



Infrastructure Utility Services



CUSTOMER SERVICE STANDARDS

Wellcamp Business Park

We are committed to providing all our customers with reliable, high quality utility services. The Customer Service Standards have been prepared to detail our performance targets for electricity, gas, potable water supply and sewerage services.

SERVICE STANDARDS – WATER AND SEWERAGE

We aim to meet a safe water supply to all our customers.

Performance Indicators	Target
Water Supply	
Unplanned interruptions per year	<10 events
Restoration of services – unplanned interruptions	>70% restored within 5 hours
Average response time to incidents	<3 Hours
Maximum water supply rate at property boundary	60L/s
Drinking water quality complaints per year	<5
Sewerage	
Total sewage main breaks/chokes per year	<5
Sewerage Unplanned Interruptions	<5
Sewerage/odour complaints per year	<5
Average response time to incidents	<3 Hours

NOTE: There are times when we may need to apply water restrictions, generally this would be due to a measure enacted by our mains water service provider.

SERVICE STANDARDS – ELECTRICITY DISTRIBUTION

The Wellcamp Business Park embedded electricity network aligns its service standards to that provided in the Queensland Competition Authority – Electricity Distribution Network Code.

A copy can be viewed here;

<http://www.qca.org.au/wp-content/uploads/2019/05/ednc-version-4-july-2020.pdf>

SERVICE STANDARDS – GAS DISTRIBUTION

The Wellcamp Business Park Gas network aligns its service standards to that provided in the Queensland Competition Authority – Gas Distribution Network Code.

A copy can be viewed here;

<https://www.qca.org.au/wp-content/uploads/2019/07/gas-distribution-network-code-v1.pdf>

DISRUPTION TO SERVICES

Should unplanned interruptions or emergencies occur due to such events as a mains burst, emergency or power failure, we will work to fully restore services as soon as possible. We aim to restore service as quickly as practically possible.

Customers are notified of planned water and sewerage interruptions by phonecall and email correspondence. We will always endeavor to give at least 24 hours' notice.

If we need to enter your property to carry out planned work, we will give you written notice. There may be circumstances where we direct that work be carried out by the customer.

Under emergency situations, we have the right to enter a property without notice to carry out work on our infrastructure.

METER READINGS

An electrical and/or flowmeter will be installed on every customer connection. Meters are tested at the time frame recommended by the manufacturer or at the customer's request.

We must have access to your property for the purpose of obtaining or querying meter readings.

If a meter is found to be inaccurate or in need of replacement, usage will be estimated based on historical records. The existing meter will be repaired, or a new meter fitted. There is no charge to replace the meter if it is found to be faulty.

NEW SERVICE

If you wish to apply for a new service, please contact us for a New Service Connection application form and make payment. Fees for a new connection are set annually within the Wellcamp Business Park budget.

You must have an existing lease or sale within the Wellcamp Business Park to be eligible for connection.

BILLING

Water supply billing is based on an access fee and consumption charge. Each property is charged an access charge and usage on a kilo litre basis.

Sewerage charges attract a fixed fee per connection for residential customers. Sewerage charges for non-residential premises are applied on a per-pedestal basis.

All billable meters are read and charged monthly. A customer may request a special meter reading. A fee will apply in such cases. Current fees are as per the Wellcamp Business Park Infrastructure Schedule of Fees and Charges.

Should an under charge occur, the customer is issued an amended bill. For over charges, the customer is provided with either a refund or a credit to their rates.

DISCONNECTION/ACCOUNT FINALISATION

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.

Should an undercharge occur, the customer is issued an amended bill. For overcharges, the customer is provided with either a refund or a credit to their rates.

PAYMENTS

You may pay our account by a variety of payment methods as set out on your rates notice including:

- In person at the Airport Administration Office
- By Electronic Funds Transfer (EFT)
- Mail (cheque or money order).

A date for discounted payment will be listed on the Rates Notice. Late payment will result in forfeit of the discount.

COMPLAINTS RESOLUTION

We are committed to the continuous improvement of our customer service and welcome your comments and suggestions. If you have a complaint you can speak with us in person, via telephone, email, or written correspondence. When informed of a complaint, we will:

1. register the complaint in our system
2. appoint a staff member to investigate the complaint
3. investigate the complaint promptly and efficiently
4. advise you of the outcome of our investigation.

Response times for complaints are as follows:

Urgent matters regarding services	5 hours
Non urgent matters regarding services	5 days
Connection or disconnection of services	10 days

If you are dissatisfied with the outcome, you may request a review by our Executive General Manager. Customers may also contact a Wellcamp Business Park Director to discuss any matters relating to their water and sewerage services.

If you have a dispute that we have not been able to resolve, the matter will be referred to the WBP Board for determination.

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.

CONTACT DETAILS

For all enquires including new services, meter readings, billing enquiries or complaints please contact us via one of the following methods.

Telephone: +61 7 4614 3200

Email: servicerequest@wagnerco.com.au

Office Location:

Wellcamp Airport Administration Office
1 Airport Drive / 1511 Toowoomba Cecil Plains Road
WELLCAMP QLD 4350

Postal Address:

PO Box 2005
TOOWOOMBA QLD 4350

Website: <https://www.wagnercorporation.com.au/>