



Customer Service Standards
Water and Sewerage Services

Background

Lockhart River Aboriginal Shire Council is responsible for providing drinking water and sewerage services to residential, commercial and industrial customers. Lockhart River Aboriginal Shire Council also provides water services, other than drinking water, to Lockhart River.

Council is responsible for the operation and maintenance of all water and sewerage assets within the Shire.

Service Continuity

Lockhart River Aboriginal Shire Council will take all reasonable action to provide its customers with reliable and continuous services. Council is committed to ensuring that assets are replaced as needed and subject to the availability of funds. Council aims to minimise interruptions to services and system leakage through system monitoring, planned maintenance and appropriate budget allocations.

Service Interruptions

Planned service interruptions are those that are known in advance by Council and include activities such as mains replacement or maintenance. Council will provide affected customers 48 hours' notice of planned service interruptions.

Unplanned service interruptions, such as pipe breakages, do not provide the opportunity for Council to provide advance notice to customers. In these instances, Council will endeavour to restore the affected services as quickly and efficiently as possible to minimise inconvenience to customers.

Water Quality

Council will endeavour to provide potable water that

- Free from *Escherichia coli* and disinfected
- Meets the requirements of the Department of Energy and Water Supply – Water Supply Regulator
- Free from objectionable odour and taste
- Of sufficient quantity to meet anticipated (usual) daily demand

Sewerage Services

Council will endeavour to provide sewerage services that

- Meet reasonable needs
- Avoid overflows, odours and interruptions
- Meet regulatory requirements

Trade Waste Services

A Trade Waste Approval is required for any discharge of trade waste into Councils sewerage system. This approval must be obtained from Council.

Customer Service Performance Targets

CSS	Targets
QG 4.5 Total water main breaks	Less than 10 per year
QG 4.6 Total sewerage main breaks and chokes	Less than 5 per year
QG 4.7 Incidence of unplanned interruptions – water	Less than 5 per year
QG 4.8 Average response time for water incidents (bursts & leaks) <i>*Response time and repair is dependent on availability of parts needed facilitate the necessary works.</i>	*100% restored within 1 working day
QG 4.9 Average response time for sewerage incidents (including main breaks and chokes) <i>*Response time and repair is dependent on availability of parts needed facilitate the necessary works.</i>	*1 working day
QG 4.10 Water quality complaints	Less than 5 per year
QG 4.11 Total water and sewerage complaints	Less than 5 per year
Standard water connection time	7 days from request

Billing

Water and sewerage charges are included in Councils () which are issued once per year following the adoption of Council's Annual Budget

Customer Responsibilities

Council requests customers assist in the provision of water and sewerage services by

- Using only the amount of water you need – being 'Waterwise'
- Maintaining the pipework and fittings on private property
- Not placing any unauthorised substances or articles into toilets or sewers
- Providing access to manholes and water meters when required
- Notifying Council of any faults as quickly as possible
- Driving carefully through construction and work sites

Customer Assistance

Council is committed to the on-going improvement of customer service and welcome any comments, complaints, enquiries or suggestions. Please contact Council using the following details.

Telephone 4060 7144

In Person **Lockhart River Office**
Maathvy St
LOCKHART RIVER Queensland 4892

Opening Hours: **Monday to Thursday 8.00am to 5.00pm**
Friday 8.00am to 12.30pm

Cairns
7 Anderson St ,
Manunda Queensland 4870

Office

Opening Hours: **Monday to Thursday 8.00am to 5.00pm**
Friday 8.00am to 12.30pm

Email **Lockhart River:** Reception2@lockhart.qld.gov.au

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