

2020



Cook Shire
COUNCIL

Water & Wastewater

Customer Service Standards

The purpose of this Customer Service Standard is to inform rate payers and customers of Cook Shire Council of the levels of service they can expect from the Water and Wastewater reticulation systems within the Shire.

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Purpose of a Customer Service Standard

The purpose of this Customer Service Standard is to inform rate payers and customers of the level of service they can expect from the Water and Sewerage reticulation systems in the Cook Shire Council water and sewer area.

The Customer Service Standard is a number of agreed Key Performance Indicators (KPI's) for the supply of water and sewerage services.

The Customer Service Standard will address a number of issues as shown below.

Cook Shire Council has developed a customer service standard to address:

- Day to day continuity of water supply
- Adequacy and quality of the water in the supply system
- Day to day continuity of sewerage waste through the reticulated system, and
- Compliance with licence conditions for sewage treatment.

The following sections provide a brief overview of our objectives to ensure these customer service standards are met.

Day-to-Day Continuity of Your Water Supply

Council aims to provide continuous and reliable water supply to all our customers.

At times, we may need to interrupt your water supply service to undertake planned maintenance and repair work. In these instances, we aim to provide you with at least 24 hours' notice for Residential, and 48 hours' notice for Businesses prior to the event.

The water supply system may also be interrupted by acts outside of our control. For unplanned events, we are unable to provide any notice. If your service is affected, we aim to restore your connection as quickly and effectively as possible.

Adequacy and Quality of Normal Water Supply

Under normal circumstances we will be endeavouring to deliver high quality water that will be safe to drink, be aesthetically pleasing and not cause staining of washing or household fixtures.

There may be times, beyond our control such as droughts or floods when it may not be possible to meet all of the commitments as described below. If this is the case, Council will make every endeavour to limit the time of these below target service deliveries to an absolute minimum.

Water consumers are asked to treat water as the precious resource. Water consumers can assist in conserving water by promptly repairing leaks in their pipes and plumbing fixtures, reporting leaks in Council's water or sewerage mains to Customer Service and using common sense garden watering habits and general "Water Wise" water conservation techniques.

Effective Transportation of Sewerage Waste Effluent

Cooktown, Coen and Laura have reticulated sewerage schemes that transport sewage from the properties (in most cases) to a treatment plant where it is treated to a standard that is suitable for discharge without causing damage to the environment.

If you notice any overflows from manholes or pump stations, residents are asked to report them promptly to the Council on the numbers at the end of this document.

Connection of stormwater runoff from roofs and or yards, to the sewerage reticulation, is illegal. It decreases the effectiveness of treatment and increases costs. House and business owners / tenants are asked to ensure that none of these illegal connections occur on their properties.

Certain chemicals can cause problems with the treatment processes and cause environmental harm. Residents are requested to be aware of these substances and not dispose of them down the sewerage system. Discharges to sewer must meet Councils conditions in the Trade Waste Pre-Treatment Guidelines and the Trade Waste Environmental Management Plan, both available on the Cook Shire Council website.

Mission

To deliver quality and reliable water, and wastewater services that meet the needs of our community. In all undertakings Cook Shire Council strives to achieve service provision to the Cook Shire communities in a manner which maximises both Council and community ideals. This is achieved through economic, social and environmental objectives being assessed in all stages of Water and Wastewater operations from planning through to operational delivery.

Purpose of Customer Service Standards (CSS)

As indicated in Section 2.1 of the Queensland Governments CSS Guideline, 'A Customer Service Standard is intended to protect customers of a service provider who do not have contracts with that provider, by ensuring they are adequately informed as to the service they are receiving, the level of service they can expect to experience, and how they interact with the provider'

These Customer Service Standards will be effective once adopted by Council resolution and can only be varied upon submission to the Regulator.

Council's Obligations

The Water Supply (Safety and Reliability) Act 2008 requires Council to implement measures to ensure the continuity of services. Council is required to quantify these measures and supply a copy to its customers.

The Customer Service Standards aim to provide details on the following:

- The level of service expected for the delivery of water and wastewater
- The expectations we have for our customers
- Processes for establishing new services, billing, metering, customer consultation, lodging complaints and dispute resolution.

This CSS also take into account provisions outlined in the Local Government Act 2009, the Information Privacy Act 2009, AS 3500; Far North Queensland Regional Organisation of Councils development manual, Integrated Planning Act 2009, Plumbing and Drainage Act 2002, AS3565 and the Water Supply (Safety & Reliability) Act 2008.

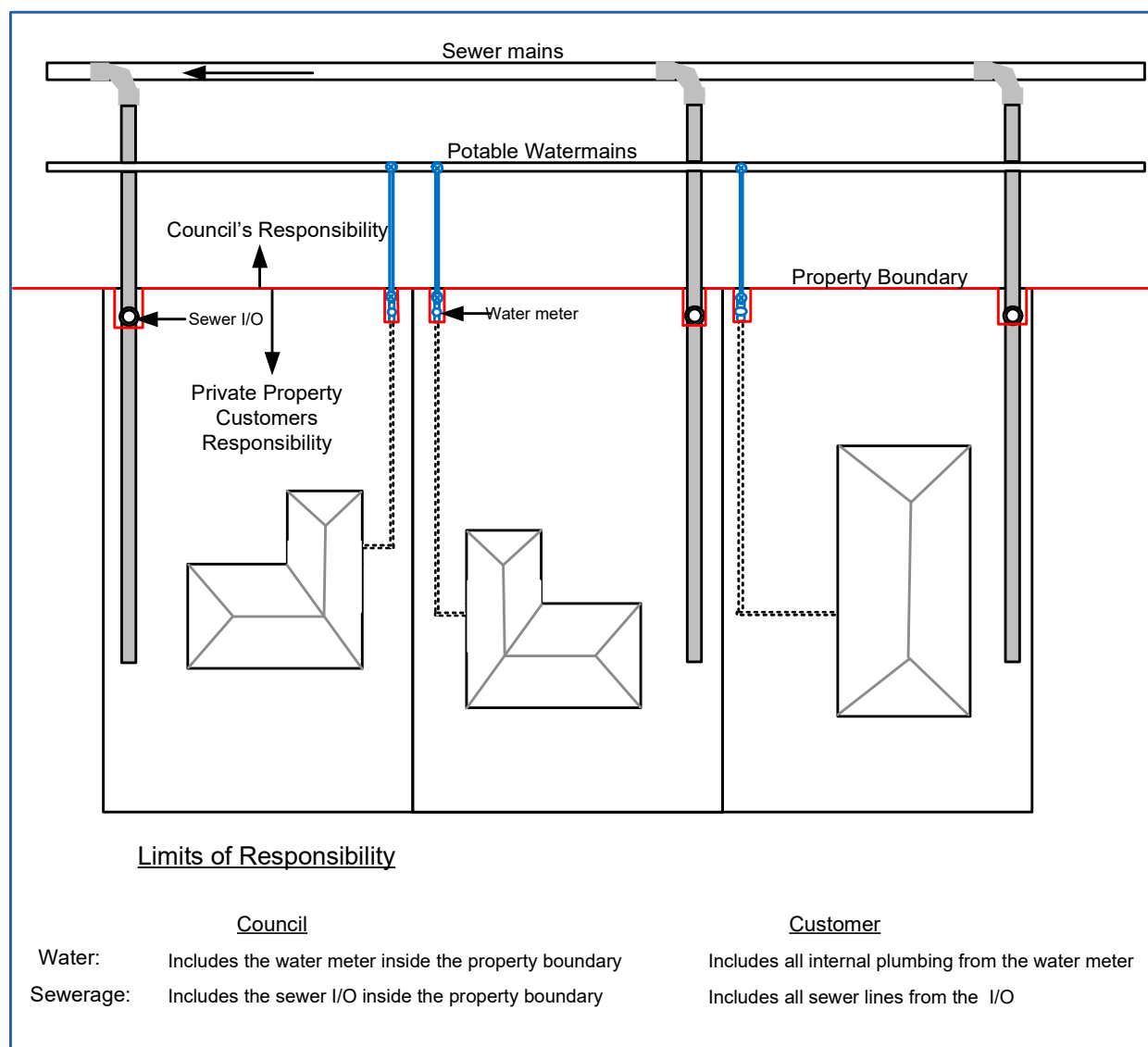
This Customer Service Standard does not apply to areas normally covered by this CSS during periods of natural disasters, including cyclones, floods until as soon as practicable after the affected normal services have been restored.

Expectations and responsibilities of Our Customers

Council's expectations of our customers include:

- Paying for Water supply and Waste Water services in accordance with Cook Shire Council's Revenue Statement
- Applying for and receiving approval before connecting to Council's Water and Wastewater systems
- Using water in a 'Waterwise' manner i.e. watering times etc.
- Maintaining internal property pipes and fittings (Water and Wastewater) in accordance with obligations under Section 128G of the Plumbing and Drainage Act 2002 and AS3500.1:2003 See figure 1 - Internal Plumbing responsibility
- Engaging a licensed plumber to do work internally to your property;
- Not building over water and sewer mains
- Selecting garden vegetation that will not damage water and sewerage infrastructure
- Sewer manholes should not be covered or obstructed by soil, mulch, retaining walls, vehicles or anything else that would inhibit access by Council
- Residents are responsible for ensuring that access to manholes on their property is available at all times
- If a manhole is obstructed and Cook Shire Council officers need to gain access, any obstructions will be removed and the owner notified. Where possible consultation with the owner will occur to plan the works
- Notifying Council of any faults that you have encountered so that we can rectify problems as soon as possible
- Preventing the discharge of stormwater into the wastewater network
- Taking care not to discharge prohibited substances into sewers
- Applying to Council for a Trade Waste permit (industrial and commercial customers) to discharge Trade Waste to sewers.
- Keeping area around water meters clear.

Figure 1 Internal Plumbing Responsibility



Our Water and Wastewater Facilities

Cook Shire owns and maintains a significant network of underground water and wastewater mains that delivers water throughout the towns and collects and treats wastewater (Sewerage) from homes and businesses.

Council water and sewerage assets include

- 4 Water Treatment Plants
- 3 Wastewater Treatment Plants
- 11 Water Storage Reservoirs
- 15 Bores
- 1 Weir
- 1 Dam
- 12 Sewage Pump Stations
- 83 km Water mains
- 70 km Sewer mains

Customer Service Standards

1. NEW SERVICES

If customers wish to apply for a water or sewerage connection within the serviced area, they will need to submit application forms together with appropriate fees to Cook Shire Council. The Application forms are available from Cook Shire Council customer centres, or by calling 07 4082 0500 or from the website at <http://www.cook.qld.gov.au/cook-shire-council/council-forms/building-plumbing-and-roads-forms/water-application-form.pdf/view>

Council is required to supply drinking water to customers within the water areas of Cooktown, Lakeland, Laura and Coen, and to supply wastewater services to customers within the sewered area for Cooktown, Coen and Laura. These areas generally covers most of the developed properties within the respective towns.

Water Area and Wastewater serviced area maps are available on the Council Website at <http://www.cook.qld.gov.au/services/water>

1.1. NEW WATER AND WASTEWATER CONNECTIONS

1.1.1. Minimum water pressure

Minimum water pressure supplied to the customer will endeavour to meet the minimum guidelines set in the design guidelines of the FNQROC development manual. (22 metres head)

More information is available from the FNQROC Website (www.fnqroc.qld.gov.au)

1.1.2. Standard 20/25/32 mm water service

A Standard 20/25/32 mm water service will be installed at the scheduled rates in the Councils Fees and Charges providing that;

- The property is within the defined "Water Area"
- The water main is no more than 30m from the Residential / Commercial property boundary

Customers wishing to apply for a water connection that are more than 30m from a water main or whose property is located outside the defined water area are to apply in writing and a quote will be supplied to connect the property if possible or practical

1.1.3. Wastewater Connections

Please note that under current Council policy, if a sewerage system is available for the property, the property owner is required to connect to the system.

1.2. NEW WASTEWATER CONNECTION

Customers wishing to apply for a new sewerage connection within the serviced area, will need to submit the appropriate application form together with appropriate fees, to Cook Shire Council. The Application forms are available from Council's Customer Service or by calling 07 4082 0500 or from the Council Website at <http://www.cook.qld.gov.au/cook-shire-council/council-forms/building-plumbing-and-roads-forms/sewerage-application-form.pdf/view>

Note: Most but not all properties in the sewered area will have an existing connection point, if unsure contact Cook Shire Council's Customer Service by calling Phone 07 4082 0500, with details of the property.

1.3. WATER METERS

A water meter will be installed as part of a new water service connection and will remain the property of Cook Shire Council. The alignment of water meters will be in accordance with section 1.1. The meter will be used as the basis of any consumption component of water charges. Cook Shire Council will maintain water meters within industry standard's limits of accuracy (ie $\pm 4\%$) taken from AS 3565.4-2007.

Where a customer has reason to doubt either the accuracy or reliability of their water meter, Cook Shire Council will offer to test the meter for the fee prescribed in Council's fees and charges.

If the meter is found to be defective, by greater than 5%, and results in overcharging, the overcharged amount will be refunded as will the fee charged for the meter test.

2. EXISTING SERVICES

2.1. SERVICE ALTERATIONS

Service alterations can be requested in writing by the customer. Operations staff will inspect the site and proposed alterations and, if changes are possible, will provide a quote for alteration works to the customer.

2.2. DISCONNECTION OF WATER SERVICES

If a customer no longer requires a water supply they may apply to Council for disconnection. They will need to submit a completed water meter disconnection form together with the appropriate fees, determined from Council's Fees and Charges, to Cook Shire Council.

These forms are available from Council's Customer Service or by calling Phone 07 4082 0500 or from the Council website at <http://www.cook.qld.gov.au/cook-shire-council/council-forms/building-plumbing-and-roads-forms/water-meter-disconnection-form.pdf/view>

2.3. WATER METER DOWNSIZING

Residential Customers can apply to Council to have their water meter downsized to a lower size, they will need to submit a completed Change of Water Meter form together with the appropriate fees, determined from Council's Fees and Charges, to Cook Shire Council.

2.4. DISCONNECTION OF WASTEWATER SERVICES

If a customer no longer requires a Wastewater connection they may apply in writing to Council for disconnection.

2.5. RECONNECTION OF WATER OR WASTEWATER SERVICES

If customers wish to reconnect water or sewerage services, customers will need to apply and to pay the fee to cover the reconnection service.

2.6. STAND PIPE SALES

Cook Shire provides a water point for sales of water, generally larger volumes such as water tankers supplying residents in outlying areas when their existing water supply has been depleted. These customers are advised to contact the water tanker contractors directly.

The water point requires an electronic key to operate it and these are available at Cook Shire's Customer Service after completing the "Avdata System Sales of Key" form and paying a refundable fee of \$100.00.

All water sold from the Water point is charged by the kilolitre at the prescribed rate in Council's Fees and Charges and is billed directly from AvData.

2.7. DAMAGE TO INFRASTRUCTURE AND WORKS AND REPAIRS

Section 192 of the Water Supply Safety and Reliability Act 2008 lists interfering with service provider's infrastructure and details the following.

(1) A person must not, without the written consent of a service provider, interfere with a service provider's infrastructure.

Maximum penalty—1000 penalty units.

(2) A person must not, without the written consent of a service provider, build over, interfere with access to, increase or reduce the cover over, or change the surface of land in a way causing ponding of water over an access chamber for a service provider's infrastructure.

Maximum penalty—500 penalty units.

(3) However, despite subsections (1) and (2), a person does not require the written consent of the service provider if the person carries out building work for a building or structure on a lot that contains, or is adjacent to a lot that contains, a sewer or water main of the service provider.

(4) In this section— building see the Building Act 1975, schedule 2. Building work see the Building Act 1975, section 5. Structure see the Building Act 1975, schedule 2.2.7. Trade Waste.

Industrial and commercial customers may discharge treated trade waste to the sewerage system provided the customer has first obtained a 'Trade Waste Permit' or entered into a "Trade Waste Agreement" with Cook Shire Council.

Cook Shire will only accept trade waste into the sewerage system where there is no likelihood that the trade waste will harm the system, will not pose any risk to the health and safety of sewerage workers, will not inhibit biological processes at the waste water treatment plants, will not accumulate in bio-solids making their re-use difficult or impractical and will not contain contaminants that may pass through the waste water treatment plants untreated resulting in environmental contamination. Additional information regarding trade waste is available on the Cook Shire Council website.

2.8. WATER RESTRICTIONS

Cook Shire encourages water conservation measures.

In certain instances, additional water supply restrictions may need to be imposed by Council. These circumstances may include:

- Possible supply limitations;
- Natural Disasters including floods, cyclones and droughts;
- To ensure continuity of supply where there are short term problems with system capacity and asset performance;

3. CHARGES AND CUSTOMER ACCOUNTS

3.1. RATES, FEES AND CHARGES

Rates, fees and charges will be set annually by Council resolution.

Water Charges shall be made for the purpose of supplying water for respective financial year on the following basis.

Service (Access) Charges

Service access charges are calculated per water meter size. Vacant Service Charges apply to all vacant properties as well as all properties that do not have planning approval for either residential or commercial use within the Cooktown Water Area.

Charges will be levied in two equal half yearly amounts.

Consumption Charges

A one (1) tier pricing structure is used in applying the consumption charge component of multi part tariff. Water Meters will be billed individually with progressive billing per financial year.

Water meters are read every 6 months and invoiced with 6 monthly rate notices.

Sewerage charges shall be made for the cost of supplying a service for the removal of sewage, for the respective financial year on the following basis:

Council operates a rating regime based on a unit allocation scheme on the basis of the number of units ascribed to the particular occupation of each property in accordance with the schedule for sewerage areas of Cooktown, Coen and Laura.

Cook Shire Council charges interest of 11% per annum compounding daily on all overdue rates and charges in accordance with Section 133 of the Local Government Regulations 2012.

If a payment is dishonoured then Council may on charge any costs associated with the dishonour of the payment to the customer.

Further details of Water and Sewerage Fees & Charges are available from Council's Annual Budget posted on Council's Website (www.cook.qld.gov.au) or by contacting Cook Shire Council on 07 4082 0500.

3.2. ASSISTANCE WITH PAYING ACCOUNTS

Council has a range of payment options and can negotiate special financial arrangements to assist customers experiencing hardship in the payment of accounts. Information on these options is available from Council's Customer Service or by calling phone 07 4082 0500.

3.3. FLOW RESTRICTIONS ON DOMESTIC WATER SUPPLY

Under the Water Supply (Safety and Reliability) Act 2008 Council has the power to restrict water supply to premises in particular circumstances:

This applies if:

(1)

- (a) Premises are connected to a water service; and
- (b) The owner or occupier of the premises—
 - (i) Contravenes a service provider water restriction; or
 - (ii) Does not pay the rate or charge for the service; and
- (c) The owner or occupier has been given a notice not to contravene the restriction or to pay the rate or charge; and
- (d) The owner or occupier continues to contravene the restriction or refuses to pay the rate or charge.

(2)

The service provider may reduce the water supply to the premises to the minimum level necessary for the health and sanitation purposes of the owner or occupier.

(3)

However, the service provider must not completely shut off the water supply to the premises.

3.4. SPECIAL METER READS

When customers sell their home or there is a change of tenancy, customers can request a special water meter reading to determine the amount of water used. Customers will be charged a fee to cover the cost of this service.

Further details of Water and Sewerage Fees & Charges are available from Council's Annual Budget posted on Council's Website (www.cook.qld.gov.au) or by contacting Cook Shire Council on 07 4069 5444

3.5. AVERAGING OF WATER CONSUMPTION

In certain circumstances, Cook Shire Council may need to estimate customer water consumption charges. Such estimation will be based on either past usage records or use by similar customers under similar circumstances. This estimate may be necessary where:

- A water meter is shown by test to be recording inaccurately;
- A water meter ceases to register;
- A water meter is damaged and unable to be read;
- A water meter is dysfunctional due to maintenance reasons and deemed to be recording inaccurately;
- Access to the water meter is prevented; or
- An illegal connection has been made and/or meter has been tampered with.

Where the meter is located within the customers property, it will be the customer's responsibility to ensure their water meter is accessible to meter readers (i.e. not overgrown with vegetation or otherwise inaccessible). Where averaging of water consumption has been estimated for at least 2 consecutive billing periods immediately prior to current read attempt, access needs to be arranged to avoid meter relocation at cost to property owners and / or further penalty.

4. CUSTOMER ASSISTANCE

4.1.1 ODOUR COMPLAINTS

Cook Shire Council officers will attend the site of the odour complaint, investigate possible causes and notify the customer of any findings of the investigation. This may include notifying other council departments for further remediation or investigation.

4.1.2 SEWER MAIN INFRASTRUCTURE WITHIN A BODY CORPORATE

Where a sewer main passes through a gated community to service properties beyond the boundary of the community, Cook Shire Council will maintain the trunk infrastructure within the body corporate area.

Where the trunk infrastructure enters the body corporate gated community to service only the gated community, the infrastructure will be maintained by the body corporate.

4.1.3 PRIVATE SEWER PUMP STATIONS

On private property, the private pump station and associated maintenance is the responsibility of the body corporate or owner. In instances of an overflow, not addressed by the owner, Cook Shire Council will notify EHP as a duty of care. If Cook Shire Council officers are called to site by a customer within the body corporate and they attend site, they will assist the customer to ensure the site is safe and notify them of the issues found during the investigation to notify the body corporate for repair and action. Recovery of cost is at the discretion of Cook Shire Council.

4.1.4 WATER MAIN BREAK CAUSING PROPERTY INUNDATION

Any damage caused by a water main break should be documented by the owner/occupier and directly consult their insurance company who will then liaise with Council's insurance company.

Cook Shire will assist with clean-up to a point where the area is no longer a safety risk.

If the premises are uninhabitable and residents do not have alternative accommodation, Cook Shire may assist with accommodation for 24hrs.

4.1.5 WATER QUALITY COMPLAINT

Cook Shire Council logs water quality complaints in the Customer Request Management System (CRM). These complaints are provided to the appropriate operational staff members for actioning. This may include flushing of water mains or assistance with a more detailed investigation of the customer's internal plumbing. If an internal plumbing fault is found to be the cause of the problem Cook Shire will not rectify the fault. It is the customer's responsibility to contact their preferred plumber for the repairs

4.1.6 REPAIR BROKEN WATER METER

Where a water meter is accidentally damaged, the customer is advised to contact Council. Depending upon the circumstances of the accidental damage, the water meter may be repaired / replaced at Councils cost, or the cost of the repairs / replacement may be charged back to the property owner. However, if repeat incidents occur, Cook Shire may pursue charging the property owner to recover the costs for the works conducted.

4.1.7 FAULTY WATER METER

Where a water meter has been determined by Cook Shire Officers to be faulty, for whatever reason, the meter will be replaced with the same size as the existing meter, at no cost to the Customer.

4.1.8 LEAKAGE ON COMMERCIAL PROPERTY

When a commercial property makes a complaint regarding potential water leaks, Cook Shire Council will, in the first instance, conduct a water meter check. If this does not identify an issue or highlights the water meter is in need of replacement, Cook Shire may replace the water meter. Any leak repair required on the private property will be the responsibility of the property owner.

4.1.9 ILLEGAL CONNECTIONS

When an illegal connection is identified by Cook Shire Officers, Cook Shire Council may give the person a notice asking the person to state, within the reasonable period stated in the notice, why the service provider should not disconnect the connection.

The period stated in the notice must not be less than 48 hours after the notice is given.

If the service provider is not satisfied, within the period stated in the notice, that the connection should not be disconnected;

- an authorised person of the service provider may enter the place where the connection is and disconnect the connection; and
- the service provider may recover from the person as a debt;
- (i) the cost of the disconnection; and
- (ii) the value of any service used by the person through the connection

4.1.10 WATER METER TESTING

Any customer dissatisfied with the reading indicated by the water meter attached to their water service may request for the meter to be tested by contacting Council Customer Service. The fee for testing water meters will be in accordance with the Council Fees and Charges.

- Testing takes place over a period of seven days
- Results are compiled and will be available for the property owner after the test.

A meter is deemed to be accurate if the reading is within 5% (+ or -) of the actual quantity of water passing through it.

If the test determines that the meter is inaccurate, the testing fee is refunded and the water meter is replaced at no cost.

If the test determines that the meter is accurate, the testing fee is not refunded.

If any Council supplied water meter is found to be inaccurate and over reading by 5%, Council will adjust the water consumption charges in accordance with the Revenue Statement. The Revenue Statement can be found on Council's website www.cook.qld.gov.au or from Customer Service, 10 Furneaux Street, Cooktown.

4.1.11 CUSTOMER DRIVEWAY REINSTATEMENT

Where works conducted by Cook Shire Council damage a private driveway, in full or partly, over Council's verge, repair or replacement of the driveway will be undertaken by Cook Shire where possible. Often due to supplier/product changes, direct matches to existing driveways may not be able to be provided and a suitable alternative will be negotiated.

4.1.12 VERGE REINSTATEMENT AFTER WORKS

Where works conducted by Cook Shire Council damage an area over council's verge, Council will reinstate the area to a safe standard. This will allow grass to naturally grow over the area, and will be to a standard where the grass can later be mown. Cook Shire will return to site after some time to ensure any natural settling is backfilled also.

4.2. CUSTOMER CONSULTATION

Cook Shire Council will inform customers on matters relating to water supply, sewerage and waste services and on other issues such as charging and complaints handling. Customer communication may include distribution of published brochures, Local Media, i.e. Local Radio and / or Newspaper, Facebook or other Social Media to advise customers of any system change that may have a significant effect on local service levels (e.g. water restrictions), or other options as appropriate.

4.3. ENTRY TO PRIVATE PROPERTY

In certain circumstances, representatives of Cook Shire Council may need to enter a customer's property to carry out investigations and / or work on the water supply and sewerage transportation systems. To limit any inconvenience, Cook Shire will attempt to carry out this work during business hours or at other times convenient to commercial customers, except in emergencies.

For planned work within a property, Cook Shire Council will provide customers with a minimum of 48 hours advance notice. In an emergency, Cook Shire Council will inform the occupier, if present, of the repairs to be undertaken and the anticipated duration of the work. Council will also endeavour to inform customers when the work is complete.

Entry to private property will be in accordance with delegations against;

- *Local Government Act 2009*
- *Water supply (Safety and Reliability) Act 2008*

All representatives of Cook Shire Council will be readily identifiable from wearing the Cook Shire Council logo on their clothing and their Photo I.D badge, again with Council's logo on it.

4.4. COMPLAINTS AND DISPUTE RESOLUTION

Customers can make a complaint regarding the service provided by Cook Shire Council by

- emailing us at mail@cook.qld.gov.au
- by phoning 07 4082 0500
- or writing to PO Box 3, Cooktown, Qld, 4895
- visiting our Customer Service Centre at 10 Furneaux St, Cooktown

Complaints registered with council in compliance with council's Complaints Policy will be investigated.

If the internal review and investigation process does not result in a resolution to the satisfaction of the customer, they may refer a complaint to the Queensland Ombudsman.

4.5. EMERGENCY ASSISTANCE

Cook Shire Council maintains a 24-hour contact service for emergency events related to service systems such as a burst water main or sewage overflows. Contact Council 24 hours a day on 07 4082 0500.

5. OTHER SERVICES

5.1. DIALYSIS

If you are registered with Cook Shire Council as having a life-support machine requiring water, such as home dialysis, we will endeavour to advise of planned interruptions and emergency situations. In addition to this, Cook Shire Council will try as much as possible to plan any maintenance work on any infrastructure that affects your property on days when dialysis is not required.

5.2. ACCEPTANCE OF WASTE FROM SEPTIC TANK SYSTEMS

Properties with on-site sewage disposal systems (eg, septic tanks) will need to arrange for pump outs on a periodic basis. Cook Shire Council allows licensed contractors to provide sillage disposal services within the Shire. Council will also require a disposal fee for pump outs that are disposed of into the sewerage system. Customers should contact private operators directly to arrange for pump-out of their system.

Disposal fees are as the prescribed rate in Council's Fees and Charges.

6. CUSTOMER SERVICE KEY PERFORMANCE TARGETS

Cook Shire Council provides Water and Wastewater services 24 hours a day, 7 days a week within the towns and communities that are serviced with Reticulated Water and / or Sewerage. However, under certain circumstances, such as those described below, Council may need to interrupt or limit these services:

- If Council needs to inspect, maintain, repair or replace any part of the system infrastructure;
- When new mains are being connected to the system;
- When there are periods of declared water supply restrictions; and
- If there is a possibility of a significant health risk arising from the continuance of the service.

Cook Shire Council will provide 48 hours' notice for Businesses, and 24 hours' notice for Residents, of interruption to services by distribution of published brochures, or local media, i.e. Local Radio and / or Newspaper, Facebook, or other Social Media. However Cook Shire Council may immediately stop the supply without notice if there is a serious risk to public health, a likelihood of serious injury to persons or damage to infrastructure or another emergency as detailed in the *Water Supply (Safety and Reliability) Act 2008*.

Council will make every reasonable effort to limit disruption to services caused by operations and maintenance activities. However, it is not possible to provide notice of service disruption caused by unplanned events. Where we

are unable to provide prior notice we will complete all work as quickly and efficiently as possible to minimise disruption to the daily activities of our customers.

6.1 CUSTOMER SERVICE KEY PERFORMANCE INDICATORS FOR REPORTING

The following performance indicators reflect the level of service we endeavour to provide to our customers for Water and Wastewater services. Please refer to the definitions in section 6.2 below.

SCHEME: COOKTOWN

QG 4.5	Total water main breaks (per 100km water main)	30
QG 4.6	Total sewerage mains breaks and chokes (per 100km water main)	10
QG 4.7	Average frequency of unplanned interruptions (per 1000 properties)	70
QG 4.8	Average response time for water incidents (burst & leaks per 1000 properties)	95% <1hr
QG 4.9	Average response time for sewerage incidents (including main breaks and chokes per 1000 properties)	95% <1hr
QG 4.10	Water quality complaints (per 1000 properties)	5
QG 4.11	Total water and sewerage complaints (per 1000 properties)	5

SCHEME: LAKELAND

QG 4.5	Total water main breaks (per 100km water main)	30
QG 4.7	Average frequency of unplanned interruptions (per 1000 properties)	70
QG 4.8	Average response time for water incidents (burst & leaks per 1000 properties)	95% <1hr
QG 4.9	Average response time for sewerage incidents (including main breaks and chokes per 1000 properties)	95% <1hr
QG 4.10	Water quality complaints (per 1000 properties)	25
QG 4.11	Total water and sewerage complaints (per 1000 properties)	50

SCHEME: LAURA

QG 4.5	Total water main breaks (per 100km water main)	60
QG 4.6	Total sewerage mains breaks and chokes (per 100km water main)	55
QG 4.7	Average frequency of unplanned interruptions (per 1000 properties)	70
QG 4.8	Average response time for water incidents (burst & leaks per 1000 properties)	95% <1hr
QG 4.9	Average response time for sewerage incidents (including main breaks and chokes per 1000 properties)	95% <1hr
QG 4.10	Water quality complaints (per 1000 properties)	25
QG 4.11	Total water and sewerage complaints (per 1000 properties)	120

SCHEME: COEN

QG 4.5	Total water main breaks (per 100km water main)	30
QG 4.6	Total sewerage mains breaks and chokes (per 100km water main)	40
QG 4.7	Average frequency of unplanned interruptions (per 1000 properties)	100
QG 4.8	Average response time for water incidents (burst & leaks per 1000 properties)	95% <1hr
QG 4.9	Average response time for sewerage incidents (including main breaks and chokes per 1000 properties)	95% <1hr
QG 4.10	Water quality complaints (per 1000 properties)	10
QG 4.11	Total water and sewerage complaints (per 1000 properties)	20

6.2 CUSTOMER SERVICE KEY PERFORMANCE INDICATORS (DEFINITIONS)

QG 4.5	Total Water Main Breaks (per 100km of water main)	The total number of main breaks, bursts and leaks in all diameter water distribution and reticulation mains for potable and non-potable services for the reporting period, irrespective of whether the break, burst or leak resulted in an interruption.
QG 4.6	Total sewerage main break and chokes (per 100km of sewer main)	The total number of sewerage mains breaks and chokes, irrespective of whether the break or choke resulted in the interruption to the sewerage service, for the financial year.
QG 4.7	Incidence of unplanned interruptions – water (per 1000 properties)	This is the number of unplanned interruptions (when the customer has total loss of water supply and has NOT received at least 24 hours notification or as otherwise prescribed by regulatory requirements) per 1000 properties.
QG 4.8	Average response time for water incidents (bursts and leaks)	Percentage of water incidents responded to within the average response time targets indicated in these customer service standards.
QG 4.9	Average response time for sewerage incidents (including mains breaks and chokes)	Percentage of sewerage incidents responded to within the average response time targets indicated in these customer service standards.
QG 4.10	Water quality complaints (per 1000 properties)	The total number of complaints received by the Council that relate to water quality from any type of water provided
QG 4.11	Total water and sewerage complaints (per 1000 properties)	The total number of complaints received by the Council water business that relate to water and sewerage services. These are not general notifications of water leaks etc, but are complaints that express dissatisfaction about an action, proposed action or failure to act by the Council water business, its employees or contractors.

7. CONTACT INFORMATION FOR COOK SHIRE COUNCIL

Cook Shire Council's main Customer Service Centre is located at 10 Furneaux Street, Cooktown and is open from 8:45am to 4:45pm Monday to Friday daily except for Public Holidays or any other advertised closures.

Address: PO Box 3, Cooktown, QLD 4895

Phone: (07) 07 4082 0500 (Business Hours)

Fax: (07) 4069 5423

Email: mail@cook.qld.gov.au

Website: www.cook.qld.gov.au