

## Billing

### • Charges

- Charges are set out within the adopted Budget and Rating Resolutions for each financial year.
- Charges are shown clearly on the Ipswich City Council quarterly rates notice mailed directly to property owners.
- Monthly billing is available for approved customers using greater than 40,000KL per annum.
- Residential customers will be billed quarterly.
- Metered properties are levied a base water charge and a metered consumption charge.
- Unmetered properties are levied a fixed water charge.
- Properties connected to sewerage are levied a fixed sewerage charge.
- Commercial customers who have a trade waste permit are charged a fixed annual fee and a charge based on volume and strength of the waste discharged.

### • Payment

Customers are required to pay the amount set out by the due date.

Ipswich City Council offers a range of payment options:

- in person at Ipswich City Council's office
- by mail
- by direct debit under a payment arrangement agreed by the customer, Ipswich City Council and the customer's bank or credit union
- by credit card via the telephone
- Bpay

## Customer Consultation

To assist Ipswich Water assess the quality of our services and identify areas of improvement, extensive consultation is undertaken with our customers about issues of significance in their local community.

### • Customer Satisfaction Surveys

A sample of customers is surveyed annually regarding their expectations of Ipswich Water and their perceptions of our performance. The results of the survey are reported to Council and made available to all interested parties.

### • Requests for information

If requested, we will provide you with information such as:

- your account history
- educational material about conserving water
- current list of charges, offices and contact numbers

## Complaints

We are committed to giving complaints the highest priority and responding rapidly to issues. Complaints will be responded to within 5 working days of receipt. If the complaint takes longer than 5 days to investigate you will be informed of its progress within the 5 day timeframe and given a date for an outcome. The decision and outcome will include the reasons for the decision. The independent arbiter for complaints will be the State Ombudsman.

Phone: (07) 3005 7000.

Copies of Ipswich Water's Annual Performance Highlights Report are available on request. Please also refer to our website. For more information go to [www.ipswichwater.com.au](http://www.ipswichwater.com.au)

This brochure was developed by  
IPSWICH WATER

**...LEADING THE WAY IN  
SUSTAINABLE WATER MANAGEMENT**

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IPSWICH WATER  
PO Box 191, Ipswich Qld 4305

JANUARY 2006

# Ipswich Water Customer Service Standard



*Ipswich Water is the Commercial  
Business Unit of Ipswich City  
Council responsible for the delivery  
of water supply and sewerage  
services to the City of Ipswich.*



A COMMERCIAL BUSINESS UNIT OF  
**IPSWICH CITY COUNCIL**

*It is the aim of Ipswich Water to provide a high level of service to the community in a cost effective, efficient, timely and responsive manner.*

*This Customer Service Standard has been prepared to inform our customers of the level of service that we intend to provide.*

## Quality and Adequacy of Water Supply

**Ipswich Water will endeavour to supply water that:**

- Is of the highest drinking water quality. Our water meets the water quality criteria of the National Health & Medical Research Council (NHMRC) Australian Drinking Water Guidelines.
- Is clear in appearance and free from objectionable odour and taste.
- Is supplied at the pressure detailed below in the Service Targets.

## Day to Day Continuity of Water Supply

**We will use our best endeavours to maintain supply of water to customers on a reliable and permanent basis.**

### • Extent of unplanned interruptions

Should unplanned service interruptions or emergencies occur, such as burst water mains, we will endeavour to restore water supply in the shortest possible time to minimise inconvenience to affected customers and avoid impacts on public health and property. In most cases this will be within 5 hours.

### • Planned interruptions to supply

Customers will be given at least 2 working days notice of any planned interruption to service for maintenance works. (In most cases service interruption will be less than 4 hours).

### • Special needs customer

To minimise inconvenience to customers with special/health needs, they should register with Ipswich Water on phone: (07) 3810 7855.

## Effective Transport of Wastewater

**Ipswich Water will endeavour to:**

- Meet the highest quality environmental standards.
- Keep odours to a minimum by taking all reasonable care operating our sewerage system.
- Respond to blockages in our sewerage system within 3 hours in most cases.
- Clean up as quickly as possible to minimise damage and inconvenience should an overflow occur.

## Service Targets

WATER	Targets
<b>Reliability</b>	
Mains breaks/leaks per 100 Km of mains	40
Mains breaks/leaks – Response within 3 Hrs of notification	80%
Mains breaks/leaks – Supply restored within 5 Hrs	80%
Mains breaks/leaks – Supply restored within 12 Hrs	90%
Ratio of planned/unplanned interruptions	50%
Average duration of all water supply interruptions within 12 Hrs	90%
<b>Quality</b>	
NHMRC compliance	95%
Quality complaints per 1,000 connections	8
Quality incidents	24
<b>Pressure</b>	
Metres head for Urban connections	22 – 80
Metres head for Rural connections	0 – 80
SEWERAGE	Targets
<b>Reliability</b>	
Sewer main breaks/chokes per 100 Km of mains	60
Sewer main breaks/chokes – Response Within 3 Hrs of notification	80%
Sewerage overflows per 100 Km of mains	200
Sewerage overflows to customer property per 1,000 connections	6
<b>Quality</b>	
Odour Complaints per 1,000 connections	2.5

## Customer Assistance

### Service Connections

**Ipswich Water is committed to responding promptly to applications for new water service connections.**

Upon application approval and payment, customers will receive their new water connection within 20 working days (based on availability of water supply).

Contact Ipswich Water in person, by mail, e-mail, phone, fax or website for application enquiries.

### Metering

**Conversion to a water meter is encouraged by Ipswich Water for properties without a meter. Customers will conserve water and save money.**

Customers are to ensure that the meter is accessible for reading, testing, inspection and replacement by Ipswich Water. If inaccessible, estimated readings will be done.

Ipswich Water will measure the volume of water supplied to a customer, except where the meter has failed or is reading incorrectly.

Testing of your water meter to ascertain whether or not it is accurate can be completed upon request. Customers are required to complete an application form and pay a Standard Fee. If the meter is not accurate to within +5% of actual consumption, the Standard Fee and additional water usage charges associated with the faulty meter will be reimbursed.