



**THIS AN OFFICIAL COPY OF THE CUSTOMER SERVICE
STANDARDS 2017 - 2022**

of **Morrington Shire Council**, made in accordance with the provisions of *Local Government Act and Regulations, Public Records Act, Morrington Shire Council's Local Laws, Subordinate Local Laws and current Council Policies*.

Statutory Policies comply with a legislative requirement; the **CUSTOMER SERVICE STANDARDS 2017 - 2022**

is approved by the Morrington Shire Council for the operations and procedure of Council.

DOCUMENT VERSION CONTROL			
VERSION	DATE	RESOLUTION NO.	DETAILS
V1	22/10/2014	To Be Advised	Responsible Officer Executive Manager Human Services
V2	24/01/2020	2020/31	Responsible Officer Executive Manager Technical Services
			EXPIRY



**CUSTOMER SERVICE
STANDARDS 2017 - 2022**

1. PURPOSE

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

2. DATE OF STANDARDS

These standards will commence from 1st July 2019- 30 June 2022. It replaces all other MSC Customer Service Standards (whether written or not).

3. APPLICATION OF THE STANDARDS

This policy applies to all residents, businesses and individuals living within the township of Gununa.

4. VARIATIONS

MSC reserves the right to vary, replace or terminate this standard from time to time.

5. OVERVIEW

Water and Waste: Morningshon Shire Council

Overview

- Supplying safe, reliable drinking water to consumers
- Collection and treatment of domestic wastewater
- Planning for and delivering water, wastewater and waste infrastructure
- Maintenance of the community's water, wastewater and waste infrastructure
- Environmental management of water, wastewater and waste infrastructure and facilities

6. OUR VISION

To be the lead water and waste service provider in a tropical environment.

Our Objectives

Industry Leader, Community Leader

Recognised as the leader in waste and water services.

Building Relationships, Building Capability We value sharing knowledge and ideas

Right People, Right Culture



Our people are our greatest asset

Efficient Processes, Effective Results

We deliver value to the community

Our Mission

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

In all undertakings Water and Waste strives to achieve service provision to the community in a manner which maximises both Morningson Shire Council and community ideals; This is achieved through economic, social and environmental objectives being assessed in all stages of Water and Waste' operations from long term planning through to operational delivery.

Purpose of Customer Service Standards (CSS)

The Customer Service Standards are intended to protect customers of a service provider who do not have contracts with that provider, by ensuring they are adequately informed as to the service they are receiving, the level of service they can expect to experience, and how they interact with the provider.

These Customer Service Standards are effective once approval from the Department of Energy and Water Supply is received and can only be varied upon submission to the Regulator.

Council's Obligations

The Water Supply (Safety and Reliability) Act 2008 requires Morningson Shire Council to implement measures to ensure the continuity of services. Morningson Shire Council is required to quantify these measures and supply a copy to its customers.

The Customer Service Standards aim to provide details on the following:

- The level of service expected for delivery of water, wastewater and waste services
- The expectations we have for our customers
- Processes for establishing new services, customer consultation, lodging complaints and dispute resolutions

These Customer Service Standards also take into account provisions outline in the Local Government Act 2009, the information Privacy Act 2009, AS 3500, Sustainable Planning Act 2009, Plumbing and Drainage Act 2002, AS 3565 and the Water Supply (Safety & Reliability) Act 2008.

This Customer Service Standard does not apply during periods of declared natural disasters, including cyclones until as soon as practicable after the affected normal services have been restored.

Expectations and responsibilities of Our Customers

Morningson Shire Council's Water and waste Department experts our customers to assist us in providing services by

- Applying to Water and Waste, and receiving approval before connecting to Morningson Shire Council Water and Waste System
- Using water in a water wise manner, adhering to permanent water conservation measures, water times.



- Engaging a licensed plumber to do work internally within the property
- Not building structures over water or sewer mains and selecting garden vegetation that won't damage water supply and sewerage infrastructure;
- Manholes should not be covered or obstructed by soil, mulch, retaining walls, vehicles or anything else that would inhibit access by Mornington Shire Council;
- If a manhole is obstructed and Water and Waste need to gain access, any obstructions will be removed and the owner notified (where possible consultation with the owner will occur to plan the works);
- Notifying us of any faults that they have encountered so that Mornington Shire Council can rectify problems as soon as possible;
- Preventing the discharge of stormwater into the wastewater network;
- Taking care not to discharge prohibited substances into sewers
- Notifying us of any faults that they have encountered so that Mornington Shire Council can rectify problems as soon as possible;
- Preventing the discharge of stormwater into the wastewater network;
- Notifying Mornington Shire Council's Customer Service Centre of any missed waste/recycling collection services to be collected within 24 hours;
- Positioning bins at kerbside for collection according to advice provided by Water and Waste;
- Placing waste bins on the kerbside of the road on correct collection day
- Placing waste bins on the kerbside of the road on correct collection day;

7. NEW SERVICES

If customers wish to apply for a water or sewage connection or kerbside waste collection within the serviced area, they will need to submit application forms together with appropriate fees to Water and Waste. State Government legislation provides time frames for processing these applications. The application forms are available from the Mornington Shire Council Office.

7.1 . New Water Supply and Wastewater Connections

7.1.1 Minimum water pressure

Minimum water pressure supplied to the customer shall be 220kPa at the water meter/property boundary

7.2 Wastewater Connections

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



8. EXISTING SERVICES

8.1. Service Alterations

Service alterations can be requested in writing by the customer. Operations staff will inspect the site and proposed alterations, and if changes are possible, will provide a quote for alteration works to the customer.

8.2. Disconnection of Water Services

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

8.3 Disconnection of Wastewater Services

If a customer no longer requires a water supply they may apply in writing to Morningson Shire Council for disconnection, together with appropriate fees .

8.4 Reconnection of Water or Wastewater Services

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

8.5 Repair to Service

If customers have waste bins that are in need of repair this can be arranged free of charge by calling the Morningson Shire Council .

8.6. Damage to Infrastructure and Works and Repairs

Section 192 of the Water Supply Safety and Reliability Act 2008 lists what is defined as interfering with service provider's infrastructure and details the following associated penalties.

A person must not, without the written consent of a service provider, interfere with a service provider's infrastructure.

Maximum penalty—1000 penalty units.

(2) A person must not, without the written consent of a service provider, build over, interfere with access to, increase or reduce the cover over, or change the surface of land in a way causing ponding of water over an access chamber for a service provider's infrastructure.

Maximum penalty—500 penalty units.

(3) However, despite subsections (1) and (2), a person does not require the written consent of the service provider if the person carries out building work for a building or structure on a lot that contains, or is adjacent to a lot that contains, a sewer or water main of the service provider.

Maximum penalty—1000 penalty units.

(4) A person must not, without the written consent of a service provider, build over, interfere with access to, increase or reduce the cover over, or change the surface of land in a way causing ponding of water over an access chamber for a service provider's infrastructure.

Maximum penalty—500 penalty units.



9. ODOUR COMPLAINTS

. Water and Waste will attend the site of the odour complaint, investigate possible causes and notify the customer of any findings of the investigation.

9.1 . Sewer main infrastructure within a body corporate

Where a sewer main passes through a gated community to service properties beyond the boundary of the community, Water and Waste will maintain the trunk infrastructure within the area.

9.2 Private sewer pump stations

Within a gated community, the private pump station and associated maintenance is the responsibility of the body corporate.

In instances of overflow that are not being addressed, Water and Waste will notify Environmental Health Protection as a duty of care. If Water and Waste are called to site by a customer within the Body Corporate and they attend site, they will assist the customer to ensure the site is safe and notify them of the issues found during the investigation to notify the Body Corporate for repair and action. Recovery of cost is at the discretion of Water and Waste.

9.3 Water main break causing property inundation

Any damage caused by a water main break is to be documented by the owner/occupier .

Water and Waste will assist with clean-up to a point where the area is no longer a safety risk.

If the premises are uninhabitable and residents do not have alternative accommodation, Water and Waste may assist with accommodation for 24hrs.

9.4 Water quality Complaint

Water and Waste log water quality complaints in the Corporate Request Management system (CRM). These complaints are provided to the appropriate operational staff member for actioning. This may include flushing of water mains or assistance with a more detailed investigation of the customer's internal plumbing.

9.5 . Repair broken water meter

Where the water meter is accidentally damaged, the customer is advised to contact Morningshon Shire Council to notify Water and Waste. The water meter may be repaired at Morningshon Shire Council's cost. However, if repeat incidents occur, Water and Waste shall pursue charging the property owner to recover the costs for the works conducted.

9.6 Illegal standpipe use

When a private standpipe/illegal connection is identified by Water and Waste staff, the illegal connection in question will be confiscated and destroyed. Details will be provided by Morningshon Shire Council employees to the person in question regarding application to council for a metered standpipe or applying for a connection.

9.7 Access road maintenance to infrastructure

Where specific access road maintenance requirements are included in easement documents, Water and Waste will honour these specifications. Where there are no specifics, Water and Waste will maintain access roads to infrastructure to a 4wd standard and will maintain drainage to ensure adequate flows during a rain event.

9.8 Customer pavement reinstatement



Where works conducted by Water and Waste damage a private driveway or pavement over Morningshon Shire Council's verge, repair and replacement of the driveway will be undertaken by Water and Waste where possible. Often due to supplier/product changes, direct matches to existing driveways may not be able to be provided and a suitable alternative will be negotiated.

9.9 Reinstatement after works

Where works conducted by Water and Waste damage an area, Morningshon Shire Council will reinstate the area to a safe standard. This will be a like for like reinstatement and where turf is required council shall provide a council selected turf. Where the reinstated area is on a Council verge a maximum of two watering events within the first week to assist turf growth shall be undertaken by Council. Any further turf care shall be the discretion and cost of the owner. Where there is an erosion or environmental risk, turf may have to be used. Water and Waste will return to site after some time to ensure any natural settling is backfilled also.

9.10 . Customer Consultation

Water and Waste will inform customers on matters relating to water supply, sewerage and waste services 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 (e.g. water restrictions) or other options as appropriate.

Water and Waste places a high level of importance on engaging with the community. One of Morningshon Shire 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.

9.11 Entry to Private Property

In certain circumstances, representatives of 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, 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, Water and Waste will provide customers with a minimum of 48 hours advance notice. In an emergency, Water and Waste will inform the occupier, if present, of the repairs to be undertaken and the anticipated duration of the work. Water and Waste will also Endeavor to inform customers when the work is complete.

Entry to private property will be in accordance with delegations against:

- Local Government Act 2009
- Water Supply [Safety and Reliability] Act 2008

All representatives of Water and Wastewater will be readily identifiable from their staff identification badge and or documentation.

9.12 Guiding Principles for Engaging the Community

The Morningshon Shire 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 Morningshon Shire Council to better understand issues and provide services that are tailored to community needs.

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



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

9.13 Emergency Assistance

Morningson Shire Council maintains a 24-hour emergency contact service (0447 664 914) for emergency events related to service systems such as a burst water main or sewage overflows

10. OTHER SERVICES

10.1 Special Needs

10.1.1 Dialysis

If you are registered with Water and Waste as having a life-support machine requiring water, Water and Waste will Endeavor to advise of planned interruptions and emergency situations. I

10.1.2 . Infirm Services

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. A letter from a medical professional [Doctor] is required for this service.

11. PERFORMANCE TARGETS

The water supply and wastewater systems in the Gununa Region have 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
- If there is a possibility of a significant health risk arising from the continuance of the service.

Water and Wastewater will provide 48 hours notice of interruption to your service by delivery of



A written notice to each affected property. However, Water and Wastewater reserve the right to immediately stop the supply without notice if there is a serious risk to public health, a likelihood of serious injury to persons or damage to infrastructure or another emergence as detailed in the Water Supply (Safety and Reliability) Act 2008.

Water and Waste 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 Water and Waste is unable to provide prior notice, completion of all work will be carried out as quickly and efficiently as possible to minimise disruption to the daily activities of the community.



ACKNOWLEDGEMENT

I acknowledge:

- Receiving the MSC Policy;
- That I should comply with the policy; and
- That there may be disciplinary consequences if I fail to comply, which may result in the termination of my employment.

**Your
Name:**

Signed:

Date:
