

## Customer Consultation

In order to maintain or upgrade services, supply may be interrupted from time to time to perform the work. Where possible, customers will be notified in writing at least forty-eight hours before such planned interruptions take place.

Council Officers may need to enter private property to maintain services. Where possible, Council will notify customers in writing at least forty-eight hours before such work takes place

## Feedback & Complaints

Council values customer feedback.

Longreach Regional Council will investigate all complaints as per the Complaints Management Policy.

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



**Longreach  
Regional Council**  
Ilfracombe Isisford Longreach Yaraka

## For more Information

Please contact Longreach Regional Council



07 4658 4111



assist@longreach.qld.gov.au



96a Eagle Street  
Longreach QLD 4730  
PO Box 144  
Ilfracombe QLD 4727



Monday to Friday  
8.30am – 5.00pm

**Emergency / System  
Faults / After hours  
phone:  
07 4658 4111**



**Longreach  
Regional Council**  
Ilfracombe Isisford Longreach Yaraka

# CUSTOMER Service Standards

## Water Supply and Sewerage Schemes



[www.longreach.qld.gov.au](http://www.longreach.qld.gov.au)

## Water Supply and Sewerage Schemes

Longreach Regional Council is responsible for delivering water supply and/or sewerage services to the towns of Longreach, Ilfracombe, Isisford and Yaraka.

Council operates treated water supply schemes at Longreach, Ilfracombe, Isisford and Yaraka as well as raw water schemes at Isisford and Yaraka.

Council operates a conventional gravity sewerage scheme with a sewer treatment plant at Longreach. At Ilfracombe and Isisford, Council operates "Common Effluent Disposal" schemes.

## Council's Goals

Our goal is to meet community needs for the reliable supply of drinking water and effective transport of wastewater.

Council will achieve its service delivery obligations by means of forward planning, optimising 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 providing. The Council is required under the Water Supply (Safety & Reliability) Act 2008 to ensure continuity of services and to make available a copy of the customer service standards to all customers.

The customer service standards are reviewed periodically and the Council presents an annual report to the Regulator. Following this process, the customer service standards may be updated, and if so, new copies will be made available to all customers.

## Levels of Service Standards

Performance indicators are used to measure the level of service provided to customers. The Council, with the approval of the Regulator, selects the levels of service standards which we intend providing. Levels of service are based on past performance and have been selected to improve on current service levels.

Levels of service standards are presented on a separate pamphlet, available for each of the four towns. A copy of the levels of services standards will be made available to customers.

Performance indicators are divided into three main categories as follows:

- Day to day continuity of water supply
- Adequacy and quality of normal water supply
- Effective transport of waste effluent

The levels of service standards pamphlets form part of the customer service standards and will be updated as required.

## Customer Assistance Service Connections

Longreach Regional Council will respond to service connection applications promptly. Water services will be connected within five working days for standard 19 mm services. Sewerage services will be connected within 20 working days. Larger services may take longer depending on availability of special fittings.

Application forms for new water and sewerage connections are available from the Council office or website. Please contact us to find out more about a service connection application

## Responsibility

Council is responsible for maintaining water meters and pipes between the water main up to and including the meter. Any plumbing on the property side of the meter is the Customers responsibility.

Council is responsible for all Council owned sewers up to and including one meter length of the service connection from centre line of the main. 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, Council will reimburse the customer any expenses incurred by the private plumber.

If Council performs work that is the responsibility of the Customer then Council will charge the Customer accordingly.

## Metering

Longreach Regional Council provides a water meter to all premises within Longreach, Ilfracombe and Isisford, which are connected to the treated & raw water supplies. The meters are read half yearly at the end of June and December. Customers are to ensure that the meter remains accessible for reading, testing, and maintenance purposes.

A customer may request to have a water meter tested. The customer shall meet the costs of testing the meter. If it is found that the meter is not accurate within  $\pm 5\%$  of actual consumption, Longreach Regional Council will replace the meter and reimburse any additional water usage charges associated with the faulty meter, including the costs of testing.

## Billing & Payment

Bills are calculated from meter readings as described above. Rates notices are sent to the customer by mail in August and February and payment is due within 30 days. Excess water bills are sent separately by mail in July.

Rates notices contain the relevant information for charges and payment. Rates information pamphlets are available to customers, for additional information, or please contact Council.