



WELLCAMP AIRPORT & BUSINESS PARK

Registered Water Service Provider No. 568

**CUSTOMER SERVICE STANDARD
FOR
WATER SUPPLY AND SEWERAGE SERVICES**

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1.0 REGISTERED SERVICE

Under the *Water Supply (Safety and Reliability) Act 2008*, Wellcamp Airport and Business Park (WBP) is a registered service provider of water supply, drinking water and sewerage services.

These Customer Service Standards apply to the Wellcamp Airport and Business Park Water Supply and Sewerage Services.

2.0 OVERVIEW OF CUSTOMER SERVICE STANDARD

Service Providers are required to prepare a Customer Service Standard (CSS). The purpose of a CSS is to ensure customers who do not have a contract with the Service Provider for the supply of registered services are protected by standards relating to the supply.

Service Providers are required to ensure continuity of the service they supply to customers. This involves developing and adopting customer service standards that document:

- The levels of service to be provided to the customers;
- Processes for customer interaction with the service provider;
- Any other matters stated in guidelines issued by the regulator for preparing customer service standards.

The purpose of this document is to outline the Wellcamp Airport and Business Park Customer Service Standards for water supply, drinking water and sewerage services.

3.0 PERFORMANCE INDICATORS AND TARGETS

Wellcamp Airport and Business Park has developed Customer Service Standards to address:

- Day to day continuity of supply (water only);
- Adequacy and quality of normal supply (water only);
- Effective transport of waste effluent (sewerage only).

TABLE 3.1: Performance Indicators and Default Measures

Performance Indicators (PI)	Target
Day to day continuity of supply (Water only)	
Unplanned interruptions per km/year	<10 events
Restoration of services – unplanned interruptions	>70% restored within 5 hours
Response time to all incidents	<3 Hours
Adequacy and Quality of Normal Supply (Water only)	
Maximum water supply rate at property boundary	60L/s
Compliance with Guidelines (Physical/Chemical)	
- pH	>85% ADWG
- Turbidity	>85% ADWG
- Colour	>85% ADWG
- Sodium	>85% ADWG
- Chloride	>85% ADWG
Drinking water quality complaints per year	<5
Drinking water quality incidents per year	0
Effective Transport of Waste Effluent (sewerage only)	
Total sewage overflows per km main/year	<5
Sewage overflows to customer property per year	0
Odour complaints per year	<5
Response time to all incidents	<3 Hours

4.0 PROCESS ISSUES

Under *Water Supply (Safety and Reliability) Act 2008*, Service Providers are required to describe the procedures and address activities such as;

- Service connections;
- Billing;
- Metering;
- Accounting;
- Customer Consultation;
- Complaints handling / Dispute Resolution.

Table 4.1 outlines the procedures for the above process issues.

TABLE 4.1: Overview of Process Issues

Process Issues	Is this issue covered by a WBP Document (e.g. Policy)		Name of Reference Document	Procedure (if not addressed in WBP Document)
	Yes	No		
Service Connections				
• How can customers obtain a new service connection?		✓	Application Form.	Customers are required to complete application for a new service connection and make payment.
• How long does it take to commence installation of the connection?		✓		Maximum time to commence installation is 10 working days. Standard services will be completed within this time frame.
• What are the fees for connection?	✓		WBP Infrastructure Schedule of Fees and Charges.	Fees for a connection are set annually within the WBP budget.
• Are there any conditions for connection?		✓		Property must be part of a lease or sale within the WBP
• Are there any special conditions for the operation of the connection, i.e. terms and conditions of use?		✓		Water restrictions are applied as and when required (mainly due to supply problems).
Billing				
• What is the basis for bills? (e.g. meter readings, property type, estimation, levy).	✓		WBP Infrastructure Schedule of Fees and Charges.	The basis for water supply billing is an access fee and consumption/usage charge.
• Length of time between reading/estimation and forwarding the bill		✓		The timeframe is monthly.
• What is the charging regime? (e.g. two part tariff, fixed charge with excess etc).	✓		WBP Infrastructure Schedule of Fees and Charges.	Each property is charged an access fee and water on a kL basis with an excess charge after 400 kL. Sewerage charges attract a fixed fee per connection for residential customers. Sewerage charges for non-residential premises are applied on a per-pedestal basis.

Process Issues	Is this issue covered by a WBP Document (e.g. Policy)		Name of Reference Document	Procedure (if not addressed in WBP Document)
	Yes	No		
• Water and sewerage billing cycle	✓		WBP Infrastructure Schedule of Fees and Charges.	Bills are included in the rates notice twice yearly.
• Information regarding billing that is included with the rates notice.	✓		WBP Infrastructure Schedule of Fees and Charges.	Property information and usage details.
• Process to rectify an account if a customer is under or over charged	✓		WBP Infrastructure Schedule of Fees and Charges.	For under charges, the customer is issued an amended bill. For over charges, the customer is provided with either a refund or a credit to their rates.
• Procedure for finalising accounts when disconnection is requested	✓		WBP Infrastructure Schedule of Fees and Charges.	Water meters are read at time of disconnection and the amount is billed during the standard cycle. A rebate applies to customers when a disconnection to the sewerage system is made. A supplementary notice is issued for the difference in cost between vacant and connected charges on a pro-rata basis.
• Methods of payment of accounts.		✓		Customers are required to pay the set amount by the due date. WBP offers a range of payment options: In person at the Airport Administration Office; At any Australia Post branch (cash, cheque, Money Order); Mail (Cash, cheque, Money Order)
• Are contacts for billing inquiries listed?				Details on invoice notice and WBP's letterhead.
Metering				
• Requirement to have meters installed/connected		✓		It is Council's intention to meter every connection to the WBP water supply system.
• Do customers have to apply to have a meter installed?		✓		Customers are required to complete an application form to connect to the water supply (refer to details on service connections above). Application forms are available from the WBP Administration Office.
• Are meters tested for accuracy?		✓		A customer may request a special meter reading. A fee will apply in such cases. Meters are tested at the time frame recommended by the manufacturer or at the customer's request.
• What is the procedure if a meter is found to be inaccurate and needs to be replaced?		✓		Reading will be estimated based on historical records and applied accordingly. The existing meter is repaired or a new meter is fitted when meters are found to be faulty. There is no charge to the customer if the meter is found to be faulty.
• What is the process for accessing properties for meter readings?		✓		Under the WBP CMS, all properties can be accessed for the purpose of obtaining/querying meter readings
• Are contacts for meter inquiries listed?		✓		Enquiries to a member of WBP Administration Staff who will direct the enquiry to the relevant staff member.
Accounting				
• Are customers notified when payment is due?	✓		Monthly Invoice Notice.	A date for discounted payment is listed on the Rates Notice.
• Period for payment of		✓		Half yearly on issue of the rates

Process Issues	Is this issue covered by a WBP Document (e.g. Policy)		Name of Reference Document	Procedure (if not addressed in WBP Document)
	Yes	No		
accounts.				notice.
<ul style="list-style-type: none"> Who should customers contact for account inquiries and queries? 		✓		Enquiries to a member of WBP Administration Staff who will direct the enquiry to the relevant staff member.
<ul style="list-style-type: none"> Contact for account inquiries and queries 	✓		Monthly Invoice statement	WBP Administration Department
<ul style="list-style-type: none"> What are the consequences of non-payment or late payment? 		✓		Late payment results in forfeit of discount.
Customer Consultation				
<ul style="list-style-type: none"> Are customers notified of the adopted levels of service standards? 	✓		Customer Service Standards.	Customers are notified of the Customer Service Standards in accordance with the requirements of the Water (Safety & Reliability) Act 2008. These are published on the WBP website
<ul style="list-style-type: none"> Are customer surveys conducted? If so, how frequently? 		✓		Customer consultation is undertaken regularly but no formal surveys are currently conducted.
<ul style="list-style-type: none"> Are emergency contact numbers, inquiry numbers listed? 		✓		Emergency contact phone numbers for water and sewerage matters are listed on the WBP website and are provided to customers
<ul style="list-style-type: none"> Are customers notified of planned interruptions? 		✓		Customers are notified of planned water and sewerage interruptions by letter drops or face to face contact. Usually 24 hours notice is given.
<ul style="list-style-type: none"> Are customers notified of the intention to enter their property to undertake work? 		✓		Except under emergency situations, customers are given written advice of any need for WBP to enter their property to carry out work, or direct that work be carried out by the customer. Under emergency situations, WBP has the right to enter a property without notice to carry out work on its infrastructure.
Complaints Handling				
<ul style="list-style-type: none"> What is the process for submitting complaints? 		✓		Customers may lodge a complaint in person, or by calling WBP's general telephone number or in writing addressed to the WBP
<ul style="list-style-type: none"> How will complaints be handled? 		✓		<p>Complaints are investigated and responded to in the same manner as the inquiry. When you inform WBP of a complaint, WBP will:</p> <ul style="list-style-type: none"> - register the complaint on WBP's service desk system; - appoint a staff member to investigate the complaint; - investigate the complaint promptly and efficiently; - advise the customer of the outcome of the investigation. <p>The customer may have the outcome of the complaint reviewed by the Executive General Manager. Customers may also contact WBP Directors to discuss any matters relating to their water and sewerage services.</p>

Process Issues	Is this issue covered by a WBP Document (e.g. Policy)		Name of Reference Document	Procedure (if not addressed in WBP Document)
	Yes	No		
<ul style="list-style-type: none"> What is the response time for acknowledging and responding to complaints? 		✓		Response times for complaints are as follows: <u>Urgent matters</u> regarding services – within 5 hours; <u>Non urgent matters</u> regarding services – within 5 days; Connection or disconnection of services – within 10 days.
Dispute Resolution				
<ul style="list-style-type: none"> Is there a process for mediation or dispute resolution? 		✓		Under normal circumstances, if a dispute cannot be resolved by a senior WBP Officer, a report is drafted for consideration at a WBP Board Meeting. As a WBP customer, if you are not satisfied with the outcome, you have the right to take your concerns to the Queensland Ombudsman's Office.
<ul style="list-style-type: none"> Who may make a complaint? 		✓		Either a property owner or a tenant may make a complaint.

5.0 ANNUAL REVIEW

Under the *Water Supply (Safety and Reliability) Act 2008*, WBP is required to review its CSS every five (5) years.

The assessment must measure Wellcamp Airport and Business Park's overall performance for the financial year against the CSS and particularly:

- The number of unplanned service losses due to infrastructure failure;
- The time for restoration of services due to unplanned interruptions;
- The number of planned interruption incidents;
- The response time for all events;
- The number of service complaints and incidents in relation to:
 - : low pressure;
 - : drinking water quality;
 - : total sewer overflows;
 - : odours;
 - : overflows of sewers to customer properties.
- The number of water main breaks and leaks;
- Water losses in the systems;
- The number of sewer main breaks and chokes;
- Inflow and infiltration to sewers;
- The capacity of the infrastructure to provide the present and immediate future service required by customers;
- Overall financial considerations.

The Service Provider is also required to report the outcomes of any annual review of the CSS, including how any issues raised by the review are to be addressed.

6.0 ANNUAL REPORT

The *Water Supply (Safety and Reliability) Act 2008* requires Council to submit a report on its performance to the Department of Local Government and Planning (the governing authority) each year.

The *Water Supply (Safety and Reliability) Act 2008* requires the Water Service Provider to submit a report to the regulatory authority (Natural Resources and Water) each year.

Wellcamp Airport and Business Park will prepare an Annual Report to the regulator, currently through the Department of Natural Resources, Mines and Energy. These are published on our WBP website.