



TRC CUSTOMER SERVICE STANDARD 2024 Water and Wastewater Services

Quality & Adequacy of Water Supply

Toowoomba Regional Council (TRC) is committed to providing our residential and business customers with a permanent and reliable water supply. We strive to:

- Supply drinking water that is compliant with *Public Health Regulation 2018, (Part 9)*
- Supply adequate pressure in the reticulation main at the service connection of between 22m and 80m head
- Operate the water supply systems to minimise the total number of water quality complaints

Day-to-Day Continuity of Water Supply

To maintain continuous high-quality water supply services to our connected customers we endeavour to:

- Maintain supply of water to customers on a reliable and permanent basis
- Respond to water main and water service incidents in the shortest possible time
- Restore water services as quickly and effectively as possible
- Provide customers with at least 2 business days' notice of any planned interruption to service for maintenance works.

Effective Transport of Wastewater

TRC is committed to providing all our connected customers with a reliable, safe sewerage collection and environmentally compliant disposal service. To maintain this service and protect the environment we will endeavour to operate and maintain the sewerage collection system to:

- Limit the total number of overflows
- Minimise the number of events that result in odour
- Respond to incidents in the shortest possible time.

Service Targets

A summary of the TRC Customer Service Standard with Key Performance Indicators for customer service and their respective targets set for the northern, southern and Toowoomba districts can be found in the attached Appendix. These performance indicators will be used to measure our performance each year and will be publicly reported against annually and reviewed on a regular basis.

Key Performance Indicators for Reporting	
1	Number of water quality complaints per 1000 connections
2	Number of water main breaks/ repairs per 100km of water main
3	Number of sewer main breaks & chokes per 100km of sewerage main
4	Incidence of unplanned interruptions per 1000 connections
5	Total number of water and sewerage complaints per 1000 connections

The following processes are in place so that customers understand their rights and obligations and how to interact with TRC:

General Enquiries

Requests for information about interruptions to water service, water quality, dam levels and other related water service enquiries can be made by either phoning (Ph. 131 872) or visiting your local service centre.

In most instances, the customer service officer will be able to assist you or they will transfer you to a section officer who can.

Service Connections

Applications for new or restoration of disconnected water services can be made in person at TRC Service Centres. Charges for standard domestic water service installation or reconnection are listed in Council's current fees and charges. A minimum of 10 working days for installation or reconnection of standard domestic water services is standard.

Applications for a new sewer connection stub into an existing sewer can be made in person at Council Service Centres. Charges for standard installation, after a licensed plumber has excavated the existing sewer, are listed in Council's current fees and charges.

Application forms and service connection information is also available through the TRC website.

Billing

Billing for water use is based on the readings taken half yearly. The tariff system and charges may vary dependent on the service area. Refer to the relevant Customer Service Centre for details. Rate notices provide a breakdown of the sewerage charges and water access charges.

Metering

All water connections are metered. If you believe that a meter is inaccurate, a water meter test can be arranged. A fee will apply for meter testing dependent on the diameter of the meter. This fee is set out in Council's current fees and charges.

Accounting

Council offers a variety of ways for you to pay your bills including online and in-person at any Service Centre. A full list of payment options is available on Council's website.

Customer Consultation

Information is issued with rates notices of any issues relating to water supply and sewerage services. Additionally, Council's activities and service information is communicated through the local media, newsletters, brochures, direct mail leaflets and Council's website.

Customers will be given at least two business days' notice of any planned interruption to service for maintenance works.

Complaints

Complaints referring to services can be presented in a written or oral form. Wherever possible we will endeavour to resolve your complaint immediately. TRC will endeavour to find a solution that satisfies both complainant and the Council, giving the reasons that the decision was based upon and ensuring a fair and equitable process of review.

Further information and fact sheets are available through the TRC website.

Dispute Resolution

If a complainant is not satisfied with Council's response to a complaint, an internal review, to be conducted by a senior Council officer, may be requested. If it is not possible for Council to resolve a complaint, complainants can approach an outside agency to seek resolution.

For more information, contact any of our service centres:

Toowoomba Regional Council Website:	www.tr.qld.gov.au
Toowoomba Regional Council Email:	info@tr.qld.gov.au
Phone and After-Hours Emergency Service:	Ph. 131 872

APPENDIX: Key Performance Indicators for connected properties

	Key Performance Indicators	Annual target against KPI
1	Number of water quality complaints per 1000 connections	No more than 2
2	Number of water main breaks/repairs per 100km of water mains	No more than 25
3	Number of sewer main breaks & chokes per 100km of sewerage main	No more than 30
4	Incidence of unplanned interruptions per 1000 connections	No more than 7
5	Total number of water and sewerage complaints per 1000 connections	No more than 10