



Paroo Shire Council Water Supply Customer Service Standards *

Performance Indicators (PI)	Target
Water Supply – Day to Day Continuity	
Unplanned interruptions	
Number of unplanned interruptions (events) per 1,000 connection/year (Incident)	<30
Number of connections experiencing unplanned interruptions per year (connections)	<1000
Time for restoration of services due to unplanned interruptions:	95% Restored within 5 hours in Cunnamulla
	95% Restored within 8 Hours in Eulo, Yowah and Wyandra ★
Customer interruption frequency:	80% Of customers >=1 Interruption
	60% Of customers >=2 Interruptions
	40% Of customers >=3 interruptions
	20% Of customers >=4 interruptions
	10% Of customers >=5 interruptions
Ratio of unplanned to planned interruption incidents	<3
Average interruption duration (Planned and Unplanned)	4-8 Hours
Response time to all events:	95% Within 4 hours Cunnamulla
	95% Within 8 hours of other towns
Adequacy and Quality of Normal Supply	
Minimum water pressure and/or flow expectation at boundary	22 metres or 20L/min
Percentage of connections with flow/pressure deficiency	< 5%
Compliance with NHMRC Guidelines	
✓ Microbiological	100%
✓ Physical/chemical	95%
Drinking water quality complaints per 1,000 connections/year	<10
Drinking water quality incidents/year	5

* = As contained in the Paroo Shire Council Total Management Plan.

★ = Longer response times due to long travel distance to respond.



Paroo Shire Council Water Supply Customer Service Standards *

Continuity in the Long- Term: Water	
Water leaks/breaks per 100km mains/year	<100
System water loss (1/connection/day)	500L/conn/day

Other Desired Standards of Service

Water		
Key Service Characteristic	Customer Service Indicator	Customer Service Target
Reliability of Service	Number of days of water restrictions applied per annum (Beyond permanent Level 1)	<100
Quantity of Water	Available House hold supply Minimum pressure at boundary (m) (SAMP) Minimum firefighting capacity	2000-2600 L/Household/Day 22m 15L/s @ max hour



Paroo Shire Council Water Supply Customer Service Standards *

Overview of Customer Service Process Issue

Process Issue	Is this issue covered by a Council Document (E.g. Revenue Policy)		Name of Reference Document	Procedure (If not addressed in Council Document)
	Yes	No		
Service Connections				
How can customers obtain a new service connection?	✓		IPA application for new services	Customers are required to submit an application from to Council for a new service connection along with the prescribed payment
How can customers restore an existing or disconnected service?	✓		By written request and may result in IPA in worst case (all blocks metered)	Customers are required to submit an application form for restoring an existing or disconnected service along with the prescribed payment
How long does it take to commence installation of the connection?	✓			Maximum time to commence installation is 5 days
What are the fees for connection?	✓		Fees and charges list for users	Water connections are currently at actual cost for domestic connections and at-cost for commercial connections.
Are there any conditions for connection?		✓		The property must be serviced by infrastructure such as a water or sewer main. Council does all works to ensure connection standards are maintained.
Are there any special requirements for the operation of the connection, i.e., terms and conditions of use?	✓		Fees and charges list for uses	Council has permanent water restriction in Cunnamulla where only 50% of the town is permitted to irrigate on any given day.
Billing				
What is the basis for bills, e.g., meter readings, property type (e.g. Residential) estimation, levy?	✓		Schedule of Rates and charges	Sewerage is billed six monthly and water has six monthly reading and billed with Rates.
What is the length of time between reading/estimation and forwarding the bill?		✓	The length of time is 28 days	
What is the charging regime? (E.g. two part tariff,	✓		Schedule of Rates and Commercial Charges	❖ Fixed with excess. In Cunnamulla, each



Paroo Shire Council Water Supply Customer Service Standards *

fixed with excess etc.)				property is allocated 1200KL and charge is \$601.20. Excess consumption is \$0.94 per kilolitre. For the other three, a flat \$601.20 per annum is charged ❖ Red letters indicate annual budget rate
What is the billing cycle?	✓			Six monthly
What information is provided on the bill?	✓		Rates document issued by Council	The period the charge is for and the excess rate, quantity and charge if applicable.
What happens if a customer is under or over charged?		✓		If overcharged, and paid, a credit will be maintained on the account. If the invoice has not been paid and the new invoice can be raised. If undercharged an allowance will be made for a period for the debt to be paid prior to interest charges and late payment penalties.
What is the procedure for finalising accounts when disconnection is requested?		✓		Unwritten procedure for disconnection. An application is made to Council and attended to within 5 days.
Are Contracts for billing inquires listed?	✓			Contracts are listed on Rates Notices.
Metering				
Is there a requirement to have meters installed/connected?	✓		Schedule of Rates and Charges	These will be advised on application for service. Only in Cunnamulla and Eulo
Do customers have to apply to have a meter installed?	✓		IPA	Water meter installation form WS-F-08
Are meters being tested for accuracy?		✓		Check meter, if faulty water officer will replace.
What is the procedure if a meter is found to be inaccurate and needs to be replaced?		✓		Any person dissatisfied with meter accuracy can have the meter checked and tested at their own cost. The fee shall be determined in Councils annual fees and charges.
What is the process for accessing properties for meter readings?	✓			Ask to read meters with Council Identification worn.
Are contracts for meter inquires listed?				Contracts are listed on rates notice.
Accounting				
Are customers notified when payment is due?	✓			Yes, By mail
Are payments due annually,	✓			Biannually i.e. twice in a



Paroo Shire Council Water Supply Customer Service Standards *

biannually, etc.?				financial year.
Who should customers contact for account inquiries and queries?	✓			Rates Officer listed on Notice Phone: 4655 8400
Are contacts for account queries listed?	✓			Rates Officer listed on Notice Phone: 4655 8400
What are the consequences of non-payment of late payment?	✓		Schedule of Rates and Charges	Non payment or late payment will incur a penalty of 8% on unpaid balance.
Customer Consultation				
Are customers notified of the adopted levels of service standards?		✓		A summary document is mailed out with other Council correspondence. A full document is available for viewing or purchase at the Council Office in Broad Street, Cunnamulla.
Are customer surveys conducted annually, every 2 years, etc.?		✓		Surveys may be performed for specific projects and indicatives
Are results from the customer surveys published?		✓		Results of surveys may be published.
Are emergency contact numbers, inquiry number listed?	✓		Listed in local phone list and in CSS Brochure	In emergency, contact 0428 764 362
Are customers notified of planned interruptions?	✓			You will receive a note in the mail at least 48hrs prior to any disruption.
Are customers notified of the intention to enter their property to undertake work?	✓			Currently, Council door knocks and asks to enter property. There is no written procedure yet however Council aims to minimise the disruption to your property and the enjoyment of it and will formalise a process for gaining your permission prior to entry.
Complaints Handling				
What is the process for submitting complaints?		✓		Phone Council and complaints are recorded.
How will complaints be handled?		✓		Customer Complaints Procedure in place. There is a tracking system for sewer call-outs.
What is the response time for acknowledging and responding to complaints?		✓		Immediately. However, 2 hours maximum response time can be expected.
Dispute Resolution				
Is there a process for mediation or dispute resolution?		✓		Council meeting to sort issues. Individual complaints require written notice.