

CUSTOMER

Service Standards

Water Supply and Sewerage Schemes



Paroo Shire Council

Cunnamulla, Wyandra,
Eulo & Yowah

For more Information

Please contact Paroo Shire Council



(07) 4655 8400



council@paroo.qld.gov.au



CCEC Building
49 Stockyard Street
Cunnamulla QLD 4490
PO Box 75
Cunnamulla QLD 4490



Monday to Friday
8:30am - 4:30pm

**Emergency / After hours
phone:**

0428 764 362



www.paroo.qld.gov.au

Customer Consultation

In order to maintain or upgrade services, supply may be interrupted from time to time to perform the work. Where possible, customers will be notified in writing at least forty-eight hours before such planned interruptions take place.

Council Officers may need to enter private property to maintain services. Where possible, Council will notify customers in writing at least forty-eight hours before such work takes place

Feedback & Complaints

Council values customer feedback.

The Paroo Shire Council will investigate all complaints as per the Complaints Management Policy.

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

Water Supply and Sewerage Schemes

The Paroo Shire Council is responsible for delivering water supply and/or sewerage services to the towns of Cunnamulla, Eulo, Wyandra and Yowah.

Council's Goals

Our goal is to meet community needs for the reliable supply of drinking water and effective transport of wastewater.

Council will achieve its service delivery obligations by means of forward planning, optimising 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 providing. The Council is required under the Water Supply (Safety & Reliability) Act 2008 to ensure continuity of services and to make available a copy of the customer service standards to all customers.

The customer service standards are reviewed periodically and the Council presents an annual report to the Regulator. Following this process, the customer service standards may be updated, and if so, new copies will be made available to all customers.

Levels of Service Standards

Performance indicators are used to measure the level of service provided to customers. The Council, with the approval of the Regulator, selects the levels of service standards which we intend providing. Levels of service are based on past performance and have been selected to improve on current service levels.

Levels of service standards are presented on a separate pamphlet, available for each of the four towns. A copy of the levels of services standards will be made available to customers.

Performance indicators are divided into three main categories as follows:

- Day to day continuity of water supply
- Adequacy and quality of normal water supply
- Effective transport of waste effluent

Customer Assistance

Service Connections

The Paroo Shire Council will respond to service connection applications promptly. Water services will be connected within five working days for standard 19 mm services. Sewerage services will be connected within 20 working days. Larger services may take longer depending on availability of special fittings.

Application forms for new water and sewerage connections are available from the Council office or website. Please contact us to find out more about a service connection application

Responsibility

Council is responsible for maintaining water meters and pipes between the water main up to and including the meter. Any plumbing on the property side of the meter is the Customers responsibility.

Council is responsible for all Council owned sewers up to and including one meter length of the service connection from centre line of the main. 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, Council will reimburse the customer any expenses incurred by the private plumber. If Council performs work that is the responsibility of the Customer then Council will charge the Customer accordingly.

Metering

Paroo Shire Council...

Billing & Payment

Bills are calculated from meter readings as described above. Rates notices are sent to the customer by mail in August and February and payment is due within 30 days. Excess water bills are sent separately by mail in July.

Rates notices contain the relevant information for charges and payment. Rates information pamphlets are available to customers, for additional information, or please contact Council