopevale.qld.gov.au
Mail	Chief Executive Officer Hope Vale Aboriginal Shire Council 3 Muni Street Hope Vale Qld 4895