

CUSTOMER SERVICE STANDARDS (CSS)

Water and Sewerage Service

Northern Peninsula Area Regional Council
Northern Peninsula Area

REVISION HISTORY

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TABLE OF CONTENTS

1.	CUSTOMER SERVICE STANDARDS	4
1.1	Long Term Continuity of Services	4
1.2	Planned and Unplanned Service Interruptions	4
1.3	Quality of Water Supply (potable water supplies)	4
1.4	Sewerage Services	4
2.	CUSTOMER SERVICE PERFORMANCE TARGETS	5
3.	FEES AND CHARGES.....	5
4.	SHARED RIGHTS AND RESPONSIBILITIES	6
5.	COMPLAINTS AND CUSTOMER ASSISTANCE	6
6.	REVIEW AND UPDATE	6

1. CUSTOMER SERVICE STANDARDS

The Northern Peninsula Area Regional Council (NPARC) is responsible for providing water and sewerage services to residential, commercial and community customers in the Northern Peninsula Area, comprising the communities of Bamaga, Injinoo, New Mapoon, Seisia, and Umagico. NPARC is registered service provider (SPID) 492.

NPARC manages the water collection and is responsible for operating and maintaining water and sewerage assets throughout the Northern Peninsula Area.

1.1 Long Term Continuity of Services

NPARC will take all reasonable action to provide its customers with reliable and continuous services. NPARC is committed to a major capital works program to replace water mains and sewers that are reaching the end of their useful life. NPARC aims to minimise the number of water main leaks and breaks, reduce water loss in the system, and reduce the number of 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 service interruptions, such as maintenance of water mains, NPARC will provide affected customers with at least 48 hours' notice of the type and timing of our activities.

Where NPARC is not able to provide prior notice, we will endeavour to restore your service as quickly and efficiently as possible to minimise inconvenience to affected customers.

1.3 Quality of Water Supply (potable water supplies)

NPARC will endeavour to ensure that the water supplied:

- Meets the Australian Drinking Water Quality Guidelines 95% of the time
- Meets reasonable needs
- Is clear and free from objectionable odour and taste

1.4 Sewerage Services

NPARC will endeavour to provide sewerage services that:

- Meet reasonable needs
- Avoid odours, overflows and interruptions
- Meet regulatory requirements

2. CUSTOMER SERVICE PERFORMANCE TARGETS

NPARC will endeavour to meet the following performance targets in the delivery of water and sewerage services to customers. These targets will be reported on and reviewed as required in accordance with the Water Supply (Safety and Reliability) Act 2008.

Indicator Code and Title	Bamaga	Injinoo	Umagico	New Mapoon	Seisia
QG4.5 Total water main breaks	<1 per 2.5km main				
QG4.6 Total sewerage main breaks and chokes	<1 per 2km main			N/A	
QG4.7 Incidence of unplanned interruptions – water	3 per year	2 per year			
QG4.8a Average response time for water incidents (bursts and leaks)	2 hours				
QG4.9a Average response time for sewerage incidents (including main breaks and chokes)	2 hours			N/A	
QG4.10 Water quality complaints	<1 per 200 connections				
QG4.11 Total water and sewerage complaints	<1 per 200 connections				
Standard Water Connections	Respond 15 business days from lodgement				

3. FEES AND CHARGES

NPARC levies a base water service charge to existing domestic and commercial customers which is invoiced annually.

For commercial customers a consumption charge for each kl used per year over 500kl will be levied annually in August for the preceding July to June financial year.

NPARC levies a base sewage service charge for existing domestic and commercial customers, with additional charges for more than two toilet pedestals or urinals. Septic tanks attract a pumping fee per service.

If you wish to connect a new standard water connection or sewer connection, please contact NPARC using the contact details in section 5. There will be an associated fee which is fixed for a new sewage connection and for new water connection will depend on the connection size.

The latest information on fees and charges can be found on the NPARC website:

<https://www.nparc.qld.gov.au/council-information/fees-charges>

NPARC offer a range of payment options which are detailed on customer accounts.

4. SHARED RIGHTS AND RESPONSIBILITIES

Along with NPARC, their customers and the community are responsible for the provision of water supply and sewerage services by:

- Being "Water Wise"
- Maintaining the pipe work and fittings on private properties after the meter
- Taking care not to discharge any unauthorised substances into sewers
- Providing access to the water meter and access chambers (manholes)
- Notifying NPARC immediately of any faults encountered so that problems can be rectified as quickly as possible.
- Driving carefully through our construction sites

5. COMPLAINTS AND CUSTOMER ASSISTANCE

NPARC is committed to the ongoing improvement of customer service and welcomes any complaints, comments, enquiries or suggestions. Contact details are shown in the following tables.

Office	Telephone	Fax	Address	Email and website
Bamaga	4090 4100 or 4090 4120	4069 3264	PO Box 200 Bamaga QLD 4876 180 Addi Street Bamaga QLD 4876	info@nparc.qld.gov.au https://www.nparc.qld.gov.au/
Cairns	4050 1800		225A Sheridan Street Cairns QLD 4870	
Injinoo	4048 6800	4069 3253		
New Mapoon	4048 6600	4069 3107		
Umagico	4048 6900	4069 3115		

After Hours	Name	Telephone
Sewerage	Tetsuo Nakachi or Ronsley Wapau	0437 485 387 0499 103 019
Water Supply	John Sebasio or Wayne Hislop	0417 287 856 0437 328 437

6. REVIEW AND UPDATE

These customer service standards will be updated at least every five years.