

Billing

Dalby Town Council bills for every kilolitre of water used, based on official meter readings. Meters are read and bills sent every 6 months, with a charging structure as follows:

Access Fee* every 6 months;

\$/KL for first 125 KL in 6 months;

\$/KL for all water from 125 KL up to 15,000 KL in 6 months; and

\$/KL for all water in excess of 15,000 KL in 6 months

* rates and charges are set during Council's budget deliberations each financial year.

Metering

As it is a requirement to have a meter connected, Council supplies and installs a meter with every connection. To allow for maintenance and reading, you must provide access to your meter at all reasonable times. For meter enquiries, please contact Council's Rates section on (07) 4672 1143

Accounting

Customers are notified when payment of a bill is due via a Ratepayer account sent through Australia Post every 6 months. Payment is required within 30 days from the date of issue. Late or non-payment of account is handled as part of Rates Debt Recovery. For account enquiries, please contact Council's Rates section on (07) 4672 1143

Customer Consultation

Water and sewerage customer surveys are conducted at least on an annual basis and the results published in Council's Annual Report, which is available to all customers upon request.

The 24 hour emergency contact and inquiry number for Council Engineering Services Section is (07) 4672 1170.

Complaints Handling

You can submit a complaint in writing, by person or by phone to Council Rates Section for bill or fee complaints, or to Council's Engineering Section for any other service complaint.

Dalby Town Council aims to respond to your complaint within 1 working day of the complaint.

Dispute Resolution

If you are not satisfied with a Council broached solution, Dalby Town Council respects your right to refer the matter to the Ombudsman and will abide by any decision made by that authority.

For More Information

Please contact our Engineering Section on (07) 4672 1179 if you would like to make an enquiry in relation to Council's Customer Service Standard.

Alternatively, email us via info@dalby.qld.gov.au.

Telephone Contact Numbers

General Water Supply & Sewerage enquiries / System Faults / Complaints / Emergency / After Hours Contact

Phone : (07) 4672 1170

Service Connections

Phone : (07) 4672 1162

Trade Waste Enquiries

Phone : (07) 4672 1151

Billing/Account Enquiries

Phone : (07) 4672 1143



Dalby Town Council

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Customer Service Standard

Utility Services

Water Supply
and
Sewerage Services

Customer Service Standard

This brochure summarises Dalby Town Council's Customer Service Standard for Utility Services

Purpose of a Customer Service Standard

Under the Water Act 2000, water and wastewater service providers, such as Dalby Town Council, are required to develop and adopt a Customer Service Standard (CSS) to ensure the continuity of these services to customers. A CSS contains targets for service delivery and indicators of the service providers performance in relation to these targets.

The CSS should address the:

- Day to day continuity of the water supply;
- Adequacy and quality of normal water supply; and
- Effective transport of sewerage waster effluent

Our Customer Service Standard

Dalby Town Council has developed a Customer Service Standard to address the above issues in Dalby.

The following sections of this CSS provide a brief overview of Council's objectives in ensuring these standards for customer service are met. A more detailed version of the Customer Service Standard is available from Council on request.

Day to Day Continuity of Your Water Supply

Dalby Town Council aims to provide a continuous supply of water to the consumers of the area.

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

It is Dalby Town Council's intention that no customer will be without access to water for more than 5 hours as a result of Council maintenance or repair work.

Our water supply system may also be interrupted by acts outside of Council control. For unplanned events, Council is unable to provide you with any notice. If your service is affected, Dalby Town Council aim to restore your connection as quickly and effectively as possible.

Council will endeavour to restore all unplanned interruptions within 4 hours.

If you report a supply incident to Council on 4672 1170, we aim to have made contact with, or commenced work for, the relevant customer within 1 hour of receiving the report.

Adequacy and Quality of Normal Water Supply

Dalby Town Council aims to provide and maintain sufficient reserves of raw water, surface, recycled and underground to meet the Town's current and future needs.

Except for those customers on low flow trickle feed systems, Council will endeavour to provide minimum of 16 meters head static pressure at your property boundary.

It is also a goal of Council to ensure, by regular and thorough testing of water quality, that the water complies with the appropriate standards.

Dalby Town Council aims to comply with most Physical, Chemical and Microbiological parameters of the National Health and Medical Research Council (NHMRC) Australian Drinking Water Guidelines.

With respect to Hardness and Total Dissolved Solids (TDS), Dalby Town Council water supply customers can expect levels of less than 250 mg/litre for Hardness and less than 600 mg/litre for TDS.

It is Dalby Town Council's goal to supply water to its customers of such quality as to keep the number of drinking water complaints every year to less than 5 for every 1,000 connections.

Effective Transportation of Sewerage Waste Effluent

Dalby Town Council aims to provide and maintain an adequate main and collector sewer network.

In the operation of this network, Council aims to have less than 4 total sewage overflows for every 100 km of main, every year. For every 1,000 connections, Council aims to limit the number of sewage overflows to customer property to 1 in a year.

It is a Council Goal to operate and maintain an economical system for the safe treatment and disposal of domestic and trade waste effluent to full biological nutrient removal license standard.

Our goal in the operation of this system is to receive no more than 5 odour complaints per year for every 1,000 connections.

If you report a sewerage incident to Council on 4672 1170, we aim to have made contact with, or commenced work for, the relevant customer within 1 hour of receiving the report.

Service Connections

If you wish to apply for a water supply or sewerage service connection, you will need to submit an application form to the Council building department. Service connections will only be approved if:
 A reticulation main is available to your property; and
 The reticulation main is capable of delivering water at the minimum Standard.

Installation of a new domestic 20 mm -25 mm service connection will usually take place 10 working days after receiving your application and the fee for the service. For further information regarding service connections, please Contact Council Community Services on (07) 4672 1162.

Our Performance Targets

The following table provides a summary of Dalby Town Councils' adopted performance targets

*ADW—Australian Drinking Water

Performance Indicators	Target
Continuity of Your Water Supply	
No. of unplanned interruptions per 1,000 connections/year	< 10
Restoration of services—unplanned interruptions	95% restored within 4 hours
Response time to all events	95% within 1 hour
Adequacy and Quality of normal water supply	
Minimum water pressure expectation at boundary	>16m, 99% of the time
Compliance with most ADW* Guidelines—Physical/Chemical	95%
No. of drinking water complaints per 1,000 connections/year	< 5
No. of drinking water quality incidents/year	< 1
Effective Transport of Sewerage Waste Effluent	
No. of sewage overflows per 100 km main/year	< 4
No. of sewage overflows to customer property per 1,000 connections/year	1
No. of odour complaints per 1,000 connections/year	5
Response time to all events	1 hour

Customer Service Procedures

The Water Act 2000 requires Dalby Town Council, as a service provider, to include in the Customer Service Standard a description of the procedures in place for certain issues. Please find below a brief outline of the procedures in place for these issues. For a Full version of these CSS procedure descriptions, please contact Council.