

Effective Transportation of Sewage

Council aims to provide a continuous and reliable sewerage service that ensures public health and environmental protection.

At times, maintenance and repair work may be required. The sewerage system may also be interrupted by acts or circumstances outside Council's control. If your service is affected, Council aims to restore services as quickly and efficiently as possible.

We will endeavour to respond to all incidents within one-and-a-half hours and restore all services within five hours of notification.

Complaints and Dispute Resolutions

When you inform Council of a complaint, Council will:

- register the complaint on Council's complaint system
- appoint a staff member to investigate the complaint
- investigate the complaint promptly and efficiently
- advise you of the outcome of the investigation
- monitor repeat interruptions of supply to individual customers.

You may have the outcome of the complaint reviewed by the Chief Executive Officer. As a Gympie Regional Council customer, if you are not satisfied with the outcome, you have the right to take your concerns to the Queensland Ombudsman Office.

Billing and Accounting

Council applies a two part water tariff for property owners consisting of an access charge that is fixed each year and a two tier consumption charge based on water meter reading. The first tier consumption charge is for consumption up to 250kL/year. The second tier consumption charge is for consumption above 250kL/year. Sewerage services are subject to a fixed annual charge. Access and consumption charges appear on the half yearly accounts. Details of charges, discounts and pension rebates are supplied in Council's Information Guide.

Customer Consultation

Council will provide a minimum of 48 hours notice to its customers before any planned interruptions to water and sewerage services. This will usually take the form of a hand delivered letter. Requests for information from Council should be either directed in writing to the Chief Executive Officer or by telephoning the appropriate Council department.

Council Contact Information

Gympie Regional Council Office

242 Mary Street, Gympie Qld 4570

Phone: 1300 307 800

Fax: 5481 0801

Email: council@gympie.qld.gov.au

Web: gympie.qld.gov.au

Emergency/After Hours Contact

Phone: 1300 307 800

Postal Address

PO BOX 155, Gympie Qld 4570

Payments

- Payments can be made by the following options:
- in person at Gympie Regional Council Office, the Town Hall or Australia Post (cash, cheque/money order or debit card)
- by mail (cheque/money order)
- BPay (debit card)
- by phone – billpoint (credit card – surcharge applies).

Water Supply and Sewerage Connection Enquiries

Planning and Development Directorate

Council Office, 242 Mary Street,
Gympie Qld 4570

Phone: 5481 0400

Trade Waste Enquiries

Applications and Permits:

Planning and Development Directorate

Council Office, 242 Mary Street,
Gympie Qld 4570

Phone: 5481 0400

Compliance:

John Street Depot, Gympie Qld 4570

Phone: 1300 307 800

Sewerage System Faults (Blockages), Water System Interruptions

John Street Depot, Gympie Qld 4570

Phone: 5481 0844



CUSTOMER SERVICE STANDARD FOR WATER SUPPLY AND SEWERAGE SERVICES

Our Customers Service Standards

Council has developed customer service standards to address:

- day-to-day continuity of your water supply
- adequacy and quality of the water supply system
- effective transportation of sewage.

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

Purpose of a Customer Service Standard

Gympie Regional Council is the service provider for water and sewerage services in Gympie, Imbil, Kandanga, Amamoor, Killivan, Goomeri, Cooloola Cove, Tin Can Bay and Rainbow Beach. Service providers are required by the *Water Supply (Safety and Reliability) Act 2008* to develop and adopt a Customer Service Standard that documents:

- the level of service provided to customers
- processes for customer interaction.

Customers may obtain a copy of the full version of the Customer Service Standard document or Corporate Plan by contacting Council.

Service Connections

If you wish to apply for a water supply or sewerage service connection, you will need to submit an application form to Council.

Service connections will only be approved if:

- a water reticulation main or gravity sewer as appropriate is available to your property
- the reticulation main is capable of delivering water at the minimum standard for that defined area
- the sewer is capable of transporting the sewage away from the site.

Installation of a new service connection will usually take place within 10 working days of Council receiving your application and the fee for the service. For further information regarding service connections, please contact Council's Planning and Development Directorate.

Adequacy and Quality of Normal Water Supply

Council aims to provide a water supply to your property which complies with National Health and Medical Research Centre (NHMRC) Guidelines for Physical, Chemical and Microbiological Quality.

We will deliver water to the water meter with a minimum pressure of 12 metres head.

Water supplied to customer property will be:

- at least 20 litres/minute for Demand Flow Systems
- at least 1 litre/minute for Constant Flow Systems.

Day-to-day Continuity of Your Water Supply

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

At times, Council may need to interrupt your water supply service to undertake maintenance and repair work. The water supply system may also be interrupted by acts or circumstances outside of Council's control.

If your service is affected, Council aims to restore services as quickly and effectively as possible.

We will endeavour to respond to all loss of service complaints within one-and-a-half hours and restore all interruptions to services within five hours of notification.

We will respond to water service requests involving a non urgent failure of service with repairs undertaken within five days e.g. general leaks, pressure complaints, faulty meters and other incidents not involving environmental, commercial, industrial or public risk matters.

Metering

To ensure the equity of charges, a water meter is required for all properties. In some instances, a number of consumers are serviced by one meter. Meters are read in June and December each year to maintain a consistency of reading periods. A customer may request a special meter reading. A fee will apply. If the customer considers that the meter is faulty, Council will test the meter once a fee is paid. The fee will be refunded and adjustment made according to Council's policies if the meter does not meet Council's standards.

Water Restrictions

Unless otherwise advised by Public Notice, permanent outdoor water usage restrictions are in place as follows.

Residential Uses	Method	Times
Garden Watering	Bucket, trigger or nozzle hose	Any time
	Sprinkler or drip irrigation*	4pm–8am
Lawn Watering	Bucket/trigger or nozzle hose/sprinkler or drip irrigation*	4pm–8am
Vehicle Washing	Bucket/trigger or nozzle hose/pressure cleaner [#]	Any time
House Washing	Bucket/trigger or nozzle hose/pressure cleaner [#]	Any time
Filling Pools	By Council permit with Council standpipe	Any time
Topping Up Pools	Trigger or nozzle hose	Any time
Cleaning Paving and Driveways	Trigger or nozzle hose/pressure cleaner [#]	Any time
Non-Residential Uses	Method	Times
Over 10 ML/Year Users	Water Efficiency Management Plan required	
Watering Outdoors	Bucket, trigger or nozzle hose	Any time
	Sprinkler or drip irrigation*	4pm–8am
Vehicle Washing	Bucket/trigger or nozzle hose/pressure cleaner [#]	Any time
Cleaning Paving and Driveways	Trigger nozzle/pressure cleaner [#]	Any time

*No pooling or run-off permitted [#]No off-site run-off permitted

Customers may apply for a Conditional Restrictions Permit in circumstances such as newly laid turf.

Water saving devices are rainwater tanks, pool covers and any plumbing, sanitary products or whitegoods which are WELs (Water Efficiency Labelling Scheme) certified, i.e. have the blue water stars on the item or packaging.

Please see waterrating.gov.au/consumers/index for more information.

Our Performance Targets

The following table provides a summary of Council's adopted performance targets.

Performance Indicator	Target
Continuity of Your Water Supply	
Planned interruptions per 100km of water main /year (incidents)	<10
Unplanned interruptions per 100km of water main/year (incidents)	<10
Unplanned interruptions per 1000 connections/year	<5
Restoration of services	90% restored within five hours
Response time to all incidents	<1.5hrs
Adequacy and Quality of Normal Water Supply	
Minimum water pressure expectation at boundary – Demand Flow	12m head
– Constant Flow	12m head
Minimum Flow – Demand Flow	20L/minute
– Constant Flow	1L/minute
Compliance with NHMRC Guidelines (physical, chemical, microbiological)	>98%
Drinking water quality complaints per 1000 connections/year	<10
Continuity of Sewerage	
Number of sewer main breaks and chokes per 100km of sewer main	<25
Total sewage overflow incidents/year	<10
Restoration of services	90% restored within five hours
Response time to all incidents	<1.5hr
Total water and sewerage complaints per 1000 properties	<100