



CUSTOMER SERVICE STANDARD

Service Connections – New and Replacement

Council utilises the Australian Standards as reference for the renewal, replacement and new connections of water services to the properties to be serviced from the potable water networks.

To undertake application for a new or replacement service please contact Council's Reception and complete a customer request form.

Council supplies a single connection point for each property as per the Australian Standard, Council's responsibility for both water and sewerage ceases at the boundary of the property.

Combined connections are the exception; Council has a responsibility for drainage that passes through a third party property. Existing services may be altered or modified by application to Council and undertaken by an appropriate licenced contractor once approval is given.

Water Meters

Water meters are currently not required for domestic properties within the McKinlay Shire. Meters may be required on some commercial premises and installed in consultation with the customer.

Availability of Services

Council's Water and Wastewater Networks are available for use 24 hours a day/7 days a week.

The Council's Networks are multi faceted systems that may require emergency maintenance, operational maintenance resulting in loss of supply/service. Council endeavours to fully inform its customers and residents of interruptions affecting its networks.

Network Conditions

Council requests that its customers and residents report any damage or suspected damage to Council's infrastructure.

Council operates a closed potable water system and for this reason any damage to its networks can lead to contamination affecting the operational serviceability and potentially increasing the risk to Public Health.

It is the responsibility of all users to help maintain the networks to minimise the risks associated with contamination.

Council believes its customers will exercise a duty of care by reporting any damage whether deliberate, accidental or beyond its service life to the Council via Council's Reception.

Entry to Private Property

Council's Authorised Persons in certain circumstances may be required to access Councils Networks within your property. Council obtains this authority via *Local Government Act 2009, Water Supply Act, Plumbers and Drainage Act, Planning Act 2016 and the Public Health Act* and their regulations.

In most cases Council will undertake notification of its right to enter with the resident, this cannot be applied in case of emergency works. Council will endeavour to fully inform the resident during any periods where entry is required.



Rates Fees and Charges

Water

Council applies an annual water charge for each property in lieu of a user pays metered system. Additional works required on Council's network for private works will be charged at a 'at cost' rate or as subject to Council's Fees and Charges.

Sewerage

Council applies an annual sewerage connection and services charge for each property connected or with the potential to connect to its network.

Additional works required on Council's network for private works will be charged at a 'at cost' rate or as subject to Council's Fees and Charges.

COMPLAINTS AND DISPUTE RESOLUTION

Council has procedures and policies for the operation and service standards of its networks.

Lodgement of complaints or concerns can be made via contacting Council's Reception in the following formats;

- Phone
- Email
- Post

CUSTOMER CONSULTATION

Council undertakes a consultation with its communities throughout the year and it is via locational visitation with its residents that network concerns, future planning and community requests can be made.

Information obtained from community consultations will be included in the services asset management plans and capital works programs.

McKinlay Shire Contact Details

29 Burke St

Julia Creek, Qld 4823

Opening Hours:

Monday to Friday – 8:30am to 5pm

PO Box 177, Julia Creek Q 4823

Phone (07) 4746 7166

reception@mckinlay.qld.gov.au

www.mckinlay.qld.gov.au