

Customer Service Standards

every drop counts



Payment

Customers are required to pay the amount set out by the due date. Ipswich City Council offers a range of payment options including:

- in person at Ipswich City Council's Customer Service Centre
- by mail
- by direct debit under a payment arrangement agreed by you, Ipswich City Council and your bank or credit union
- over the phone using a credit card
- Bpay
- online at www.ipswich.qld.gov.au
- Centrepay deductions via Centrelink payments

Customer Consultation

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

Customer Satisfaction Surveys

A sample of customers is surveyed regularly about their expectations of Ipswich Water and perceptions of our performance. The results of the survey are used to identify areas where we can improve our services.

Planned Interruptions

We will provide you with a minimum of 48 hours notice before any planned interruption to your water or wastewater service. This will usually take the form of a letterbox notice, and will include the name and phone number of an Ipswich Water representative should you need to contact us.

Requests for Information

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

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

Customer Feedback

Ipswich Water values your feedback, compliment or complaint, since it provides the opportunity to tailor services to your needs.

We welcome your feedback which can be provided by contacting us either in writing, by phone, fax, email, or in person by visiting the Ipswich City Council Customer Service Centre.

Should you find our service less than satisfactory and wish to make a complaint, we will treat it with the highest priority to ensure prompt resolution. The first step will be internal investigation and we will usually provide a response within five working days.

If you find that our proposed resolution and response is not to your satisfaction, the matter can be referred to the Queensland Ombudsman, an independent external body which will assist you with dispute resolution. This is a free service and you can contact the Queensland Ombudsman by calling (07) 3005 7000.



www.ipswichwater.com.au

ipswichwater@ipswich.qld.gov.au



Commercial
business unit of
Ipswich City
Council

Customer Service Centre

Phone (07) 3810 7855

Fax (07) 3281 4742

Ipswich City Square
117 Brisbane Street
(Cnr Bell Street)
Ipswich QLD 4305
Australia

LEAD SUSTAIN GROW



Ipswich Water delivers water and wastewater services to the residents and businesses of Ipswich and is committed to providing the highest level of service to its customers. Our mission is to deliver quality water services in a sustainable manner for the benefit of the community.

This Customer Service Standards brochure has been developed to inform you of the services we provide, the level of service you can expect from us, and our shared rights and obligations.



Quality of Water Supply

- The drinking water we supply will comply with the Australian Drinking Water Guidelines 2004 and its revisions.
- For urban properties, we will endeavour to supply water to your water meter at a minimum pressure of 22 metres, excluding highly elevated areas.
- We will endeavour to minimise complaints about water quality to less than one in every 100 properties.
- We will manage our systems to ensure that there are less than 24 incidents per year resulting in water quality complaints.

Day to Day Continuity of Water Supply

We will endeavour to ensure that:

- no more than 120 unplanned water interruptions per 1,000 properties will occur during a 12 month period
- where a water main break or leak causes an interruption to water supply, that in 80 per cent of incidents it is responded to within three hours and the service is restored within five hours

Effective Transport of Wastewater

We will endeavour to ensure that:

- there are less than 50 sewerage overflows each year per 100 kilometres of sewerage mains, with the vast majority of those overflows being minor. Of these overflows less than six in every 1,000 properties will experience an overflow on their property
- each year complaints about sewage odour are received from less than three in every 1,000 properties
- where a sewerage main break or choke occurs, that in 80 per cent of incidents it is responded to within three hours

Service Connections

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

Customers applying to restore a previously disconnected service will need to apply for a new connection.

Upon application approval and payment, Ipswich Water will endeavour to install the new connection within 20 working days.

Fees apply for new service connections.

Contact Ipswich Water in person, by mail, email, phone, fax, or visit our website for application enquiries.

Metering

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

Ipswich Water will measure the volume of water supplied to you. If the water meter fails, Ipswich Water will estimate your usage based on previous meter readings.

Testing of your water meter to ascertain its accuracy can be requested. You are required to complete an application form and pay a standard fee. If the meter is not reading within five per cent of actual usage, the standard fee and any additional water usage charges associated with the faulty meter will be reimbursed.

Billing

Charges

- Charges are set out within the adopted Budget and Rating Resolutions for each financial year, and shown on the Ipswich City Council quarterly rates notice mailed directly to property owners.
- Metered properties are levied a base water charge and a metered usage charge.
- Unmetered properties are levied a fixed water charge.
- Meters are read according to a fixed schedule, usually quarterly.
- Monthly billing, based on monthly meter readings, is available for approved customers using a large volume of water.
- Properties connected to the sewerage system are levied a fixed sewerage charge.
- Commercial customers who have a trade waste permit are charged a fixed annual licence fee. Select licence categories also incur a charge based on volume and strength of the waste discharged.