



CUSTOMER SERVICE STANDARD

Service Connections – New and Replacement

Council utilises the Australian Standards as reference for the renewal, replacement and new connections of water services to the properties to be serviced from the potable water networks.

To undertake application for a new or replacement service please contact Council's Reception and complete a customer request form.

Council supplies a single connection point for each property as per the Australian Standard, Council's responsibility for both water and sewerage ceases at the boundary of the property.

Combined connections are the exception; Council has a responsibility for drainage that passes through a third party property. Existing services may be altered or modified by application to Council as by a appropriate licenced contractor.

Water Meters

Water meters are currently not required for domestic properties within the McKinlay Shire. Meters may be required on some commercial premises and installed in consultation with the customer.

Availability of services

Our water supply and wastewater systems are designed to be available 24 hours a day/7 days a week. However, we may need to interrupt or limit its services on certain occasions including, but not limited to: when there are periods of declared water supply restrictions; to inspect, maintain, repair or replace any part of the system; and if there is a potential public health risk with continuing the service.

Interruptions

Our water supply services are designed to be available 24 hours a day. Under certain circumstances, however, we may need to interrupt, postpone or limit one or more of these services. This may include but is not limited to:

- if any part of the system is damaged, for example, by bursting, blockages or breakdowns; • when it is necessary to inspect, maintain, repair or replace any part of the system; • during the connection of new works or services;
- if an event occurs outside of our control, including acts by others, war, terrorism, vandalism, sabotage, civil commotion, national emergency, drought, fire, flood, storms, earthquake, landslide, explosion, power shortage or industrial action;
- if there are periods of declared water supply restrictions;
- in the event of a situation arising that entitles us to disconnect a service; and
- in the event where there is a possibility of a significant health risk arising.

Except in emergencies and in situations where interruptions are limited to a short duration, we will give customers between 24 - 48 hours notice of the need to interrupt, postpone or limit the supply of services for regular maintenance or works programs.

It is important that customers understand that regular maintenance works are essential to the ongoing delivery of a reliable service. For both unplanned and planned interruptions we will make the



reinstatement of the service a priority and do all in our power to restore the service as quickly as possible.

Responsibility for infrastructure

For each type of infrastructure (water or wastewater) there is a connection point, where a customer's private infrastructure connects to Council infrastructure so that a service may be received. Council is responsible for maintaining and repairing the infrastructure on their side of the connection point. For example this includes: the service pipe and fittings outside the consumer property and anything within the foot path, and for a sewerage connection anything from the boundary connection point to the main sewer system. A customer is responsible for all private infrastructure located on their property after the connection point to and inside their house/structure. For example this includes all water pipes, irrigation pipes and internal sanitary drains (grey and black water).

Damage to Infrastructure

If Council's infrastructure is damaged please report the damage to reception. If Council's infrastructure is damaged intentionally this is an offence and is provided for in the *Water Supply Act*. Council will charge the owner or occupier of the property with reasonable cost of repair for accidental and intentional damage to Council's infrastructure by the owner or occupier of the property.

If damage is done to infrastructure on the property owner's side of the property boundary, then it is the responsibility of the owner to repair or replace the infrastructure. Council will only be responsible for damage on the owner's side if it was through fault of a Council employee.

Entry to Private Property

In certain circumstances, Council representatives may need to enter your property (other than your house) to carry out investigations and/or work on the water supply and wastewater transportation system. To limit any inconvenience, we will attempt to carry out this work during business hours or at other times convenient to property owners and occupiers, except in emergencies.

Authorised persons of Council can enter private property at certain times without needing the consent of or notifying an owner or occupier; for example to check on leakage of pipework and fittings if urgent action is required. Where required we will provide notice to an occupier in accordance with the requirements of the *Local Government Act* and the *Water Supply Act*. When entering private property Council representatives must inform occupiers of their position and authorisation (show their identity card) and the reasons for being there. When conducting works or repairs to our infrastructure we will ensure that the area is left in a reasonable standard given consideration to all the circumstances relating to the repairs, including the condition of the area prior to the repairs and type and location of the works. Any work area will also be adequately fenced or signed to ensure safety.

Rates Fees and Charges

Water

In the townships of Julia Creek, McKinlay, Kynuna, Nelia, Gilliat and Oorindi, an annual water (utility) charge consisting of a fixed number of units representing the provision of infrastructure and chargeable on all land in the water area and a variable number of units representing the level of consumption on all land connected to the system and in the water area. Vacant land or land not connected to the system but still within the defined water area is charged an amount which represents a contribution to the provision of infrastructure on a "per allotment" basis. Council owned or controlled land is included.



A fixed utility charge for the connection and consumption of water is applied to other properties connected to the urban water supply but not classified as being part of the urban water area.

Sewerage

In the township of Julia Creek, an annual sewerage (utility) charge consisting of one unit representing one pedestal or urinal of predetermined length and/or multiples thereof representing additional pedestals or additional length of urinal is chargeable on all land in the sewer area. Vacant land or land not connected to the system but still within the defined sewer area is charged an amount which represents a contribution to the provision of infrastructure on a “per allotment” basis. Council owned or controlled land is included.

COMPLAINTS AND DISPUTE RESOLUTION

You have the right to make a complaint regarding the service provided by the Council by contacting Council Reception by phone or email; or by lodging a written complaint directed to Council’s postal address. These will be investigated in accordance with Council Policy. Council will treat all complaints confidentially and with due respect, and complainants will not suffer any reprisal from Council or staff for making a complaint. All complaints will be thoroughly investigated in a timely manner (and in accordance with the principles of natural justice) with the aim of reaching a resolution to both council and the complainant. If the customer remains dissatisfied with the result they may contact the ombudsman.

CUSTOMER CONSULTATION

Council will communicate with customers on changes to the water supply and wastewater services through our website and other digital feeds, distribution of published brochures, or alternative methods as appropriate.

We are committed to informing you, our customer about what we do. From time to time we will seek your feedback in order to inform our service planning and decision making process. This will be done through various forums, such as focus groups and customer surveys when needed. We look forward to hearing from you about our services when this occurs.

McKinlay Shire Contact Details

29 Burke St

Julia Creek, Qld 4823

Opening Hours:

Monday to Friday – 8:30am to 5pm

PO Box 177, Julia Creek Q 4823

Phone (07) 4746 7166

reception@mckinlay.qld.gov.au

www.mckinlay.qld.gov.au