

WIDE BAY WATER **CUSTOMER SERVICE STANDARD**

2027-2031



WIDE BAY
water 

A Business Unit of  Fraser Coast
REGIONAL COUNCIL



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ABOUT US

Wide Bay Water (WBW) is a customer-focused commercialised business unit of Council delivering sustainable water and sewerage services to residents and businesses of the Fraser Coast. We are committed to building better communities together by:

- Providing safe, drinkable water in line with Australian Drinking Water Guidelines
- Treating sewage and managing recycled water and biosolids using environmentally sustainable practices

WBW has three drinking water schemes:

- Wide Bay Water Supply Scheme
- Teddington Weir Water Supply Scheme
- Lower Mary River Water Supply Scheme

The region's water network includes: Lake Lenthall and two weirs on the Burrum River, Cassava Dams, Teddington Weir on Tinana Creek and the Mary River at Tiaro.

Water is purified at four treatment plants and sewage is treated at eight treatment plants.

Wide Bay Water also has an industry-leading effluent re-use scheme for the irrigation of canefields, turf farms, macadamia farms and our own hardwood plantations (500 hectares and growing). By recycling treated sewage we are putting recycled

water to good use on land and protecting marine environments.

The Customer Service Standard outlines the level of service customers can expect from WBW in the provision of water and sewerage services. WBW is committed to delivering a reliable and continuous water supply that meets the Australian Drinking Water Guidelines.

WBW also provides sewage collection, transportation and treatment services, including the safe disposal of effluent, and operates all infrastructure in accordance with applicable Environmental Authorities and environmentally sound practices.

This service standard exist to protect customer rights in circumstances where there is no direct contractual relationship between the customer and the service provider.

This Customer Service Standard outlines how WBW delivers, manages, and supports water and sewerage services, and clearly defines:

- The standards customers can expect
- WBW responsibilities
- Customer responsibilities
- How services are managed, measured, and improved
- How customers can contact Council, raise concerns, or lodge complaints

In providing services to customers, WBW is committed to complying



with the Customer Service Standard and achieving the associated KPI targets that measure performance. Under certain circumstances, it may be necessary for WBW to interrupt or restrict water and sewerage services. This may occur:

- to enable inspection, maintenance, repair or replacement of any infrastructure,
- to enable the installation and commissioning of new infrastructure,
- during periods of declared water supply restrictions or
- where the ongoing provision of services poses a significant risk to public health.

In accordance with Section 44

of the *Water Supply (Safety and Reliability) Act 2008 (QLD)*, WBW may shut off the supply of water without notice where there is a serious risk to public health, a likelihood of serious injury to persons, damage to infrastructure, or in the event of another emergency.

The Customer Service Standard does not apply during periods of declared natural disasters and will resume as soon as practicable once normal services have been restored.

The Customer Service Standard may also not apply to water and sewerage services that have not been installed in accordance with WBW's engineering design guidelines, or where a separate service contract is in place.

WATER SUPPLY

WATER QUALITY

Water quality is managed in accordance with the Australian Drinking Water Guidelines (ADWG), which set nationally recognised standards to protect public health. Our approach focuses on risk based management, continuous monitoring, and proactive control

of water quality from catchment to customer. This commitment is further strengthened by our accreditation to *ISO 22000 Food Safety Management System*, which provides independent assurance that robust food grade safety systems, controls, and continuous improvement processes are in place to consistently deliver safe, high quality drinking water.

KEY PERFORMANCE INDICATORS

Reference	KPI Description	Target
	At point of delivery, water quality will meet National Health and Medical Research Council Health Guidelines for Australian Drinking Water	100%
	At point of delivery, Water quality (physical and chemical parameters) will meet National Health and Medical Research Council Aesthetic Drinking Water Guidelines (not including chlorine, taste or odour)	>99%
QC 4.10	Water quality complaints per 1,000 connected properties	<5 drinking water per year



WATER RELIABILITY

Under normal operating conditions, WBW will supply water to properties within the Declared Water Service Area at a minimum pressure of 200 kPa and a minimum flow rate of 20 litres per minute at the WBW meter.

We are committed to providing a continuous and reliable water supply. From time to time, pressure may be affected by fire-fighting events or flushing and flow testing activities or it may be necessary to temporarily interrupt your service to carry out essential maintenance or repair works.

Where possible, we will provide at least 48 hours' notice before a planned interruption.

In some cases, interruptions may occur due to events outside our control. These unplanned interruptions may happen without notice. If your service is affected, we will work to restore your water supply as quickly as possible.

Some customers may experience pressures outside the limit and might require their own pressure booster equipment at the property boundary.

KEY PERFORMANCE INDICATORS

Reference	KPI Description	Target
	Water supply is restored within 5 hours of an unplanned interruption	90%
QG4.5	Water main breaks per 100km of main	<20 per year
QG4.8a	Percentage of water incidents responded to within 1 hour	95%
QG4.7	Water main interruptions per 1000 properties	<80 unplanned interruptions per year





WATER INFRASTRUCTURE

WBW is responsible for all infrastructure up to and including the water meter. All plumbing works after the meter is the responsibility of the property owner. Water meters and Automatic Meter Reader (AMR) devices are installed at the property as part of each water service connection. Both water meter and the AMR device remain the property of WBW.

For properties with billable sub meters, WBW is responsible for maintaining the sub meter itself. The property owner is responsible for maintaining the water infrastructure between the master meter and the sub meter.

WATER CONSUMPTION

All water that passes through the water meter is the property owner's responsibility. Water leaks can cause damage on your property and can result in increased water consumption charges.

Owners are encouraged to read their own meters regularly to monitor consumption and detect problems such as leaks. Water meters are generally inside the front property boundary.

WBW have installed Automatic Meter Reading (AMR) devices which provide hourly water consumption. These devices are used to detect leaks. Our team may contact you

via email or text message to let you know if you have continuous water consumption. In some instances, the hourly transmissions are not possible due to failure of data transmission. WBW accepts no responsibility for non-notification of leaks where data is inadequate.

How to read my water meter?



The white dials show kilolitres. (One kilolitre equals 1,000 litres.) The red dials show litres. Read all the numbers before a period when no water will be used (eg. when going out). Read again at least two hours later. If the numbers went up, there may be a leaking pipe, toilet or tap which will require further investigation.

At the request of the property owner, WBW will organise testing of a water meter to confirm its accuracy. A pre paid fee is required, which will be refunded if the meter is determined to be inaccurate.

NON-STANDARD WATER SERVICES

For properties with non-standard infrastructure, non-standard service conditions may apply, including reduced supply pressure, limited outage notifications, and interruptions to supply continuity. This is because they have typically been connected via infrastructure

that is not designed or built to Council standards.

WATER RESTRICTIONS

WBW manages drinking water during periods of drought to help extend available water supplies while continuing to meet essential community needs. The Drought Resilience Council Policy provides a clear and consistent framework for applying water restrictions and enforcement measures. For further information, please refer to the Drought Resilience Council Policy on Council's website.

It is the customers responsibility to be aware of and comply with water restrictions that are in place. The current water restrictions are available here: frasercoast.qld.gov.au/water-restrictions

Failure to comply with water restrictions may incur penalties as described in S43 (5) of the *Water Supply (Safety and Reliability) Act 2008*.



SEWERAGE

WBW maintains all sewage infrastructure up to the sewerage point of connection. Within a private property this connection point is the 'jump-up' and for all other cases is where the sewerage service crosses the boundary onto private property. All plumbing works beyond the point of connection are the responsibility of the property owner. Responsibilities for privately owned combined house drains are detailed in Combined House Drain Council Policy, on Council's website.

The property owner must ensure stormwater does not infiltrate the sewerage system including avoiding illegal rainwater connections or landscaping changes that divert stormwater into sewer access holes.

In the event of a sewer blockage or overflow, customers should contact a licensed plumber in the first instance to investigate their property's private drainage,

including fixtures such as Overflow Relief Gullies (ORGs).

If your plumber determines, or reasonably suspects, that the blockage or overflow is located within WBW's sewerage network (public infrastructure), you or your plumber should notify WBW as soon as possible. Wide Bay Water will arrange for field staff to attend and assess the issue.

Where a licensed plumber is already in attendance and the blockage appears to be located near the property connection point, the plumber may make reasonable attempts to clear the blockage. If the blockage cannot be cleared promptly, or if there is any uncertainty regarding the location or cause, WBW must be contacted as soon as possible.

Where the blockage or overflow is confirmed to be within Wide Bay Water's sewerage network, Wide Bay Water will undertake the required works to rectify the issue.

KEY PERFORMANCE INDICATORS

Reference	KPI Description	Target
4.9A	Percentage of sewerage incidents responded to within 1 hour	95%
QG4.6	Sewerage main breaks or chokes per 100km of main	<30 per year
	Sewage overflows onto customer properties per 1,000 connections	<5 per year
QG4.11	Total water and sewerage complaints per 1000 connected properties	<40 per year

Where the blockage or overflow is within the property's private drainage system, the property owner remains responsible for arranging and paying for repairs.

In cases of active sewer overflow posing an immediate health or environmental risk, customers should contact Wide Bay Water directly.

EFFLUENT REUSE

Third-party users of WBW effluent are required to have individual contracts, which fall outside the scope of this Customer Service Standard.

At all times WBW aims to ensure effluent complies to relevant Environmental Authority.

RAW WATER

Raw water customers of WBW (Teddington Weir Water Supply Scheme and the Wide Bay Water Supply Scheme) are required to have individual contracts, which fall outside the scope of this Customer Service Standard.

TRADE WASTE

Trade waste is liquid waste produced by commercial or industrial business activities that is discharged to the sewer. It does not include normal household sewage.

Discharging trade waste into WBW's sewerage system without approval is illegal and may result in penalties.

If your business generates trade waste and discharges it to the sewer, it is your responsibility to obtain WBW approval and hold a current Trade Waste Permit. More information can be found in Council's Trade Waste Council Policy, on Council's website.

STANDPIPES

You will need approval to hire a metered standpipe to gain access to bulk volumes of water. A standpipe is a metered portable device used to obtain water directly from fire hydrants to water mains. Once you have hired a standpipe, you can only use it within your service provider's area. Drawing water from the WBW reticulation system is only permitted through a WBW owned, metered standpipe. Any other method of taking water is not permitted and may be treated as unlawful water use (water theft).

You will be responsible for the quality of water supplied from a metered standpipe. You will also be responsible for:

- operating the standpipe safely and in accordance with the terms and conditions of use
- ensuring compliance with all relevant approvals and legislation relating to the carrying, supply and use of potable water sourced from a tanker filling station.

CUSTOMER RESPONSIBILITIES

To help maintain a safe, reliable water and sewerage network for the community, customers are responsible for:

- Providing clear, safe and unobstructed access to water meters at all times
- Not covering, damaging or interfering with manholes, access points or other WBW infrastructure located on their property
- Not building over or near water or sewerage infrastructure without Council approval
- Ensuring that only human waste and toilet paper are flushed down toilets, as other items can cause blockages and overflows
- Ensuring stormwater is not connected to the sewerage system
- Knowing the location of Overflow Relief Gullies (ORGs) on their property and keeping them clear in the event of a sewer backup
- Maintaining private plumbing fixtures, fittings and appliances in good working order
- Not disposing of hazardous, toxic or prohibited substances into sinks, toilets or drains
- Promptly advising Council of any changes to contact details
- Complying with all water use restrictions that are in place

Water Meter Access

Where a water meter is located within a customer's property, the customer is responsible for ensuring it remains accessible for meter reading and maintenance.

If a meter is inaccessible at the first scheduled reading, WBW may issue an estimated consumption. If the meter remains inaccessible for a second consecutive billing period, the property owner must arrange access before the next scheduled reading; failing this, Council may relocate the meter at the owner's expense and/or apply additional penalties.



Protection of WBW Infrastructure

A person must not interfere with, damage or access WBW's water or sewer infrastructure without prior written consent. Interference or damage is a prosecutable offence under section 192 of the *Water Supply (Safety and Reliability) Act 2008*.

Any damage to WBW infrastructure, including water mains or sewers, must be reported to WBW immediately by phone. WBW will recover the reasonable costs of repair from the property owner or, where applicable, from the contractor or third party responsible for the damage.

Building and Excavation Near Infrastructure

Council approval is required before carrying out any building work, excavation or construction over or near Council water or sewerage infrastructure.

Customers are strongly encouraged to contact Council before commencing works to ensure compliance, avoid damage, and prevent costly delays or repairs.

Backflow prevention

Backflow prevention devices are required where there is a risk that water from a property could flow back into WBW's drinking water supply and cause contamination. This includes properties with plumbing systems, equipment

or activities that may pose a low, medium or high backflow risk, such as commercial or industrial premises, irrigation systems, fire services, recycled water connections, or where alternative water sources are connected.

Property owners are responsible for:

- Installing the required backflow prevention device at their own cost, using a licensed plumber
- Ensuring the device is tested, maintained and kept in good working order
- Arranging initial commissioning and annual testing (or as otherwise required) by an appropriately qualified tester
- Providing test results and certification to Council within required timeframes
- Promptly repairing or replacing any faulty or non compliant backflow prevention device

Failure to install, maintain or test a required backflow prevention device may result in enforcement action, as backflow poses a serious risk to public health and the drinking water supply.

Fire Service

Fire services are provided for emergency firefighting purposes only and must not be used for any other purpose, including domestic, commercial or construction activities.

SERVICE CONNECTIONS

Customers within the Declared Water/Sewerage Service Area may apply for new water and sewerage connections. Application forms for new water and sewerage connections need to be completed and submitted to WBW. Service connection application forms can be found here: frasercoast.qld.gov.au/wide-bay-water-forms

WBW will aim to connect a property to water network within 20 working days (after approval of the application and payment).

Connecting to or disconnecting from WBW infrastructure without prior approval is an offence under the *Water Supply (Safety and Reliability) Act 2008*. Council may issue a Penalty Infringement Notice (PIN) for breaches of this requirement.

SERVICE DISRUPTION

If our staff need to access your property in the course of their work, they will only do so with appropriate identification. Staff entering a property except those reading, maintaining or replacing an accessible meter will either:

- Notify any occupant present of the purpose for entry; or
- If no occupant is present, leave a notice stating date, time and

purpose of entry.

- Where we intend to conduct planned works, we will notify you seven days in advance. We will take all reasonable care to ensure that the property is left as near as possible to the condition in which we found it.

CUSTOMER PAVEMENT REINSTATEMENT

Where works conducted by the Council damage a private driveway or pavement over the Council's verge, repair and replacement will be in alignment with Council's Vehicle Crossover (Driveway) Council Policy CP074.

YOUR ACCOUNT

Fraser Coast Regional Council issues rate notices three (3) times per year. These notices are issued in July, November and March. Notices are issued via post or email. The rates notice includes the water and sewage (wastewater) charges.

The water and sewage (wastewater) utility charges are established to recover the cost of Council providing the infrastructure, and also the cost of its ongoing operations and maintenance. Further information explaining the basis for these charges is available annually as part of Council's budget resolution.

The rates notices includes charges for water consumption which is

measured and charged in kilolitres.

All water that passes through your water meter is your responsibility, so we encourage you to read your meter regularly to monitor consumption and detect problems such as water leaks.

The access and consumption charges are reviewed by Council annually.

There are also fees and charges that apply to water services, including sewer blockages, water meter repairs, disconnection and reconnection of water.

More information can be found on the Council fees & charges page.

Interest will be charged on all overdue rates or charges from the day the rates or charges become overdue.

For a list of fees and charges go to: frasercoast.qld.gov.au/fees-and-charges

Fraser Coast Regional Council provides assistance to ratepayers who are experiencing financial

hardship.

The management of financial assistance is detailed in the Fraser Coast Regional Council's Financial Hardship Policy.

The policy can be accessed on Fraser Coast Regional Council Website: frasercoast.qld.gov.au/difficulty-paying-rates

HOW TO PAY YOUR ACCOUNT

- Direct Debit: application form available at: frasercoast.qld.gov.au/set-up-direct-debit
- Via BPAY® contact your financial institution or visit: bpay.com.au
- By phone: 1300 361 496
- Online via: frasercoast.qld.gov.au/pay-a-bill
- Via post: cheque or money order
- In person at: Australia Post or Fraser Coast Regional Council



CUSTOMER SERVICE

If you have concerns relating to water, sewage, pump stations or treatment plants, please contact us via:

- Mail: PO Box 1943, Hervey Bay 4655
- Phone: 1300 79 49 29
- Email: enquiry@frasercoast.qld.gov.au
- In person at our customer service centres

We are working hard to meet or exceed your expectations. To allow us to help, we expect that you will:

- Provide us with all the information that we need to assist you
- Communicate with us respectfully
- Provide us with honest and constructive feedback

Contact us if you believe we have made an error.

What if you are not happy with our response?

We recognise that there are times when you will disagree with our actions. This is why we have a Complaints Management Policy in place.

You can lodge a complaint:

- On our Website: frasercoast.qld.gov.au/Administrative-Action-Complaints

- By completing a feedback form located at Council offices; or
- By submitting it in writing to Council.

CONSULTATION

WBW is committed to meaningful conversation with our community. Fraser Coast Regional Council has established the Fraser Coast Have Your Say Platform. This portal is a dedicated interactive community consultation site.

This platform has been designed for our community to learn more about our current consultations and have their say on matters of significance to the Fraser Coast Region.

More information can be found here:

haveyoursay.frasercoast.qld.gov.au

YOUR PRIVACY

We are committed to protecting the privacy of our customers. Information collected in the course of our business will be used only for the purpose stated and will only be accessed by persons who have been authorised to do so. Your personal information is handled in accordance with the principals outlined in the *Information Privacy Act 2009*.



