




# **Water Services**

## Customer Charter



An aerial photograph of a large dam and reservoir. The dam is a long, low concrete structure with water cascading over it. To the left of the dam is a large, circular concrete structure, possibly a water tower or storage tank. The reservoir is a deep blue color, and the surrounding landscape is green with trees and some agricultural fields. A circular semi-transparent blue overlay contains the text.

**“Our commitment is to  
deliver affordable, quality  
water & sewage services to  
our customers”**

**Mackay Regional  
Council is committed  
to delivering water  
and sewerage  
services that supply  
quality potable water,  
sewage collection  
and treatment, and  
non-potable recycled  
water to over 100,000  
customers.**

#### **Mackay Water Services Vision:**

Is to be an innovative water service provider recognised for its commercial performance, provides regional leadership, has the respect of its customers and industry regulators, and prides itself on sustainability.

In order to achieve this, we are committed to engaging with our customers through open two-way communication to deliver quality water and sewerage services to enhance our community.

The Customer Charter forms part of our commitment by outlining the acceptable guidelines for the delivery of services within our community. Specifically, it documents the level of service that is provided to customers, and the processes for interacting with customers.

This Charter applies to normal residential water and sewerage connections. It does not apply to services that are not installed in accordance with council's engineering design guidelines or for which a separate contract has been established.



# OUR COMMITMENT TO YOU

## Customer Rights and Responsibility

<b>Service connections</b>	<p>New water and sewerage connections can be applied for by filling out and submitting the relevant form to council.</p> <p>Approval of service connections is conditional on the availability of the appropriate working drains and main supplies to the property, in compliance with the Plumbing and Drainage Act 2018 (Qld).</p> <p>When an application is approved, Mackay Regional Council aims to provide the connection within 15 working days of receipt, 90 percent of the time.</p> <p>Disconnection from the water supply requires prior approval from council. On receiving approval, it is the responsibility of owners to arrange for proper disconnection from the supply pipe.</p>
<b>Consultation</b>	<p>Mackay Regional Council will keep customers informed on relevant matters through active two-way communication.</p> <p>General information and notices may be provided by brochure, media bulletins (printed and radio), or online at <a href="http://www.mackay.qld.gov.au">www.mackay.qld.gov.au</a>.</p> <p>For those directly affected by a planned interruption, council will provide a minimum of 48 hours' notice by letter to the premises.</p> <p>Requests for information from council may be directed in writing or by telephone to the relevant department – see the <a href="#">Contact section</a> for details.</p>
<b>Complaints</b>	<p>Customers can contact the council to register a complaint by telephone, email, or in writing. See the <a href="#">Contact section</a> for details.</p> <p>When a complaint is registered, Mackay Regional Council will record the complaint on the council's Customer Portal, appoint a staff member to investigate the complaint, and then advise you of the outcome.</p> <p>Mackay Regional Council will respond to 90% of customer complaints within five (5) working days of lodgement.</p> <p>If you have tried to resolve the matter and are still dissatisfied, you can lodge an Administrative Action Complaint using the Complaint Lodgement Form on council's website. (<a href="http://www.mackay.qld.gov.au/aac">www.mackay.qld.gov.au/aac</a>)</p> <p>Customers that are still not satisfied with the outcome have the right to take the issue to the Queensland Ombudsman Office.</p>
<b>Interference with Infrastructure</b>	<p>Connecting to or disconnecting from council's infrastructure without approval is an offence under the Water Supply (Safety and Reliability) Act 2008.</p>
<b>Water Restrictions</b>	<p>It is the responsibility of the customer to be aware of and abide by any water restrictions that are in place. Refer to council's policy for further information, at <a href="http://www.mackay.qld.gov.au/residents/services/water/water_conservation">www.mackay.qld.gov.au/residents/services/water/water_conservation</a></p>
<b>Dispute resolution</b>	<p>If you have tried to resolve the matter and are still dissatisfied, you can lodge an Administrative Action Complaint using the Complaint Lodgement Form on council's website. (<a href="http://www.mackay.qld.gov.au/contact/administrative_action_complaints">www.mackay.qld.gov.au/contact/administrative_action_complaints</a>)</p> <p>Customers that are still not satisfied with the outcome have the right to take the issue to the Queensland Ombudsman Office.</p>

<b>Plumbing Approvals</b>	Provide a plumbing approval following a compliant application in an average time of 5 working days.
<b>Building over and/or adjacent to Sewers</b>	Assess a Building Over and/or Adjacent to Sewer Applications within 10 working days.

## Water Supply Services

<b>Water Pressure</b>	<p>During normal operating periods, water will be provided to the meter at a pressure of 22 m of head (220 kPa), and at rate of 20 L/min.</p> <p>Properties that are part of a Tank Replenishment Scheme are subject to different water service conditions, particularly pressure of supply. These different conditions apply to:</p> <ul style="list-style-type: none"> <li>▪ Cape Hillsborough Road, Cape Hillsborough</li> <li>▪ Wainai Road, Farleigh</li> <li>▪ Palm Ridge Drive, Richmond</li> <li>▪ Ian Reddacliff Drive, The Leap</li> <li>▪ Droughtmaster Drive, Hay Point</li> <li>▪ Austin Drive, Eton</li> <li>▪ Rural View Drive, Nindaroo</li> <li>▪ Mooreland Street, Bakers Creek</li> </ul> <p>Further information on the service conditions for the Tank Replenishment Scheme can be provided on request – see the <a href="#">Contact section</a> for details.</p>
<b>Reliability</b>	<p>Mackay Regional Council aims to ensure water supply continuity through the following performance targets each financial year:</p> <ul style="list-style-type: none"> <li>▪ Less than 40 water main breaks per 100 km</li> <li>▪ Less than 75 unplanned interruptions per 1000 connections, and</li> <li>▪ Minimum notice for all planned interruptions of 48 hours</li> </ul> <p>In the event where an unplanned interruption does occur, council will endeavour to respond within five (5) hours of being notified for 90% of cases per financial year.</p>
<b>Incidents</b>	<p>A water supply incident is any event affecting Mackay Regional Council water infrastructure which adversely affects the service provided to customers, and to which service complaints can be attributed.</p> <p>Mackay Regional Council will respond to reported water incidents within two (2) hours of formal notification, 95% of the time across each financial year.</p>
<b>Water Quality</b>	<p>Mackay Regional Council commits to the effective and safe management of the water supply in order to provide a safe, high quality drinking water that complies with the physical, chemical, and microbiological health limits of the Australian Drinking Water Guidelines (ADWG).</p>



<b>Complaints</b>	<p>Complaints can be made to the Customer Service Centre listed in the <a href="#">Contact section</a>.</p> <p>Council aims for an incidence of less than 5 water quality complaints (discolouration or staining, taste, odour, illness, or cloudy water), and less than 50 water service complaints per 1000 connections per financial year.</p>
<b>Fire Services</b>	<p>Water drawn from a firefighting system or hydrant is strictly for firefighting purposes only and is not charged. Misuse of firefighting water is an offence. After such use, the property owner must notify council of this use within 7 working days. If this water comes from the general metered supply to the property, a meter reading will be performed as soon as possible, to determine the usage for firefighting purposes.</p> <p>Queensland Fire and Emergency Service may take water for fire-fighting from any source.</p>
<b>Dialysis and Life Support Machines</b>	<p>Customers who have an increased consumption of water due to its use in home haemodialysis may be eligible for concession water rates from Mackay Regional Council. To apply, send a written request to the address in the <a href="#">Contact section</a>, along with the appropriate medical certificate.</p> <p>If you are registered with Mackay Water Services as having a life-support machine requiring water, we will endeavour to advise of planning interruptions and emergency situations. For further details, contact the council via the details in the <a href="#">Contact section</a>.</p> <p>Dialysis requires water quality beyond that which is prescribed for normal drinking water. Setting up for home dialysis usually involves its own water filtration equipment. For information on this, customers should consult Kidney Health Australia at <a href="http://kidney.org.au">kidney.org.au</a>, or call them on 1800 454 363.</p>

## Sewer Services

<b>Reliability</b>	<p>Mackay Regional Council will endeavour to provide reliable sewerage services through the following performance targets each financial year:</p> <ul style="list-style-type: none"> <li>▪ Less than 10 sewage overflows per 100km of sewer mains</li> <li>▪ Less than 5 overflows to private property per 1000 connections</li> <li>▪ Less than 30 sewer main chokes or blockages per 100km of sewer mains</li> </ul>
<b>Incidents</b>	<p>A sewer service incident is any event affecting Mackay Regional Council sewerage infrastructure which adversely affects the services provided to customers, and to which service complaints can be attributed.</p> <p>The response time to 90% of sewerage incidents will be two (2) hours or less per financial year.</p>
<b>Maintenance</b>	<p>Mackay Regional Council will maintain all sewerage infrastructure up to the sewerage point of connection (jump-up ). All plumbing works on the household side of the jump-up are the responsibility of the property owner.</p> <p>It is the responsibility of property owners to not cause stormwater flow to infiltrate the sewerage system, such as through illegal rainwater connections or changes to landscaping that diverts stormwater into sewer access holes.</p>
<b>Odours</b>	<p>Complaints about odours caused by sewage can be made to the council Customer Contact Centre (see <a href="#">Contact section</a>).</p> <p>Mackay Regional Council will maintain sewerage infrastructure in order to limit odour complaints to six (6) per 1000 customers per financial year.</p>
<b>Overflows and blockages</b>	<p>In the case of a blocked or overflowing sewer, customers should advise Mackay Regional Council by phone as soon as possible. The call centre will send field staff out to investigate the problem and locate its source. The location of the blockage will determine who is responsible for its repair.</p> <p>Sewer blockages and overflows that are found to originate in council's sewerage infrastructure must be cleared only by the council's arrangement. Private contractors hired by property owners are not permitted to carry out works on council infrastructure.</p> <p>If the problem is located within the plumbing or house drain of the property, then the property owner is responsible for arranging and paying for repair.</p>
<b>Access</b>	<p>Property owners are responsible for providing unhindered access to the sewer manhole. This includes ensuring the manhole is not obstructed by an object such as pot plants.</p>



## Meters and Infrastructure

<b>Water meters &amp; Automated Meter Reading Devices</b>	<p>A water meter and an Automatic Meter Reader (AMR) Device is installed and located on the property boundary as part of each water service connection.</p> <p>The water meter and AMR device is the property of council.</p>
<b>Access</b>	<p>Property owners are responsible for providing unhindered access to the water meter (and AMR device). This includes ensuring the area is clear of vegetation and other obstructions such as fences and concreting.</p> <p>Any cost for restoring access will be charged to the property owner.</p> <p>Mackay Regional Council staff or their contractors may require entry to your land to:</p> <ul style="list-style-type: none"> <li>▪ carry out connection work</li> <li>▪ read or test meters, or</li> <li>▪ to inspect, maintain, repair, or replace council property.</li> </ul> <p>Staff will have council photo identification, and you are entitled to ask to see this identification before answering questions or allowing work to be carried out.</p>
<b>Estimated Readings</b>	<p>Under some circumstances, a meter reading may not be available and an estimated value of water consumption may be used for billing, based on previous use.</p>
<b>Accuracy</b>	<p>Council will test the accuracy of a water meter at the property owner's request. A pre-paid fee applies for this service. However, the fee will be refunded if the water meter is found to be inaccurate. Meter testing will be done by an independent accredited testing agency.</p>
<b>Maintenance</b>	<p>Mackay Regional Council will replace water meters in accordance with council's meter replacement program.</p> <p>Council will maintain all water infrastructure up to and including the water meter. All plumbing works after the meter is the responsibility of the property owner.</p> <p>For all billable sub-metered properties, council will maintain the sub-meter. The infrastructure between the master meter and the sub-meter is the property owner's responsibility. For further information refer to Mackay Regional Council's Sub-Metering Policy. (<a href="http://www.mackay.qld.gov.au/__data/assets/pdf_file/0011/192548/55_-_Sub-Metering_Potable_Water_Supply_Policy_-_Adopted_10_October_2018.pdf">www.mackay.qld.gov.au/__data/assets/pdf_file/0011/192548/55_-_Sub-Metering_Potable_Water_Supply_Policy_-_Adopted_10_October_2018.pdf</a>).</p>
<b>Damage to Infrastructure</b>	<p>Damage to council infrastructure should be reported by phone (see the <a href="#">Contact section</a>). Intentional damage is an offence.</p> <p>Council will charge the owner of the property with the reasonable cost of repair, unless the damage was caused by council staff or council contractors.</p> <p>The safekeeping of meters and AMRs is the responsibility of the owner of the property on which they are located.</p>

## Fees and Charges

<b>Billing</b>	<p>Billing will occur at least every six (6) months. All water registered on the meter will be deemed to have been delivered to the customer, unless meter error can be established.</p> <p>Both water and sewerage access charges are reviewed and set annually by council resolution. Water usage is charged on a per kilolitre basis as per council's Revenue Statement.</p>
<b>Payment</b>	<p>Payment of all water and sewerage related charges must be made by the due date. Additional charges may be incurred for late payment.</p> <p>Payment can be made:</p> <ul style="list-style-type: none"> <li>▪ online</li> <li>▪ by telephone</li> <li>▪ via BPay</li> <li>▪ by mail</li> <li>▪ in person at your local Customer Service Centre, or</li> <li>▪ at the Post Office.</li> </ul> <p>Overdue accounts incur a monthly compounded interest rate of 11% per annum, calculated from the end of the financial half-year in which they were due.</p> <p>Special financial arrangement may be available in the instance of proven hardship.</p> <p>Council will offer property owners financial concession when they have received an unusually high Water Notice, resulting from a concealed leak. Refer to council's Concessions for Concealed Leaks Policy for further information. (<a href="https://www.mackay.qld.gov.au/__data/assets/pdf_file/0010/110143/048_Concessions_for_Concealed_Leaks_.pdf">https://www.mackay.qld.gov.au/__data/assets/pdf_file/0010/110143/048_Concessions_for_Concealed_Leaks_.pdf</a>)</p>
<b>Disputed charges</b>	<p>If you believe you have been overcharged, it is recommended that you pay the amount in full and raise the matter with us.</p> <p>If you have been overcharged due to a meter misread, council will promptly credit the overpayment to your account.</p>



## Contact Us

<b>Emergency Assistance</b>	<p>For any immediate danger to people or property, call 000.</p> <p>For assistance outside of council's regular hours, the Customer Service Centre is available 24 hours a day on 1300 622 529.</p> <p>More emergency contacts can be found at <a href="http://www.mackay.qld.gov.au/residents/emergency_management/important_contacts">www.mackay.qld.gov.au/residents/emergency_management/important_contacts</a></p>
<b>Enquiries, faults, and billing enquiries</b>	24-hour Customer Service Centre: 1300 MACKAY (1300 622 529)
<b>Email</b>	<a href="mailto:council@mackay.qld.gov.au">council@mackay.qld.gov.au</a>
<b>Online</b>	<a href="http://www.mackay.qld.gov.au">www.mackay.qld.gov.au</a>



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