



Customer Service Standard

Water Supply and Sewerage

Registered Water Service Provider No SP485



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1.0 Overview of Customer Service Standard

1.1 Introduction

Gympie Regional Council is the registered provider of Water Supply and Sewerage Services to consumers within defined water and sewerage areas of Gympie region. These defined service areas include the following.

1.2 Water

- Gympie (including Southside)
- Imbil
- Kandanga
- Amamoor
- Cooloola Cove
- Tin Can Bay
- Rainbow Beach
- Kilkivan
- Goomeri

1.3 Sewerage

- Gympie (includes part of Southside)
- Cooloola Cove
- Tin Can Bay
- Rainbow Beach
- Imbil
- Kilkivan
- Goomeri

1.4 Background

Service providers are required by the *Water Supply (Safety and Reliability) Act 2008* to ensure continuity of the services they supply to customers. This involves developing and adopting a customer service standard that documents:

- the level of service to be provided to customers
- processes for customer interaction with the service provider
- other relevant service activities performance indicators and targets determined by Council and the Regulator (Department of Energy and Water Supply).

This document details Council's standards of service, performance indicators, process and reporting systems.

A summarised Customer Service Standard pamphlet is sent to all ratepayers when any changes are made to this document or as determined by Council. The summarised Customer Service Template is provided in **Appendix A**.

1.5 Councils Customers Service Standards

Council has developed customer service standards to address:

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

The following statements address these issues.

1.5.1 Day-to-Day Continuity of Water Supply System Operation

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

At times, Council may need to interrupt water supply services to undertake maintenance and repair work. The water supply system may also be interrupted by acts or circumstances outside of Council's control. For unplanned events, Council is unable to provide any notice.

If services are affected, Council aims to restore services as quickly and effectively as possible. Council 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. Council will monitor repeat occurrences of interruptions to customers on an individual basis.

Council 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 or industrial/public risk matters.

1.5.2 Adequacy and Quality of Normal Water Supply

Council aims to provide a water supply to the property which complies with National Health and Medical Research Centre (NHMRC) Guidelines for Physical, Chemical and Microbiological Quality and Council's Drinking Water Quality Management Plan (EWSMP001).

Council will deliver water to a customer's water meter with a minimum pressure not less than 12 metres head of pressure. Water supplied to customer property will be at least 20 litres/minute for Demand Flow Systems and 1 litre/minute for Constant Flow Systems.

1.5.3 Effective Transportation of Sewage

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

At times, interruptions to services, maintenance work and repair work may be required. The sewerage system may also be interrupted by acts or circumstances outside of Councils control. For unplanned events, Council is unable to provide any notice.

If services are affected, Council aims to restore services as quickly and efficiently as possible. Council will endeavour to respond to all incidents within one-and-a-half hours and restore all services within five hours of notification. Council will monitor repeat occurrences of interruptions to customers on an individual basis.

2.0 Performance Indicators and Targets

Table 2.1 outlines the performance indicators and related quantitative default performance measures for which targets have been set.

Performance indicators are grouped according to:

- day-to-day continuity of water supply
- adequacy and quality of normal water supply
- effective transportation of sewage.

TABLE 2.1: Performance Indicators and Default Measures

Performance Indicators (PI)	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

3.0 Process Issues

3.1 Introduction

There are a number of customer service processes in place in the Gympie region including:

- billing
- metering
- accounting
- customer consultation
- complaints handling
- dispute resolution
- providing service connections.

3.2 Billing

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 290kL/year. The second tier consumption charge is for consumption above 290kL/year. Sewerage services are subject to a fixed annual charge. Charges appear on the half yearly accounts and include half the access charge and consumption charges based on usage.

Access, consumption and sewerage charges are set in June/July each year; other fees and charges are set annually. Charges are detailed in Council's Revenue Policy.

3.3 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 which will incur a fee.

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 policy if the meter does not meet Council's standards.

3.4 Accounting

Council applies full cost pricing to all water supply and sewerage services. Council sets fees and charges for the financial year in June. These fees and charges are set out in Council's Revenue Policy. Payments can be made by the following options:

- in person – at Gympie Regional Council Office or Australia Post (cash, cheque, money order or EFTPOS)
- by mail – (cheque/money order)
- BPay
- by phone – Telstra BPay (credit card).

3.5 Customer Consultation

Council provides 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.

3.6 Complaints and Dispute Resolutions

On receipt of a complaint Council will:

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

Customers may have Council's response to the complaint reviewed by the Chief Executive Officer. As a customer of Gympie Regional Council, if you are not satisfied with the outcome, you have the right to take your concerns to the Queensland Ombudsman Office. Customers may contact Councillors or the Mayor to discuss any matters relating to their water and sewerage services.

3.7 Service Connections

Property owners who wish to apply for a water supply or sewerage service connection 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 the property
- the water reticulation main is capable of delivering water at the minimum standard
- a sewer is available which is capable of transporting the sewage away from the site
- included in the declared service areas for water/sewerage.

Installation of a new service connection will usually take place within 10 working days of Council receiving an application and the fee for the service.

3.8 Permanent Water Restrictions

Unless otherwise advised by Public Notice, permanent outdoor water use restrictions are in place.

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		
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

3.9 Shared Rights and Responsibilities

Gympie Regional Council and our customers have rights and responsibilities associated with the provision and use of water and sewerage services. These include the following:

- Gympie Regional Council has the right to interrupt, postpone or limit the supply of services:
 - if infrastructure is damaged or requires inspection, maintenance, repair or replacement
 - in the event of drought or as part of demand management
 - in the event of fire, flood, power shortage or other emergencies.
- Council have the right to restrict water use by methods such as water restrictions (e.g. sprinkler bans) and issuing of on-the-spot fines for illegal use of water.
- Council has the authority to ask customers to correct faults in their plumbing, remove trees that impede infrastructure and contribute to the cost of works undertaken.
- Council authorised officers have the right to enter private property to read water meters, gain access to infrastructure, or in situations deemed to be emergencies.
- Council employees and our representatives are required to carry and show customers a current identification tag. Access to residential properties can only occur between 7am and 6pm except in an emergency, or if a breach of legislation is suspected.
- Customers must inform Council of any dangers associated with entering your property, such as guard dogs.
- Council is responsible for maintaining water meters and pipes between the water main and the meter. Property owners are responsible for all plumbing between the meter and water taps.

Wastewater and trade waste customers are responsible for maintaining all plumbing and fixtures to the point where they connect with Council’s sewerage system.

- Customers are responsible for ensuring that water meters are accessible.

The service provider powers outlined below are in addition to, and do not affect, existing powers of local governments under the *Queensland Local Government Act 2009*. The *Water Supply (Safety and Reliability) Act 2008* gives service providers the power to:

- appoint authorised persons to assist them in the provision of their services
- disconnect an unauthorised connection to their infrastructure
- require defective or improper equipment to be rectified
- require other remedial work to be carried out, if there is something adversely affecting their infrastructure or ability to provide their services
- install, or approve the installation of, a water meter
- recover losses, or the reasonable costs of repairing damage to their infrastructure, from the people who damage or interfere with it.

4.0 Council Contact Information

Gympie Regional Council Office

242 Mary Street, Gympie Qld 4570

Phone: 1300 307 800

Fax: 5481 0801

Web: gympie.qld.gov.au

Email: council@gympie.qld.gov.au

Emergency/After Hours Contact

Phone: 1300 307 800

Postal Address:

PO BOX 155, Gympie Qld 4570

Account Enquiries: Town Hall, Five Ways, Gympie Qld 4570 (Financial Services Branch)

Phone: 5481 0400

Water Supply and Sewerage Connections

Enquiries: Council Office, 242 Mary Street, Gympie Qld 4570 (Planning and Development Directorate)

Phone: 5481 0400

Trade Waste Enquiries

Applications and Permits: Council Office, 242 Mary Street, Gympie Qld 4570 (Planning and Development Directorate)

Phone: 5481 0644

Sewerage System Faults (Blockages), Water System Interruptions, Water Quality and System Faults (Business Hours 8:00am – 4:30pm)

Address: John Street Depot, Gympie Qld 4570

Phone: 1300 307 800

5.0 Reference Documents and Procedures

The following table outlines the procedures and process issues and identifies reference documents, where applicable.

TABLE 5.1: Overview of Process Issues

Process Issues	Reference Document		Name of Document	Procedure (if applicable)
	Yes	No	Service Connections	
How can customers obtain a new service connection?	✓		PBF041 FSP364 WSICSS	Customers are required to submit an application form to Council for a new service connection along with the prescribed payment.
How can customers restore an existing or disconnected service?		✓	PBF041	Customers are required to submit an application form for restoring an existing or disconnected service along with the prescribed payment.

Process Issues	Reference Document		Name of Document	Procedure (if applicable)
	Yes	No	Service Connections	
How long does it take to commence installation of the connection?	✓		WSICSS	Usual time to complete installation is 10 days from payment of the fee.
What are the fees for connection?	✓		CSI100	Fees and Charges Schedule.
Are there any conditions for connection?		✓	PBF041 FSP364 EWSPOL005 EWSPOL004	Inside defined Water Supply or Sewerage Area.
Are there any special requirements for the operation of the connection, i.e. terms and condition of use?		✓	WSICSS	Compliance with the <i>Plumbing and Drainage Regulations 2003</i> and <i>Water Supply (Safety and Reliability) Act 2008</i>
Billing				
What is the basis for bills, e.g. meter readings, property type scheme?	✓		CSPOL021	Water meters are read in June and December each year.
What is the length of time between reading and forwarding the bill?		✓		Within three months.
What is the charging regime?	✓		CSI100	Fees and Charges Schedule.
What is the billing cycle?		✓		Half yearly.
What information is provided on the bill?		✓		Name, address, meter no reading dates, assessment number, meter reading previous meter reading usage, access charge consumption charge total water bill.
What is the procedure for finalising accounts when disconnection is requested?		✓	CSPOL021	Meter is read and pro rata account sent.
Are contacts for billing inquiries listed?	✓		WSI007	
Metering				
Is there a requirement to have meters installed/connected?	✓		WSICSS	Water Supply (Safety and Reliability) Act 2008.
Do customers have to apply to have a meter installed?		✓	WSICSS PBF041	Yes.

Process Issues	Reference Document		Name of Document	Procedure (if applicable)
	Yes	No	Service Connections	
Are meters tested for accuracy?	✓		CSPOL021	Owner pays a fee for water meter testing.
What is the procedure if a meter is found to be inaccurate and needs to be replaced?	✓		WSICSS CSPOL021	If outside of range, an adjustment in water usage charge is applied in accordance with policy. Council replaces faulty meters.
What is the process for accessing properties for meter readings?		✓		Public Notice is published in paper two weeks before meter reading. <i>Water Supply (Safety and Reliability) Act 2008.</i>
Are contacts for meter inquiries listed?	✓		WSI007	
Accounting				
Are the customers notified when payment is due?		✓		Water bills are sent out with the general rates notice.
Are payments due annually, quarterly, etc?		✓		Half yearly.
Who should customers contact for account inquiries and queries?	✓		WSI007	Finance Branch.
Are contacts for account inquiries and queries listed?	✓		WSI007 WSICSS	
What are the consequences of non-payment or late payment?		✓	<i>Local Government Act 2009</i>	Discount is not provided if payment is late. Interest applies after one month.
Customer Consultation				
Are customers notified of the adopted levels of service standards?	✓		WSI007	
Are customer surveys conducted? If so, how frequently?	✓		Corporate Plan	The Corporate Plan is reviewed approximately every five years.
Are emergency contact numbers and inquiry numbers listed?	✓		Telephone Book WSI007 WSICSS Web Page	
Are customers notified of planned interruptions?	✓		WSI007 WSICSS	Customers are notified 48 hours prior to planned interruptions.

Process Issues	Reference Document		Name of Document	Procedure (if applicable)
	Yes	No	Service Connections	
Are customers notified of the intention to enter their property to undertake work?		✓	Local Government Act 2009 WSI951	Owners are advised where possible. Water Supply (Safety and Reliability) Act 2008.
Complaints Handling				
What is the process for submitting complaints?		✓	WSI007 WSICSS	Complaints system.
How will complaints be handled?		✓	WSI007 WSICSS	Complaints are registered. A staff member is assigned to investigate. Where appropriate, the originator of the complaint is advised of the outcome of the investigation.
What is the response time for acknowledging and responding to complaints?		✓		Within five working days.
Dispute Resolution				
Is there a process for mediation or dispute resolution?	✓		WSI007 WSICSS	Council and Ombudsman.

6.0 Annual/Monthly Reviews

Council's annual review process include:

- Corporate and Operational Plan review in March/April each year
- Budget Preparation and Review in May/June each year
- The Operation Plan with Performance Indicators are reviewed every three months.

7.0 Annual Report

An annual report will be prepared each financial year. The general format of the annual report is detailed in **Appendix B**.

APPENDIX A

Summarised CSS Template

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, Kilkivan, 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 Councils 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.

Adopted: 10/12/2014

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
Lawn Watering	Sprinkler or drip irrigation*	4pm–8am
Vehicle Washing	Bucket/trigger or nozzle hose/pressure cleaner#	4pm–8am
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
Vehicle Washing	Sprinkler or drip irrigation*	4pm–8am
Cleaning Paving and Driveways	Bucket/trigger or nozzle hose/pressure cleaner#	Any time
	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 – Constant Flow	12m head
Minimum Flow – Demand Flow – Constant Flow	12m head
Compliance with NHMRC Guidelines (physical, chemical, microbiological)	20L/minute 1L/minute
Drinking water quality complaints per 1000 connections/year	>98%
Continuity of Sewerage	
Number of sewer main breaks and chokes per 100km of sewer main	<10
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

APPENDIX B

Annual Report Requirements

The following is an outline of the annual report. Much of the information will be presented in a graphical format.

Proposed Table of Contents

1. Introduction
2. Overview of Services
3. Performance Assessment
4. Reviews
5. Glossary
6. Department of Energy and Water Supply Guidelines

1. Introduction

This will provide a description of the basis for the report.

2. Overview of Services

Describes the water and sewerage schemes operated by Council. Provides summary of overall operations.

TABLE 1: Water Supply Summary

Number of Assessments	Total Water Used (ML)	Average Metered Yearly Water Use Per Assessment (kL)	Total Length of Water Mains

TABLE 2: Sewerage Summary

Number of Assessments	Sewage Treated (ML)	Average Annual Sewage Flow Per Assessment (kL)	Total Length of Sewer Mains

3. Performance Assessment – Strategic Asset Management Plan and Customer Service Standard

A summary of performance indicators, targets, actual performance and confidence levels for Council's water supply and sewerage schemes are presented. A commentary is provided for non-compliance with SAMP and CSS targets, outlining explanations and further actions and improvements achieved.

Water Supply

TABLE 3: Gympie Regional Council – Water Services Performance Assessment

Performance Indicators (PI)	Target	Actual	Target Reached (Yes/No)	Confidence Grading	
				Reliability	Accuracy
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 5 hours				
Response time to all incidents	<1.5hrs				
Adequacy and Quality of Normal Water Supply					
Minimum water pressure expectation at boundary – Demand Flow – Constant Flow	12m head 12m head				
Minimum Flow – Demand Flow – Constant Flow	20L/minute 1L/minute				
Compliance with NHMRC Guidelines (Physical, Chemical, Microbiological)	>98%				
Drinking water quality complaints per 1,000 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 5 hours				
Response time to all incidents	<1.5hr				
Total water and sewerage complaints per 1000 properties	<100				

4. Reviews

Comments on scheduled reviews undertaken on the CSS.

5. Glossary

Glossary of terms and KPIs included in document.

6. Department of Energy and Water Supply Guidelines

An explanation of the regulators requirements; what has to be reported, how often, and by which methods.

Reliability Bands			Accuracy	Bands
A	Highly reliable	Data is based on sound records, procedures, investigations or analyses that are properly documented and recognised as the best available assessment methods.	1	+/- 1%
B	Reliable	Generally as in "A", but with minor shortcomings e.g. some of the documentation is missing, the assessment is old, or some reliance on unconfirmed reports; or there is some extrapolation made (e.g. extrapolations from records that cover more than 50% of the service provider's system).	2	+/- 5%
C	Unreliable	Generally as in "A" or "B", but data is based on extrapolations from records that cover more than 30% (but less than 50%) of the service provider's system.	3	+/- 10%
D	Highly unreliable	Data is based on unconfirmed verbal reports and/or cursory inspections or analysis, including extrapolations from such reports/inspections/analysis.	4	+/- 25%
			5	+/- 50%
			6	+/- 100%