



*Kowanyama Aboriginal Shire Council*

# Customer Service Standards

Water and Sewerage Services

## 1. Customer Service Standards

Kowanyama Aboriginal Shire Council is responsible for providing water and sewerage services to residential, commercial, and industrial customers.

KASC manages the water storage and is responsible for operating and maintaining water and sewerage assets throughout the Shire.

### 1.1. Long Term Continuity of Services

KASC will take all reasonable action to provide its customers with reliable and continuous services. Council is committed to ensuring that water mains and sewers that are reaching the end of their useful life are replaced subject to the availability of funds. Council aims to minimise the number of water main leaks and breaks, reduce water loss in the system and reduce the number of water breaks and blockages in the sewerage system. This will be assisted by system monitoring and planned maintenance programs.

### 1.2. Planned and Unplanned Service Interruptions

For planned temporary interruptions, such as maintenance of water mains, Council will provide affected customers with at least 48 hours' notice of the type and timing of our activities. Where Council is not able to provide notice, we will endeavour to restore your services as quickly and efficiently as possible to minimise inconvenience to affected customers.

### 1.3. Quality of Water Supply

Council will endeavour to ensure that the potable water supplied:

- Meets the Australian Drinking Water Quality Guidelines
- Meets reasonable needs
- Is clear and free from objectionable odour and taste
- Meets legislative requirements of the Department of Energy and Water Supply

### 1.4. Sewerage Services

Council will endeavour to provide sewerage services that:

- Meets reasonable needs
- Avoids odours, overflows and interruptions
- Meets regulatory requirements
- Meets legislative requirements of the Environment and Heritage Protection

### 1.5. Trade Waste Services

A Trade Waste Approval is required for any discharge of trade waste into Council.

## 2. Customer Service Performance Targets

KASC will endeavour to meet the following performance targets in the delivery of water and sewerage services to customers.

CSS Indicator	Targets
Total water Breaks	Less than 20 per year
Total sewerage main breaks & chokes	Less than 20 per year
Incidence of unplanned interruptions water	Less than 20 per year
Average response time for water incidents (leaks and bursts)	90% restored within 4 hours 100% restored within 1 day
Average response time for sewerage incidents (including main breaks and chokes)	3 hours
Water quality complaints	Less than 5 per year
Total water and sewerage complaints	Less than 10 per year

## 3. Billing

Water and Sewerage charges are charges as per Council's "General rates Equivalent and Utility Charges" and "Fees and Charges" available at <https://www.kowanyama.qld.gov.au/council/policies/>.

## 4. Shared Rights and Responsibilities

KASC requests that its customers assist in the provision of water supply and sewerage services by:

- Being "Water Wise"
- Maintaining the pipe work and fittings on the private property
- Taking care not to discharge any unauthorised substances into sewers
- Providing access to manholes and water meters as required
- Notifying Council of any faults encountered so that problems can be rectified as quickly as possible
- Driving carefully through our construction sites

## 5. Customer Assistance

KASC is committed to the on-going improvement of customer service and welcomes any comments, complaints, enquires and suggestions. How to contact us:

Telephone: 07 4083 7100

In Person: KASC Administration Office  
30 Chapman Road

Monday – Thursday: 8:00 AM – 5:00 PM  
Friday: 8:00 AM – 12:00 PM

Email: [Admin.Reception@kowanyama.qld.gov.au](mailto:Admin.Reception@kowanyama.qld.gov.au)

Website: [www.kowanyama.qld.gov.au](http://www.kowanyama.qld.gov.au)

Mail: Chief Executive Officer, Kowanyama Aboriginal Shire Council  
PO Box 30 Kowanyama 4871 QLD