

WATER & WASTE COMMITTEE**17 NOVEMBER 2010****1****CUSTOMER SERVICE STANDARDS****Alisia Bean: 24/1/5-35: #2772424****RECOMMENDATION:****That the updated Customer Service Standards be endorsed.****INTRODUCTION:**

The Water Supply (Safety and Reliability) Act 2008, s.115 requires Water Service Providers to develop Customer Service Standards for the delivery of water and wastewater services. Under s.120, Water Service Providers are required to annually review their Customer Service Standards.

The Customer Service Standards have recently been reviewed and revised. The purpose of this report to seek endorsement of the revised Customer Service Standards for the next 12 months.

BACKGROUND:

According to the Water Supply (Safety and Reliability) Act 2008 s.113, the purpose of the Customer Service Standards is to protect those customers who do not have a formal contract for service delivery with the service provider.

The Customer Service Standards must include the following:

1. The level of service to be provided by the service provider;
2. The process for service connections, billing, metering, accounting, customer consultation, complaints and dispute resolution;
3. Any other matter stated in guidelines issued by the regulator for preparing Customer Service Standards.

In addition to the water and wastewater Customer Service Standards, standards have also been established for waste and recycling services and Customer assistance performance goals.

COMMENT:

Water and Waste reports on key indicators in the Customer Service Standards on a monthly basis via the monthly operational plan report to the Water and Waste Committee. The Water and Waste Senior Management Team have recently conducted a review of the Customer Service Standards.

The following changes have been made to the Customer Service Standards:

Water Services			
Performance Indicator	2009/10 Target	2010/11 Target	Reasons
Water Services Number of Connections Experiencing Unplanned Interruptions per 1000 connections/year.	150	140	To bring in line with the National Performance Framework average.
Water Services Time for Restoration of Service - services restored within 5 hours.	95%	98%	Improved commitment to residents based on past performance.
Drinking Water Quality Complaints per 1000 connections/year.	<10	<5	Improved commitment to residents based on past performance.
Water Main Breaks and Leaks per 100 km/year.	<17.9	<17	Improved commitment to residents based on past performance.
Install New Residential Water Connection – No. of working days	20	15	Improved commitment to residents based on past performance.
Drinking Water Quality Incidents per year	<5	<15	Target bought in line with DERM requirements for reporting incidents.

Wastewater Services			
Performance Indicator	2009/10 Target	2010/11 Target	Reasons
Sewage Overflows to Customer Properties per 1000 connections /year.	4	2	Improved commitment to residents based on past performance.
Odour Complaints per 1000 connections/year.	<3	<2	Improved commitment to residents based on past performance.
Wastewater Services Response /Reaction Time to Incidents (all events) within 24 hours.	95%	98%	Improved commitment to residents based on past performance.
Wastewater Services Priority Response/Reaction Time to Incidents (Emergency) within 1 hr.	95%	98%	Improved commitment to residents based on past performance.

Waste Services			
Performance Indicator	2009/10 Target	2010/11 Target	Reasons
New bin delivery	100% within 24 hours	100% within 48 hours	Align with new contract commencing 1 December
Response time to repair/replacement requests - kerbside waste and recycling	100% within 24 hours	100% within 48 hours	Align with new contract commencing 1 December

CONSIDERATIONS:**Corporate and Operational Plans:**

The Customer Service Standards are linked to the following Corporate Plan Key Goals:

- 1. Caring for the Environment
- 4. Delivering Services and Infrastructure
- 6. Striving for Organisational Excellence

The Customer Service Standards help form the basis of the Water and Waste Operational Plan and key Customer Service Indicators are reported on monthly.

Statutory:

The Water Supply (Safety and Reliability) Act 2008 requires all Water Service Providers to have documented Customer Service Standards. The standards are also included in the Strategic Asset Management Plan (SAMP) and Total Management Plan (TMP) as required by the Department of Environment and Resource Management, Office of the Water Supply Regulator.

Policy:

The current Customer Service Standards are included in the Water and Waste Combined Total Management Plan and Strategic Asset Management Plan, endorsed by Council in October 2009.

Financial and Risk:

There is no direct financial risk associated with this document.

Sustainability:

The updated Customer Service Standards will ensure continued compliance with the Water Supply (Safety and Reliability) Act 2008.

CONSULTATION:

The Customer Service Standards have been updated via internal review and research on Customer Service Standards from relevant water service providers nationally.

OPTIONS:

That Council:

Option 1 - Endorse the revised Customer Service Standards

Option 2 - Maintain the existing document which contains out of date information.

Option 1 is the preferred option.

CONCLUSION:

It is recommended that the updated Customer Service Standards be endorsed.

ATTACHMENTS:

#1233797v4 Customer Service Standards, November 2010

Alisia Bean
Management Systems Officer

Bruce Gardiner
General Manager Water and Waste

Attachment 1



CUSTOMER SERVICE STANDARDS

November 2010

Customer Service Standards	Page 2 of 18
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Document Information

Version	Created By	Issued To	Qty	Issue Date	Endorsed/ Approved
1	Bruce Gardiner	Cairns Water Committee	1	6/11/2007	13/11/2007
2	Jacqueline Perkowicz	Water and Waste Committee	1	12/06/2008	19/06/2008
		Department of Natural Resources and Water, Office of the Water Supply Regulator (with corrections to E.coli and System Loss indicators 30/01/08)	1	8/12/2008 30/01/2009	
3	Jacqueline Perkowicz	Water and Waste Committee	1	21/10/09	21/10/09
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Document Number #1233797	Issue Date: November 2010	Version No. 4
--------------------------	---------------------------	---------------

CONTENTS

CRC WATER AND WASTE'S CUSTOMER COMMITMENT	5
CRC Water and Waste's Mission is:	5
CRC Water and Waste's Vision is:.....	5
Our Obligations	5
Expectations of Our Customers	6
PERFORMANCE TARGETS FOR WATER AND WASTEWATER SERVICES	6
Water Services Performance Indicators.....	7
Wastewater Service Performance Indicators	8
PERFORMANCE TARGETS FOR SOLID WASTE SERVICES	8
Waste Services Performance Indicators	9
CUSTOMER ASSISTANCE PERFORMANCE GOALS.....	9
CUSTOMER SERVICE PROCEDURES.....	10
New or Reconnected Services.....	10
New or Reconnected Water Supply and Sewerage Connections.....	10
Community Title Development	10
Water Meters.....	10
Disconnection of Water or Sewerage Services	10
Reconnection of Water or Sewerage Services	11
New Waste or Recycling Services.....	11
Restricting Water Supplies.....	11
Charges and Customer Accounts	13
Rates, Fees and Charges.....	13
Dishonoured Cheques.....	13
Assistance with Paying Accounts	13
Special Meter Reads	13
Estimation of Water Consumption	14
Water Leaks - 50/50 Rebate.....	14
Customer Assistance	14
Customer Consultation	14
Customer Contacts.....	15
Complaints Handling and Dispute Resolution	15
Emergency Assistance	16

Customer Service Standards	Page 4 of 18
----------------------------	--------------

Entry to Private Property	16
Other Services	16
Additional Services Available	16
Special needs – dialysis etc	16
Water Stand Pipes	17
Trade Waste Services	17
Acceptance of Waste From On-site Treatment Systems.....	17
Commercial Recycling Services	17
Infirm Service	17
CRC WATER AND WASTE CONTACT DETAILS	18

Document Number #1233797	Issue Date: November 2010	Version No. 4
--------------------------	---------------------------	---------------

CRC WATER AND WASTE'S CUSTOMER COMMITMENT

CRC Water and Waste is a commercialized business unit of Cairns Regional Council charged with the responsibility of providing water, wastewater and solid waste services to the Cairns Regional Community. These services are provided to over 160,000 residential customers and tourists, in addition to over three thousand commercial and industrial customers.

This Customer Service Standards document provides details on the following:

- Obligations of CRC Water and Waste in delivering the water, wastewater and waste services;
- Expectations we have for our customers;
- Levels of service to be provided to our customers based on performance indicators and goals;
- Processes for establishing new services, billing, metering, customer consultation, lodging complaints and dispute resolution.

CRC Water and Waste's Mission is:

To deliver quality and reliable water, wastewater and waste services that meet the needs of our community.

CRC Water and Waste's Vision is:

To be recognised as a customer focused provider of quality services to the Cairns community that:

Values innovation and continuous improvement in the delivery of our services, and
Fosters input from staff and the community into our decision-making processes.

Our Obligations

CRC Water and Waste must plan for, establish, operate and maintain systems for the following:

- Collection and treatment of raw water and distribution of drinking water;
- Collection, transportation, treatment and disposal of wastewater;
- Provision of treated wastewater for beneficial reuse;
- Collection, treatment, disposal or recycling of domestic solid waste.

In providing these services CRC Water and Waste must pursue the objectives of the Council's Corporate Plan, comply with Council policy and local laws, and satisfy all statutory requirements with respect to management and operation of Council's water, wastewater and waste business activities.

Expectations of Our Customers

In addition to paying for water supply, wastewater and waste services in accordance with Cairns Regional Council's schedule of fees and charges, CRC Water and Waste expects our customers to assist us in providing services by:

- Applying to CRC Water and Waste, and receiving approval before connecting to CRC Water and Waste's systems
- Using water in a 'waterwise' manner;
- Maintaining internal property pipes and fittings (water and wastewater);
- Engaging a licensed plumber to do work internal to your property;
- Providing access to the water meter, sewer manholes and other infrastructure within and adjacent to their property;
- Not building structures over water or sewer mains and selecting garden vegetation that won't damage water supply and sewerage infrastructure;
- Not covering sewer manholes with soil and or mulch;
- Notifying us of any faults that you have encountered so that we can rectify the problem as quickly as possible;
- Taking care not to discharge unauthorised substances into sewers;
- Applying to us for a trade waste permit (industrial and commercial customers) to discharge trade waste to sewers;
- Follow the Waste Hierarchy of reduce, reuse, recycle;
- Only place appropriate material in the domestic and recycling bins

PERFORMANCE TARGETS FOR WATER AND WASTEWATER SERVICES

The water supply system in the Cairns Region has been designed to provide you with water and wastewater services 24 hours a day, 7 days a week. However, under certain circumstances, such as those described below, we may need to interrupt or limit these services:

- If we need to inspect, maintain, repair or replace any part of the system;
- When new mains are being connected to the system;
- When there are periods of declared water supply restrictions; and
- If there is a possibility of a significant health risk arising from the continuance of the service.

Except in emergencies and short duration interruptions, we will give you 48 hours notice of interruption to your service by delivery of a written notice placed in the mailbox or under the front door of each affected property.

We will make every reasonable effort to limit disruption to services caused by operations and maintenance activities. However, it is not possible to provide notice of service disruption caused by unplanned events. Where we are unable to provide prior notice we will complete all work as quickly and efficiently as possible to minimise disruption to the daily activities of our customers.

Customer Service Standards	Page 7 of 18
----------------------------	--------------

The following performance indicators reflect the level of service we intend to provide to our customers for water and wastewater services.

Water Services Performance Indicators

	Performance Indicator	Performance measure	Target
Day to Day Continuity	Number of connections experiencing unplanned interruptions	Per 1000 connections / year	140
	Number of connections experiencing planned interruptions	Per 1000 connections / year	15
	Time for restoration of service	% of Services Restored < 5 hrs	98%
	Response/reaction time to incidents (emergency)	% of Response to Emergency < 30 min	95%
	Response/reaction time to incidents (all events)	% of Response to incident <24 hours	95%
	Connections receiving 1 interruption per year	% of connections	12%
	Connections receiving 2 interruptions per year	% of connections	2%
	Connections receiving 3 interruptions per year	% of connections	0.50%
	Connections receiving 4 interruptions per year	% of connections	0.20%
	Connections receiving 5 or more interruptions per year	% of connections	0.10%
	Average interruption duration – planned	Hours	1.5
	Average interruption duration - unplanned	Hours	1.5
	Relative incidence of planned and unplanned interruption water incidents (events)	Ratio	1:11
Adequacy and quality of normal supply	Minimum flow expectation at property boundary	Litres per minute	25
	Percentage of properties below minimum flow	% of properties	0
	Minimum pressure at property boundary	kpa	220
	Maximum pressure at property boundary	kpa	500
	Percentage of properties below minimum water pressure	% of connections	0
	Drinking water quality complaints	Per 1000 Connections / Year	<5
	Drinking water quality incidents	Number of Incidents	15
	Urban / Rural Supplies – E-Coli	Nil per 100mL	98%
	Urban / Rural Supplies - Turbidity	< 5NTU	95%
	Urban / Rural Supplies – pH	6.5 to 8.5	98%
	Urban / Rural Supplies - Colour	Up to 15.0	98%
Continuity in the long term	Water main breaks and leaks	Per 100km / year	17
	Real water loss	Litres per service connection per day	100

Document Number #1233797	Issue Date: November 2010	Version No. 4
--------------------------	---------------------------	---------------

Customer Service Standards	Page 8 of 18
----------------------------	--------------

Wastewater Services Performance Indicators

	Performance Indicator	Performance measure	Target
Effective transport of sewage	Sewage overflows	Per 100km / year (gravity and rising main)	<15
	Sewage overflows to customer properties	Per 1000 connections / year	<2
	Odour complaints	Per 1000 connections / year	<2
	Response/reaction time to incidents (all events)*	% of Response to All Events < 24 hrs	98%
	Response/reaction time to incidents (emergency)	% of Response to Emergency < 1 hour	98%
	Priority One Events When Service Restored within 5 Hours	% restored within 5 hours	95%
Continuity in the long run	Sewer main breaks and chokes	Per 100km / year	<10
	Sewer inflow and infiltration	Ratio of Peak Day Flow to Average Day Flow	4

PERFORMANCE TARGETS FOR SOLID WASTE SERVICES

CRC Water and Waste manages a range of solid waste operations, activities and services across the region including kerbside waste and recycling collection contracts, a regional waste management contract (through an Advanced Resource Recovery Facility), a material recovery facility, transfer stations, drop bin sites and landfills. The business focus is on waste minimisation and resource recovery primarily driven through the Waste Management Strategy.

Kerbside waste and recycling collection services (weekly and fortnightly respectively) is provided for all residential dwellings in the Cairns Regional Local Government area and also for commercial properties in the area North of Ellis Beach. Collection and transportation services are provided by a commercial operator contracted to Council.

CRC Water and Waste also provides a waste & recycling collection service for all Council Facilities. This collection and transportation service is provided by a commercial operator contracted to Council.

All Waste collected is ultimately delivered to an Advanced Resource Recovery Facility (ARRF) at Portsmith for processing into soil conditioner (compost). This facility is operated by a commercial operator contracted to Council.

All Recyclables collected are ultimately delivered to the CRC Water and Waste owned and operated Materials Recovery Facility (MRF) for sorting before being sold to market for reprocessing.

The following performance indicators reflect the level of service we intend to provide to our customers for waste services.

Document Number #1233797	Issue Date: November 2010	Version No. 4
--------------------------	---------------------------	---------------

Customer Service Standards	Page 9 of 18
----------------------------	--------------

Waste Services Performance Indicators

	Performance Indicator	Performance measure	Target
Effective Collection of Residential Waste	New bin delivery	Response time for new bin delivery	100% within 48 hours
	Missed Services - kerbside waste	Number of missed services per month	Less than or equal to 5 per 5000 services
	Response time to missed services - kerbside waste	Response time for collection of missed kerbside waste services	100% within 24 hours
	Missed services - kerbside recycling	Number of missed services per month	Less than or equal to 5 per 5000 services
	Response time to missed services - kerbside recycling	Response time for collection of missed kerbside waste services	100% within 24 hours
	Response time to repair/replacement requests - kerbside waste and recycling	Response time to repair/replace requests for kerbside waste and recycling	100% within 48 hours

CUSTOMER ASSISTANCE PERFORMANCE GOALS

CRC Water and Waste has several customer assistance performance goals that we endeavour to provide but at times are either unable to, or are currently not able to accurately measure performance against. These goals will become performance targets in time as reporting and operational systems improve.

	Performance Indicator	Performance measure	Goal
Customer Assistance Performance Goals	Install new residential water connection	Working Days	15
	Number of properties that do not receive 48 hours advance notice for planned water and sewerage works	Number	0
	Average time taken to respond to customer calls	Seconds	30
	Customer contacts responded to within 5 working days	Working Days	95%

Document Number #1233797	Issue Date: November 2010	Version No. 4
--------------------------	---------------------------	---------------

CUSTOMER SERVICE PROCEDURES

New or Reconnected Services

New or Reconnected Water Supply and Sewerage Connections

If customers wish to apply for a water or sewerage connection within the serviced area, they will need to submit application forms together with appropriate fees to CRC Water and Waste. State government legislation provides time frames for processing these applications.

These forms are available from any Council Customer Service Centre, the CRC Water and Waste website (www.cairns.qld.gov.au) or by calling 4044 3044

Please note that under current Council policy. If a sewerage system is available for the property, the property owner is required to connect to the system.

Community Title Development

Community Title Development is a form of development where allotments are individually owned, with all associated infrastructure being privately operated. All associated infrastructure is to be of CCC standard and approved as a Development Application. CRC Water and Waste has an obligation to ensure that all services meet its statutory obligation at the property boundary for the Development as a whole. Further information on Community Title Development can be gathered by contacting CRC Water and Waste on 4044 3044.

Water Meters

A water meter will be installed as part of a new water service connection and will remain the property of CRC Water and Waste. The meter will be used as the basis of any consumption component of water charges.

CRC Water and Waste will maintain water meters within industry standards limits of accuracy (ie ± 4).

Where a customer has reason to doubt either the accuracy or reliability of their water meter, CRC Water and Waste will offer to test the meter for the fee prescribed in Council's fees and charges. If the meter is found to be defective and resulting in overcharging, the overcharged amount will be refunded and no fee will be charged for the meter test.

Disconnection of Water or Sewerage Services

Water:

If a customer no longer requires a water supply they may apply in writing to Council for disconnection.

Customer Service Standards	Page 11 of 18
----------------------------	---------------

Sewerage:

If a customer no longer requires a sewerage supply, they will need to submit application forms together with appropriate fees to CRC Water and Waste.

These forms are available from any Council Customer Service Centre, the Council website (www.cairns.qld.gov.au), or by calling 4044 3044.

Reconnection of Water or Sewerage Services

If customers wish to reconnect water or sewerage services, customers will be required to pay a fee to cover the reconnection service. Customer services can be reconnected by a licensed plumber/drainer with the design and inspection of the works undertaken by a CRC Water and Waste Plumbing Inspector. (Please note that an additional fee is levied for this service).

New Waste or Recycling Services

To apply for a new domestic or recycling wheelie bin, customers will need to fill in a Request for New Cleansing Service form available from any Council Customer Service Centre, the CRC Water and Waste website or by calling 4044 3044.

Restricting Water Supplies

CRC Water and Waste has permanent water conservation measures in place as follows:

- No manual or automated sprinklers, microspray or drip watering systems to be used on Mondays.
- Odd numbered houses, sprinklers allowed on Tuesdays, Thursdays and Saturdays, between the hours of 5am and 9am and 5pm 9pm only.
- Even numbered houses, sprinklers allowed Wednesdays, Fridays and Sundays, between the hours of 5am and 9am and 5pm 9pm only.
- Hand held hoses, fitted with a trigger nozzle, watering cans or buckets can be used at any time.

In certain instances, additional water supply restrictions may need to be imposed by CRC Water and Waste. These circumstances may include:

- Possible bulk supply limitations
- During a drought, or on the anticipated approach of a drought where the water supply needs to be protected
- To ensure continuity of supply where there are short term problems with system capacity and asset performance
- Council imposed policy beyond the control of CRC Water and Waste.

CRC Water and Waste will implement the following water restrictions in accordance with the Cairns Council Drought Management Plan:

Document Number #1233797	Issue Date: November 2010	Version No. 4
--------------------------	---------------------------	---------------

Customer Service Standards	Page 12 of 18
----------------------------	---------------

Trigger Levels & Consumption Targets for Cairns

Restriction Level	Trigger Guide*	Target Consumption
0	100%	500 L/p/day
1	80%	450 L/p/day (10%)
2	70%	425 L/p/day (15%)
3	60%	400 L/p/day (20%)
4	50%	375 L/p/day (25%)

* The trigger levels relate to the percentage of total capacity of Copperlode Falls Dam.

Trigger Levels & Consumption Targets for Port Douglas, Mossman, Whyanbeel and Daintree

Restriction Level	Trigger Guide	Target Consumption for each Water Scheme (ML/d)		
		Port Douglas/Mossman	Whyanbeel	Daintree
0	Base level	13.5	2.5	0.15
1	Sand bagging of intake	12.0	2.2	0.12
2	Further diversion into intake	10.0	2.0	0.10
3	Intake flow reduced by 50%	8.0	1.8	0.08

Document Number #1233797	Issue Date: November 2010	Version No. 4
--------------------------	---------------------------	---------------

Charges and Customer Accounts

Rates, Fees and Charges

Rates, fees and charges will be set annually by Council resolution. Water services are subject to an annual connection fee and volumetric fees based on water consumption. Different rates exist for residential and commercial volumetric use. Water meters are read approximately every 4 months with invoices sent at the same frequency.

Unmetered properties will be charged a fee based on the deemed reasonable consumption for the particular premises.

Sewerage services are subject to an annual charge per residential property and per water closet for commercial properties.

Waste services are subject to an annual cleansing charge that covers the cost of all waste services provided by CRC Water and Waste.

Additional statements of account will be available to customers on request. However, a fee will be charged for this additional service.

CRC Water and Waste may charge customers interest on overdue accounts as prescribed in Council's Revenue Policy (refer to Schedule 4 for details).

Dishonoured Cheques

If customers pay by a cheque which is not honoured for any reason, CRC Water and Waste may include any costs incurred in the process of receiving payment with the next account.

Assistance with Paying Accounts

The Council has a range of payment options and can negotiate special financial arrangements to assist customers experiencing hardship in the payment of accounts. Information on these options is available from Council's Customer Service Centres or by calling 4044 3044.

Special Meter Reads

When customers sell their home or there is a change of tenancy, customers can request a special water meter reading to determine the amount of water used. Customers will be charged a fee to cover the cost of this service.

Estimation of Water Consumption

In certain circumstances, CRC Water and Waste may need to estimate customer water consumption charges. Such estimation will be based on either past usage records or use by similar customers under similar circumstances. This estimate may be necessary where:

- A water meter is shown by test to be recording inaccurately
- A water meter ceases to register
- Access to the water meter is prevented
- An illegal connection has been made.

In circumstances where the meter is located within the customers property, it will be the customer's responsibility to ensure their water meter is accessible to meter readers (ie not overgrown with vegetation or otherwise accessible).

Water Leaks - 50/50 Rebate

Residential customers who have experienced a sudden increase in water consumption due to unseen or hidden leaks (leaks underground) on their property may request assistance from CRC Water and Waste in the form of a payment caused by the increase in a water invoice. CRC Water and Waste may provide assistance of fifty percent (50%) of the total of the water consumption invoice for the period read. CRC Water and Waste will not provide any assistance for any plumbing costs associated with location and repair of a leak.

Customer Assistance***Customer Consultation***

CRC Water and Waste will inform customers on matters relating to water supply, sewerage and waste services and on other issues such as charging and complaints handling. Customer communication may include distribution of published brochures, local media bulletins to advise customers of any system change that may have a significant effect on local service levels (eg water restrictions), or other options as appropriate.

CRC Water and Waste places a high level of importance on engaging with the community. One of Council's commitments is to "Keep the community well informed about decisions made in Council" and to engage and consult following the International Association for Public Participation Standard - IAP2 Spectrum of Public Participation.

GUIDING PRINCIPLES FOR ENGAGING THE COMMUNITY

The Cairns Regional Council encourages individuals, groups and communities to be involved in the business of local government. It recognises that residents across the region have diverse opinions, innovative ideas and a wealth of life experience - and this information allows Council to better understand issues and provide services that are tailored to community needs.

Council will have regard to the following engagement principles, drawn from the State Government of Queensland's approach to community engagement:

Document Number #1233797	Issue Date: November 2010	Version No. 4
--------------------------	---------------------------	---------------

Customer Service Standards	Page 15 of 18
----------------------------	---------------

1. Council will be inclusive and connect with those in the community who are hardest to reach
2. Council will endeavour to find new ways to improve the ways in which Council and the community work together, focusing on positive solutions and making a difference.
3. Council will listen, understand and act on experiences that may be diverse and different from Council's reference points
4. Council will follow ethical principles of conduct, making engagement processes open and accountable, identifying together the rules of engagement and reporting on the outcomes.
5. Council processes will recognise the diverse range of values and interests present in the community.

Customer Contacts

In the interests of improving customer service, customers are encouraged to contact CRC Water and Waste for assistance on matters such as service difficulties and faults, account inquiries, general and technical inquiries, and suggestions.

CRC Water and Waste will respond promptly to customer inquiries, complaints and requests. CRC Water and Waste's performance goal is 95% of contacts responded to within 5 working days. CRC Water and Waste will monitor telephone and correspondence response times (using the PPS system) and has a performance goal to respond to customer calls in an average time taken of 30 seconds.

Complaints Handling and Dispute Resolution

If customers have a complaint regarding customer service standards, CRC Water and Waste will investigate the complaint and take all reasonable action to solve the problem or address the issue promptly and effectively. CRC Water and Waste undertakes to respond to 95% of customer contacts, including complaints within 5 working days of being lodged.

If the issue or difficulty proves more complex, development of a solution will follow Council's complaints resolution process. The key steps in the process are:

A representative of CRC Water and Waste will respond within not more than 10 working days after a complaint has been lodged

Where this response indicates the need for further assessment, customers will receive a second written reply within a further 10 working days

Where complaints are not resolved within these 20 working days, the customer may refer the complaint to the General Manager CRC Water and Waste for conciliation, investigation and resolution. This step will be available to customers provided they have previously registered their complaint with CRC Water and Waste

The General Manager CRC Water and Waste, in consultation with all parties, will investigate the complaint and recommend a resolution. This may or may not require a formal meeting with the customer and appropriate representatives of CRC Water and Waste.

Document Number #1233797	Issue Date: November 2010	Version No. 4
--------------------------	---------------------------	---------------

Emergency Assistance

CRC Water and Waste will maintain a 24-hour emergency contact service (4044 3044) for emergency events related to service systems such as a burst water main or sewerage overflow.

Entry to Private Property

In certain circumstances, representatives of CRC Water and Waste may need to enter a customer's property to carry out investigations and/or work on the water supply and sewerage transportation systems. To limit any inconvenience, CRC Water and Waste will attempt to carry out this work during business hours or at other times convenient to commercial customers, except in emergencies.

For planned work within a property, CRC Water and Waste will provide customers with a minimum of 48 hours advance notice. In an emergency, CRC Water and Waste will inform the occupier, if present, of the repairs to be undertaken and the anticipated duration of the work. We will also endeavour to inform customers when the work is complete.

All representatives of CRC Water and Waste will be readily identifiable from their staff identification badge and from wearing the CRC Water and Waste logo on clothing.

Other Services***Additional Services Available***

In addition to the standard services available, CRC Water and Waste can also provide the following services upon request:

- Planning, design, documentation and construction of water, wastewater and waste services infrastructure
- Demand management services including meter testing
- Hydraulic information on reticulation networks
- As-constructed plumbing plan information
- Miscellaneous maintenance services
- Recreational facilities at Copperlode Falls Dam
- A water-testing laboratory.

Special needs – dialysis etc

If you are registered with CRC Water and Waste as having a life-support machine requiring water we will endeavour to advise of planned interruptions and emergency situations. Contact CRC Water and Waste on 4044 3044 for more details.

Water Stand Pipes

CRC Water and Waste will lease metered stand pipes for the taking of water from the reticulated water network. There are short and long-term hire agreements with forms able to be collected from Council's Customer Service Centre. Further details can be attained by contacting Water Billing on 4044 3044 for hire rates and consumption charges.

Trade Waste Services

Industrial and commercial customers may discharge treated trade waste to the sewerage system provided the customer has first obtained a Trade Waste Permit or entered into a trade waste agreement with CRC Water and Waste.

CRC Water and Waste will only accept trade waste into the sewerage system where there is no likelihood that the trade waste will harm the system, will not pose any risk to the health and safety of sewerage workers, will not inhibit biological processes at the waste water treatment plants, will not accumulate in bio-solids making their re-use difficult or impractical and will not contain contaminants that may pass through the waste water treatment plants untreated resulting in environmental contamination. All trade waste discharged to sewer must meet all the requirements contained in Council's Trade Waste Environmental Management Plan (this document is available upon request).

Acceptance of Waste From On-site Treatment Systems

Properties with on-site sewage treatment and disposal systems (eg, septic tanks) will need to arrange for pump outs on a periodic basis. CRC Water and Waste will issue licenses to contractors for approval to provide sullage disposal services within the City. We will also require a disposal fee for pump outs that are disposed of into the sewerage system. Customers should contact private operators in the yellow pages of the Cairns phone book to arrange for pump-out of their system.

Commercial Recycling Services

CRC Water and Waste can provide a recycling service to commercial customers. The recyclable material is transported to the Council owned Material Recovery Facility for sorting and on-sale to the market.

To apply for a commercial recycling service customers will need to call 4044 3044 to discuss with Council officers the requirements for the service.

Infirm Service

This assistance is provided to residents who are physically incapable of placing their wheelie bins out for collection and have no able-bodied person living with them. Contact CRC Water and Waste on 4044 3044 for more information.

Document Number #1233797	Issue Date: November 2010	Version No. 4
--------------------------	---------------------------	---------------

CRC WATER AND WASTE CONTACT DETAILS

Website: www.cairns.qld.gov.au

Email: cairnswater@cairns.qld.gov.au

Customer Service Centres:

Council Chambers, 119-145 Spence St, Cairns

Stockland Shopping Centre, Mulgrave Rd, Earlville

Gordonvale Library, 88 Norman St, Gordonvale

Smithfield Library, Cheviot St, Smithfield

Mossman, 14 Mill St

Office Hours Contacts: 07 4044 3044

After Hours Emergency Phone: 07 4044 3044

Facsimile: 07 4044 8228

Postal Address: General Manager
CRC Water and Waste
PO Box 359
CAIRNS QLD 4870

Business Address: 119-145 Spence St Cairns QLD