



DIAMANTINA SHIRE COUNCIL
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Customer Service Standards

Water Supply and Sewerage Systems

OVERVIEW

Diamantina Shire Council is responsible for delivering water supply and sewerage services to the towns of Birdsville and Bedourie. Council operates potable water supply systems at both towns. Birdsville has a second reticulation system supplying untreated/non potable river water for irrigation use.

Council operates Common Effluent Disposal systems for the transport and treatment of sewerage wastewater at Birdsville and Bedourie.

COUNCIL GOALS

Our goal is to meet community needs and expectations for the reliable supply of drinking water and effective transport of sewerage. Council will achieve their service delivery obligations by means of forward planning, optimizing infrastructure, sustaining infrastructure and efficient operation of the services. Customer Service Standards presented in this pamphlet have been prepared to inform customers of the level of service that Council intends on providing in relation to these services. The Council is required under the Water Supply (Safety & Reliability) Act to ensure continuity of services and to present a copy of the Customer Service Standards to all customers.

SERVICE CONNECTIONS

Diamantina Shire Council will respond to service connection applications promptly. Water services (where available) will be connected within twenty working days for standard 19 mm services. Sewerage services (where available) will be connected within thirty working days. Application forms for new water and sewerage connections are available from the Council office.

RESPONSIBILITY

Council is responsible for all water mains up to the property boundary. The customer is responsible for all water supply pipes within the private property boundary.

Council is responsible for all Council owned sewers mains up to and including the jump-up provided to each property sewer connection. If the customer has a blocked drain, they need to engage a private plumber to clear the blockage. If it is found that the blockage was in the Council sewer main, Council will reimburse the customer for expenses incurred in engaging the private plumber to remove the blockage.

BILLING & PAYMENT

Customers who have or may have access to water are charged an annual Water Access Charge for water supply. Diamantina Shire Council does not use water meters to record customer water consumption. Sewerage charges apply to all customers that are or may be connected to the sewerage system. Rates notices are sent to the customer by mail annually and payment is due by the due date indicated on the rates notice. Rates notices contain the relevant information for charges and payment. Rates information pamphlets are available at the Council office.

CUSTOMER CONSULTATION

Levels of Service are developed in consultation with customers and are reviewed annually with feedback from customers. Council will review whether the system meets the expectations of the customer and to evaluate whether any improvements can be made to the system.

In order to maintain or upgrade services, the supply of the service may be interrupted to perform planned work. Customers will be notified in writing at least 48 hours before such interruptions take place or if workers need to enter private property to perform planned works.

COMPLAINTS

Diamantina Shire Council will give priority to all complaints and investigate all complaints. The customer will be advised of the outcome. If further investigation or work is required, the customer will be advised of progress and a predicted time frame. Complaints may be directed to the Council office.

Diamantina Shire Council will endeavour to resolve all customer complaints; however, if a complaint is not being resolved, the customer has a right to make a further complaint to the Ombudsman.

LEVELS OF SERVICE

Levels of Service inform the customer of the targets that Council will achieve to provide the service to the customer. The Council, with the approval of the Regulator and through consultation with customers, selects the Levels of Service and Targets. The Levels of Service are measured by targeted Key Performance Indicators as shown below.

| KEY PERFORMANCE INDICATORS | TARGET | | |
|---|------------------------|------------------------|------------------------|
| | BEDOURIE | BIRDSVILLE | |
| WATER | BORE WATER | BORE WATER | RIVER WATER |
| QG 4.5: Total water main breaks | 3 incidents per annum | 3 incidents per annum | 3 incidents per annum |
| QG 4.7: Incidence of unplanned interruptions - water | 5 incidents per annum | 5 incidents per annum | 12 incidents per annum |
| QG 4.8: Average response time for water incidents (bursts & leaks) | 5 hours | 5 hours | 3 days |
| QG 4.10: Water quality complaints | 2 per annum | 2 per annum | Not Applicable |
| QG 4.11: Total water complaints | 5 complaints per annum | 5 complaints per annum | 5 complaints per annum |
| SEWERAGE | BEDOURIE | BIRDSVILLE | |
| QG 4.6: Total sewerage main breaks and chokes | 5 incidents per annum | 5 incidents per annum | |
| QG 4.9: Average response time for sewerage incidents (including main breaks & chokes) | 6 hours | 6 hours | |
| QG 4.11: Total sewerage complaints | 5 complaints per annum | 5 complaints per annum | |

CONTACT US

For further enquiries or to provide feedback please contact the Council office. Contact information is provided at the top of this pamphlet. For after hour service related emergencies please contact the relevant Town Foreman: Birdsville – Jock McDonald 0407 146 902 or Bedourie - Jodie Girdler 4746 1600.