



BOULIA SHIRE COUNCIL

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Customer Service Standards

Water Supply and Sewerage Systems

OVERVIEW

Boulia Shire Council is responsible for delivering water supply and sewerage services to the towns of Boulia and water supply to the town of Urandangi. Council operates potable water supply systems at both towns.

Council operates Common Effluent Disposal systems for the transport and treatment of sewerage wastewater at Boulia.

COUNCIL GOALS

Our goal is to meet community needs and expectations for the reliable supply of drinking water and effective transport of sewerage. Council will achieve their service delivery obligations by means of forward planning, optimizing 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 on providing in relation to these services. The Council is required under the Water Supply (Safety & Reliability) Act to ensure continuity of services and to present a copy of the Customer Service Standards to all customers.

SERVICE CONNECTIONS

Boulia Shire Council will respond to service connection applications promptly. Water services (where available) will be connected within twenty working days for standard 19 mm services. Sewerage services (where available) will be connected within thirty working days. Application forms for new water and sewerage connections are available from the Council office.

RESPONSIBILITY

Council is responsible for all water mains up to the property boundary. The customer is responsible for all water supply pipes within the private property boundary.

Council is responsible for all Council owned sewers mains up to and including the jump-up provided to each property sewer connection. 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 main, Council will reimburse the customer for reasonable expenses incurred in engaging the private plumber to remove the blockage.

BILLING & PAYMENT

Customers who have or may have access to water are charged an annual Water Access Charge for water supply. Boulia Shire Council does not use water meters to record customer water consumption. Sewerage charges apply to all customers that are or may be connected to the sewerage system. Rates notices are sent to the customer by mail annually and payment is due by the due date indicated on the rates notice. Rates notices contain the relevant information for charges and payment. Rates information pamphlets are available at the Council office.

CUSTOMER CONSULTATION

Levels of Service are developed in consultation with customers and are reviewed annually with feedback from customers. Council will review whether the system meets the expectations of the customer and to evaluate whether any improvements can be made to the system.

In order to maintain or upgrade services, the supply of the service may be interrupted to perform planned work. Customers will be notified in writing at least 48 hours before such interruptions take place or if workers need to enter private property to perform planned works.

COMPLAINTS

Bouliia Shire Council will give priority to all complaints and investigate all complaints. The customer will be advised of the outcome. If further investigation or work is required, the customer will be advised of progress and a predicted time frame. Complaints may be directed to the Council office.

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

LEVELS OF SERVICE

Levels of Service inform the customer of the targets that Council will achieve to provide the service to the customer. The Council, with the approval of the Regulator and through consultation with customers, selects the Levels of Service and Targets. The Levels of Service are measured by targeted Key Performance Indicators as shown below.

KEY PERFORMANCE INDICATORS	TARGET	
	BOULIA	URANDANGI
As referred to in the annual State Water Information Management (SWIM) return.		
WATER	BORE WATER	BORE WATER
AS14 Total water main breaks	Less than 3 incidents per annum	Less than 3 incidents per annum
CS 42 Incidence of unplanned interruptions - water	Less than 5 incidents per annum	Less than 5 incidents per annum
CS 37 Average response time for water incidents (bursts & leaks)	Less than 2 hours	Less than 5 hours
CS 9 Water quality complaints	Less than 5 per annum	Less than 5 per annum
CS 10 Total water complaints	Less than 5 per annum	Less than 5 per annum
SEWERAGE	BOULIA	
AS38 Total sewerage main breaks and chokes	Less than 3 per annum	
CS 33 Average response time for sewerage incidents (including main breaks & chokes)	Less than 2 hours	
CS 29 Total sewerage complaints	Less than 5 per annum	

CONTACT US

For further enquiries or to provide feedback please contact the Council office. Contact information is provided at the top of this pamphlet. For after hour service related emergencies please contact the Foreman Road Maintenance and Utility Services: Bouliia – Ronnie Callope 0427163773.