



LOGAN CITY ENTERPRISES

LOGAN WATER

CUSTOMER

SERVICE

CHARTER



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The Logan Water Customer Commitment

Mission

In the delivery of water services we will work together to:

- **Put our customers first**
- **Develop all employees to achieve their full potential through leadership, education and training**
- **Encourage innovation and creativity**
- **Develop and maintain a culture which is based on teamwork, trust and co-operation.**

In our day-to-day business it is important to us that:

- **Our people make us strong**
- **Customer service is our prime focus**
- **Business efficiency is essential**
- **Environment must be protected**
- **Uncompromising integrity will be maintained**
- **Quality is a total commitment**
- **We use competition to continuously improve and secure our future.**

1.0 Introduction

Logan Water is a commercial business unit of the Logan City Council. We are responsible for providing water, sewerage and trade waste services to over 170,000 residents, commercial and industrial customers. Our service area covers 250 square kilometres. We also provide water in bulk to two surrounding local governments. (Logan Water does not have any role in urban stormwater or flood plain management of local streams and creeks.)

The focus of these Customer Service Standards is on direct interaction between Logan Water, Logan City Council staff and customers.

These Customer Service Standards are specific to the operations of Logan Water Staff and have been developed to provide staff minimum expectations of customer service from a customer's perspective. What is important is not that this document exists but that all Logan Water staff value and respect customers and continually seek to improve the quality of the services that Logan Water has to offer.

2.0 Services Provided

2.1 Water Services

Logan Water will ensure that the water supplied:

- Meets your reasonable needs;
- Is at least equal to the parameters listed in Service Standards Appendix A;
- Is clear and free from objectionable odour and taste;
- Meets health requirements as per parameters listed in Service Standards Appendix A;
- Meets parameters listed in Service Standards Appendix A, Interruption to water supply.

To do this, we will monitor water quality, clean selected water mains and undertake water sampling.

2.2 Sewerage Services

Logan Water will supply you with sewerage services that meet your reasonable needs. We will also take care in operating our sewerage system in order to avoid odours. We will use our best endeavours to operate our sewerage system and minimise sewerage flows and interruptions as per the parameters listed in Service Standards Appendix A.

2.3 Trade Waste Services

Logan Water's Trade Waste Section promotes an appropriate service to industry and commercial customers and to protect the community, the environment, the sewerage collection system and the wastewater treatment process from adverse effects.

Logan Water's trade waste section will minimise the cost to the community for the processing of trade waste by recovering the cost of waste treatment from its commercial and industrial customers.

The co-operative relationship between Logan Water and its trade waste customers is achieved by:

- providing guidance to industry for environmentally safe waste disposal.
- encouragement of waste minimisation by providing detailed information of the cleaner production philosophy.

Additionally detailed information is provided to customers by the Trade Waste Team:

- Information on pre treatment requirements;
- How to make application for a permit to discharge trade waste to sewer;
- Cleaning frequency for pre treatment equipment, and associated waste tracking requirements;
- Account payment and general enquiries.

Further details about trade waste may be obtained by phoning 3826 5291 and speaking to a Trade Waste Inspector.

3.0 Charges and billing

3.1 Tariffs and charges

We bill our customers for:

- Service charges and volume charges for water.
- A flat fee for sewerage
- Interest on Overdue Accounts.

If you are the owner of the property at the date a statement of account is issued, you are responsible for the payment of all charges specified in the statement of account.

Contact Water Billing: 3826 5223

3.2 Billing Cycle

Water Consumption is measured and registered by a Water Meter. We bill our customers for volume (consumption) and service charges quarterly in conjunction with Logan City Councils budget for the applicable financial year. The Consumption Notice that is provided on a separate sheet attached to the Rate Notice, will contain all relevant information concerning the calculations of the account. The Rate Notice will show the service charge that applies to the size of water meter that is installed on the

property. The Rate and Consumption Notice will always be sent to the owner of the premises.

Contact Water Billing: 3826 5223

3.3 Water Consumption

Our water consumption charges are based on a user pays system, which requires the amount of water you use to be measured by a water meter. The consumption charge is set in Logan City Council's Budget each financial year.

Contact Water Billing: 3826 5223

3.4 Under or Over charging

If you are overcharged, you will receive a credit or a refund. If you are undercharged, we will adjust your next account. You may also qualify for a remission in water consumption charges under Councils policy 'Remission of Water Consumption Charges'. This policy outlines specific cases for remission of water consumption charges due to undetected leaks or medical conditions requiring use of more water than normal. If you believe you have been over or undercharged or qualify under Council's policy 'Remission of Water Consumption Charges', please contact us on our Logan Water Hotline 3826 5223.

3.5 Paying your account

You must pay your account within 30 days from the date of issue. Interest will be charged on overdue accounts. A discount is applicable to those who pay by the due date on the rates notice. Payment can be made in the following manner:

- Paying by Bpay
- Paying by Direct Debit
- Paying by Australia Post Bpay
- Paying in person by presenting your rates notice at any Post Office throughout Australia, or Council's Administration Centre
- Paying by mail Within Australia
- Paying by mail from Overseas.

Failure to pay your Water Consumption account will result in the amount being added to your next Rates Account.

3.6 Payment Difficulties

If you are having trouble paying your account, we have range of alternative payment options to assist you. For further information please contact Logan City Councils Collections Branch on 3826 5256.

4.0 Sewer Applications

4.1 Standard Sewer Connections

Logan Water has set prices for installation of 100dia Sewer Junctions as per Logan City Council's Budget for the financial year. An Application for Sewer Junction would be filled out by the owner or applicant indicating the depth of the sewer main. The application would be lodged onto the Corporate Property System. After payment for the Sewer Junction has been made at the cashiers, Logan Water will install the Sewer Junction within 5 working days if it is located within the property boundary and if Locations of gas, telephone or electricity is not required from Dial Before You Dig. If locations need to be sought from Dial Before You Dig then the sewer junction will be installed within 10 working days.

Contact Logan Water Construction: 3826 5691

4.2 How to make application for Extension of Mains, Other Works (Sewer)

Logan Water carry out construction work for customers upon application. This could include raising/lowering of a sewer manhole, sewer connections, connections to subdivisions and laying of sewer pipes. An Application for Extension of Mains and Other Works needs to be filled out by the owner or applicant. Accompanying the application (eg. Subdivision) should be approved by Logan City Council plans showing the extent of the works. Upon the Construction Branch of Logan Water receiving the application and plans, a price will be formulated for the works. The owner/applicant will then be advised by correspondence as to the formulated amount. Once the formulated amount has been paid at the cashier, a check will be made by the Construction Staff to see if an On Maintenance Inspection is required.

- If an On Maintenance Inspection is required then steps will be put in place to track the outcome of the approval of the inspection. Once approval has been granted then the Construction Staff will do the required work within 14 working days of the date of approval of the on maintenance inspection.
- If the application is for minor works, after payment the Construction Staff will carry out the work within 5 working days.

Contact Logan Water Construction: 3826 5691

4.3 How to make an application for Disconnection of Sewer Junction

When applying for Disconnection of a Sewer Junction, an application must be filled out by the owner or applicant for the property. A standard fee applies for as set out in Logan City Council's budget for the financial year. The application is lodged onto the Corporate Property System and the payment can be made at the cashiers. Logan Water has 5 working days in which to disconnect a sewer junction.

Contact Logan Water Construction: 3826 5691

5.0 Water Applications

5.1 How to apply for a Water Meter Accuracy Test

If you think your meter is reading high, you may ask Logan Water to test it. You must pay the cost of the test, but if the meter is found not to be meeting industry standards, we will replace it and refund the cost of the test. We will also refund any amount you were overcharged due to the meter not meeting the standards.

When applying for the Water Meter Accuracy Test, an application must be filled out by the owner or applicant for the property. The cost of the meter test is based on the size of the water meter as per Logan City Councils budget for the financial year. There are two types of tests as follows:

- (1) Test of a 20mm water Meter on site
- (2) Test of the removed water meter by an independent body.

The application is lodged onto the Corporate Property System and the payment can be made at the cashiers.

Contact Logan Water Construction: 3826 5691

5.2 How to make an application for a Water Meter up to 50mm

When applying for a Water Meter, an application for a Water Meter Connection must be filled out by the owner or applicant for the property. A standard fee applies for all water meters up to a 50mm connection (As per Logan City Council's budget for the financial year). The application is lodged onto the Corporate Property System and the payment can be made at the cashiers. Logan Water has 14 working days in which to install the new water connection. Dial Before You Dig are approached to supply information on gas, telephone, electricity lines that cross above or below the property. Once this information has been gathered the installation of the Water Service can proceed.

Contact Logan Water Construction: 3826 5691

5.3 How to make an application for a Water Meter over a 50mm

When applying for a Water Meter, an application for a Water Meter Connection must be filled out by the owner or applicant for the property. Accompanying the Application for Water Meter Connection, there will be a Logan City Council approved hydraulic plan. The Application for Water Meter Connection and approved hydraulic plan will be sent to the Construction Branch so that a price can be formulated. The owner/applicant will then be advised by correspondence of the price for the water meter connection. The owner/applicant will then be required to forward the fee amount to Logan Water for receipting by the cashier. The 14 working day

period for connection will apply from the date of payment and all approvals being on hand.

Contact Logan Water Construction: 3826 5691

5.4 How to make an application to Alter Existing Single Service to a Split Service

When applying for a Split Service, an application to Alter Existing Single Service to a Split Service must be filled out by the owner or applicant for the property. Accompanying the Application, there will be a Logan City Council approved hydraulic plan showing the size of the fire service and the domestic service. The application and approved hydraulic plan will be sent to the Construction Branch so that a price can be formulated. The owner/applicant will then be advised by correspondence of the price for the new water meter connection. The owner/applicant will then be required to forward the fee amount to Logan Water for receipting by the cashier. There is a 14 working day period for connection and will apply from the date of payment.

Contact Logan Water Construction: 3826 5691

5.5 How to Register a Fire Service

To advise Logan Water that the property has a Designated Fire Service a form called Registration of Designated Fire Service should be completed by the owner/applicant/authorised agent. The registration should be accompanied by a letter from a Certified Hydraulic Consultant that the fire service has been installed for fire fighting purposes and is of a sufficient size for the purpose. Once Logan Water has received this information, it will be recorded in the Water Module of the Corporate Property System that the water meter stated on the Registration of Designated Fire Service form will be used for fire fighting purposes. Any water that is registered going through this service will be charged at the rate set in the budget for Water used through Fire Services.

Contact Water Billing: 3826 5223

5.6 How to make an application for Downsizing a Water Service

When applying to Downsize a Water Service, an application to Downsize a Water Service must be filled out by the owner, applicant or authorised agent for the property. Accompanying the Application, there will be either a Logan City Council approved hydraulic plan showing what the new size service is allowable and/or a letter from a certified hydraulic consultant certifying the size that the water meter should be downsized to. The application, approved hydraulic plan and or letter from the certified hydraulic consultant will be sent to the Construction Branch so that a price to downsize the water service can be formulated. The owner/applicant will then be advised by correspondence of the price for the new water meter connection. The owner/applicant will then be required to forward the fee amount to Logan Water for receipting by the cashier. There is a 14 working day period for connection and will apply from the date of payment.

Contact Logan Water Construction: 3826 5691

5.7 How to make an application for Disconnection of Water Meter

When applying for Disconnection of a Water Meter Connection, an application must be filled out by the owner or applicant for the property. A standard fee applies as set out in Logan City Council's Budget for the financial year. The application is lodged onto the Corporate Property System and the payment can be made at the cashiers. Logan Water has 14 working days in which to disconnect a water connection. Dial Before You Dig are approached to supply information on gas, telephone, electricity lines that cross above or below the property. Once this information has been gathered the disconnection of the Water Service can proceed.

Contact Logan Water Construction: 3826 5691

5.8 How to make application for Extension of Mains, Other Works (Water)

Logan Water carry out construction work for customers upon application. This could include raising/lowering/installing a hydrant, connection to subdivisions or laying of water mains. An Application for Extension of Mains and Other Works needs to be filled out by the owner or applicant. Accompanying the application (eg. Subdivision) should be approved by Logan City Council plans showing the extent of the works. Once the Construction Branch of Logan Water receives the application and plans, a price will be formulated for the works. The owner/applicant will then be advised by correspondence as to the price. Once the price has been paid at the cashier, a check will be made by the Construction Staff to see if an On Maintenance Inspection is required.

- If an On Maintenance Inspection is required then steps will be put in place to track the outcome of the approval of the inspection. Once approval has been granted then the Construction Staff will do the required work within 14 working days of the date of approval of the on maintenance inspection.
- If the application is for minor works, after payment the Construction Staff will carry out the work within 5 working days.

Contact Logan Water Construction: 3826 5691

5.9 How to make application for a Metered Hydrant Standpipe

A Metered Hydrant Standpipe is a standpipe that screws into a water hydrant and has a water meter attached to it so as to record the water that is taken from the hydrant. Logan Water Operations has a number of these metered hydrant standpipes available for use by contractors needing water for roadworks, landscaping, civil works, tunnel boring but not for private use. Water registered through the meter will be charged at the rate set in the budget by Logan City Council for the financial year.

When applying for a Metered Hydrant Standpipe, an application for a Metered Hydrant Standpipe and Agreement for the Supply of Water from a Metered Hydrant Standpipe must be filled out and signed by applicant. The Agreement sets out details

that apply to the issue of the standpipe. A deposit fee applies for the Metered Hydrant Standpipe as set in the budget by Logan City Council for the financial year. The Deposit is held in trust until the Metered Hydrant Standpipe is returned to Logan Water Operations in good condition. Once returned, as set out in the Agreement, the Deposit will be refunded to the applicant within 10 working days of the return of the Metered Hydrant Standpipe deducting any outstanding monies for water registered on the meter or repairs that need to be carried out to the Metered Hydrant Standpipe. The application is lodged by Logan Water Administration staff onto the Corporate Property System and payment can be made at the cashiers. The applicant will then be directed to the Smith Road Depot to pick up the standpipe. After picking up the Metered Hydrant Standpipe from the Smith Road Depot, all enquiries regarding the Metered Hydrant Standpipe will be handled by Logan Water Operations staff.

Contact Logan Water Operations: 3826 5330

5.10 How to apply for a Proximity Reader

Proximity Readers are issued to Drinking Water Carriers. A Proximity Reader allows a Water Carrier to access Logan Water's overhead standpipes. When the Proximity Reader is recognised by the computer at overhead standpipe and the valve is turned to release water to fill the trucks, the computer records the amount of kilolitres or litres taken. Accounts for the amounts taken will be issued fortnightly from October to March and monthly from April to September by Logan City Council's Debtor Section.

When applying for a Proximity Reader, an Application for a Proximity Reader and Agreement for the Supply of Water from Standpipes must be filled out and signed by applicant. The Agreement sets out details that apply to the issue of a Proximity Reader. A deposit fee applies for the Proximity Reader as set in the budget by Logan City Council for the financial year. The Deposit is held in trust until the Proximity Reader is returned to Logan Water Administration in good condition. Once returned, as set out in the Agreement, the Deposit will be refunded to the applicant within 7 working days of the return of the Proximity Reader deducting any outstanding monies for water registered by the Proximity Reader. The application is lodged onto the Corporate Property System and payment can be made at the cashiers. The applicant will be directed to the Debtors area of Logan City Council who will advise that a credit check will be carried out on the applicant. If the credit check comes back with good results, then Logan Water will issue a Proximity Reader to the applicant.

Contact Logan Water Administration: 3826 5286

5.11 How to apply for and Application/Permit to Draw Water from Fire Hydrant

An application to draw water from a fire hydrant is used for customers who need to fill a swimming pool. The customer provides to Logan Water an amount that they need to use and Logan Water multiplies that amount by the kilolitre rate for bulk water as per Logan City Council's Budget for the financial year.

When applying for an Application/Permit to Draw Water from a Fire Hydrant, an application must be filled out by the owner or applicant for the property. A standard fee applies as set out in Logan City Council's Budget for the financial year. The application is lodged onto the Corporate Property System and the payment can be made at the cashiers. The application/permit must state the day the water will be taken. The Conditions relating to the application/permit are on the application form and must be adhered to. Logan Water will advise the owner or applicant to keep the application/permit with them on site for viewing at any time by staff from Logan Water.

Contact Logan Water Administration: 3826 5494

6.0 Maintenance Responsibility

6.1 Complaints regarding Maintenance of Water and Sewer Services

All complaints regarding maintenance of Water and Sewer Services received by phone or written correspondence regarding:

- leaking water meters,
- leaking hydrants,
- broken water mains,
- sewer overflows,
- sewer blockages,
- dirty water,
- seized stop taps,
- maintenance on manholes,
- un-completed maintenance work

will be recorded in the Utilities Manager Database. Urgent matters will be acted on within 1 working day and other matters within 5 working days.

Contact Logan Water Operations: 3826 5330

6.2 Water Meter

Logan Water is only responsible up to the first coupling fitting on the customer side of the water meter also including the water meter box and stop tap. You should not intervene with the water meter, box or stop tap as they belong to Logan Water. We may charge you to repair any damage to the meter or the box. Water service pipes on the outlet side of the meter and backflow prevention device, if fitted, are your responsibility.

Contact Logan Water Operations: 3826 5330

6.3 Meter Accessibility

The water meter servicing your property must be accessible so that we are able to read it quarterly. If the meter is not accessible during the time of reading, our Operations Branch will be notified and they will organise to relocate the existing meter to an accessible location and take a reading of the meter. If you find that a water meter is in

the way of a fence or driveway construction, then call Logan Water Operations to arrange for the water meter to be relocated.

Contact Logan Water Operations: 3826 5330

6.4 Sewer

You are responsible for maintaining all plumbing fixtures within your property up to the first inspection opening (IO). Logan Water is responsible for maintaining the property connection up to the first Inspection Opening of the property pipe.

Contact Logan Water Operations: 3826 5330

6.5 Clearing of Blocked House Drains within Private Properties

Logan Water provides a service to clear sewerage blockages if requested. Please contact Logan Water Operations on 3826 5330. There is a policy called 'Clearing of Blockage of Sewerage Mains'. This outlines the relevant criteria in dealing with blocked sewers.

6.6 When a Sewage Spill occurs

When a sewage spill occurs on your property because of a failure in our system, we will minimise the damage and inconvenience to you and clean up as quickly as possible to the standard set by Logan City Council in the policy, "Sewage Inundation - The Council's Response".

6.7 Damage Caused to Logan Water Infrastructure

Damage to any of Logan Water's Infrastructure will result in damages being pursued by Logan City Council's Debtor Section.

Contact Logan Water Operations: 3826 5330

7.0 Loganholme Water Pollution Control Centre

Logan Water has a Sewage Treatment Plant at based at Loganholme. The facility treats all sewage pumped to it as well as grease trap and liquid waste taken to it at a price. The plant also has a fully functional Laboratory available to carry out various tests.

7.1 Odour

If you experience odour that could possibly be emanating from the Loganholme Water Pollution Control Centre, please contact Logan Water Technologies to report the incidence.

Contact Logan Water Technologies: 3209 9155

8.0 Special needs

If you are registered with us as having a life-support machine requiring water, Logan Water will,

- Planned Interruptions - contact you prior to undertaking any work that requires the water main to be shut down so alternative arrangements can be made by the householder.
- Emergency Situations - contact you as soon as Logan Water is aware of a broken main that requires repairs to be carried out.

Contact Logan Water Operations: 3826 5330

9.0 Entry to your property

9.1 Your rights to notice of entry

Upon receiving a Permit to Enter from the owner and/or occupier or owner/occupier, Logan Water staff may enter the property. In the event of an emergency or for the purpose of sewerage maintenance, water maintenance, or trade waste inspection, no advance notice is required.

9.2 Times of entry

We will enter residential properties during working hours or as otherwise specified on the Permit to Enter. In an emergency situation Logan Water has the right to enter the property without your consent.

9.3 Identification

All our employees carry identification, and will show it to you if you wish before they enter your property. You must tell us of dangers. You must inform our employees and contractors of anything on your property that may be dangerous to them, for example, a guard dog.

10.0 Customer Consultation

You are able to contact any of the four (4) branches of Logan Water for inquiries relating to that area (as described in this Customer Service Standard):

Logan Water Administration	3826 5494
Logan Water Infrastructure	3826 5156
Logan Water Operations	3826 5330
Logan Water Technologies	3209 9155

The Construction branch is a section of Logan Water Infrastructure and is contactable on 3826 5691.

If you feel that you have not received good service from Logan Water then please put your request in writing. Your correspondence will be responded to within 7 working days from the receipt of the request.

Head Office: 150 Wembley Road, Logan Central Qld 4114 Australia.

Ph: 07 3826 5494

Fax: (07) 3808 0014

Postal Address: PO Box 3226 Logan City DC Qld 4114

E-mail general enquiries: water@logan.qld.gov.au

www.loganwater.com.au

11.0 Telephones

- All telephone calls are to be answered within four rings.
- If an unattended telephone is ringing, the nearest operator will intercept the call within four rings.
- All officers will forward their telephones (to another extension or their mobile phone) if leaving their work area.
- All officers will advise another staff member as to the approximate length of their absences from their work area.
- The answering officer will accept full ownership of any call and ensure that a prompt response is provided to the caller.
- Where an officer is unavailable, the customer will always be offered the opportunity to leave a message.
- All phone messages will be returned as soon as possible, but within one working day at the latest.
- Where an officer is unable to return the call within one working day, another officer will call to explain.

Note: Telephones are to be used in accordance with Council’s “Telephone Practices Management Directive”, a copy of which is available from the Customer Liaison Office or Branch Managers.

12.0 Correspondence

- All correspondence received by Council will be responded to within seven working days of receipt at Central Records.
- Where a response is unable to be obtained within seven working days, a letter explaining reasons for any delay and indicating when a reply can be expected as well as providing contact officer details will be sent. If a letter is not sent the relevant officer will immediately contact the customer by telephone explaining the reason for the delay.
- All correspondence, including e-mail, will be actioned as soon as possible, or within seven working days of receipt.
- The author of all correspondence will ensure it is proof read and spell-checked before it is dispatched.
- All correspondence will be prepared in accordance with Council’s Written Communication Reference Manual.
- All letters will be sent under the name of the Chief Executive Officer.
- All correspondence will have the name and contact number of a relevant Council officer.
- All written communication will be worded in a manner that is polite, clear, concise and able to be easily understood avoiding jargon and technical terms.
- All official correspondence will have the correct file number quoted.
- All e-mails will comply with Council’s Management Directive regarding e-mails, (document no 1730926).

- Note: Guidelines relating to correspondence are available in Council's "Written Communication Reference Manual", a copy of which is available from the City Governance Branch

13.0 Customer Service Counter

- All customer service counters will be staffed at all times.
- Customers attending a service counter will be attended to promptly and will not be kept waiting for service.
- All staff will be trained to deal with customer enquiries, particularly enquiries that may be of a confidential matter. Staff will also be trained on how to deal with difficult customers.
- All areas with a customer service counter will have a relevant officer on hand at all times to answer enquiries of a technical nature.
- All customer complaints will be addressed in a timely, empathetic and accurate manner in accordance with Council's policy.
- All Front Counter Officers will wear the corporate uniform including a name badge at all times.
- Appropriate signage will be provided to enhance customer access to areas.
- No private phone calls will be made or accepted while working on an enquiry counter.
- Brochures and literature relevant to the department in which the counter is located will be up to date, neatly displayed and freely available to customers at all times.
- Brochure and literature stocks will be checked and updated on a weekly basis.

14.0 Information Access

- Departmental information will be updated on an appropriate basis with updates made available to customers as soon as possible. Information should be designed to prevent speedy outdateding and clearly display date of publication.
- Each Department will inform the other Departments about changes to its policies or procedures as they come into effect.
- Each Branch Information Officer will provide other Departments with sample copies of brochures/literature available.
- Customers will be advised of their right to access information regarding the reasons and processes behind Council decision-making.
- Each customer will be provided with the information required to make an informed decision, including how an application is likely to be assessed.
- The privacy and confidentiality of each customer will be respected at all times.
- If a customer query is unable to be satisfied at the first point of contact, officers will ensure customers are directed to the correct officer.
- Council's physical environment shall be designed to ensure physical accessibility and safety of customers at all times.
- Appropriate information will be made available via Council's Internet site and Logan Water's Internet site.

15.0 Customers Requests/Complaints

- Customer requests and complaints will be dealt with in a helpful, courteous, timely, communicative, consultative and professional manner.
- Customers will be provided with advice as to the mechanisms available to address their requests and complaints.
- Council officers will ensure any customer requests and complaints are addressed and the customer informed of the outcome as quickly as practicable.
- Customers will be encouraged to advise Council of any dissatisfaction they have with service delivery without fear of retribution.
- Council staff will honour any undertakings given to customers.
- Compliance with Corporate Complaints Policy.

16.0 Meetings

- Prepare, hold awareness sessions and keep up to date an Effective Meeting Manual detailing procedures to be followed and providing effective meeting tips.
- Signage directing visitors to meeting locations will be situated at appropriate locations within the building.
- Meeting agendas will be supplied to all attendees at least two days in advance of the meeting.
- Catering arrangements will be confirmed at least one day in advance of the meeting.
- Signs will be erected on meeting room doors detailing the meeting in progress and its scheduled timeframe.
- Cancellation of any meeting shall be notified to the booking officer immediately. If a cancellation occurs on the day of the scheduled meeting, both the booking officer and the tea orderlies will be notified by telephone.
- Security staff should be advised of all out of hours meetings at least 24 hours in advance of the meeting.

APPENDIX A - Customer Service Targets

Water Supply and Sewerage Services

Water Supply

Key Service Characteristics	Customer Service Indicator	Customer Service Target
Day to Day Continuity	Connections experiencing unplanned interruption: <ul style="list-style-type: none"> per 1000 connections per annum 	<150
	Time for restoration of service – unplanned interruption : <ul style="list-style-type: none"> within 5 hrs 	89%
	Incidence of planned to total interruptions: <ul style="list-style-type: none"> Planned interruption to total interruptions 	1:3
	Response/reaction time: <ul style="list-style-type: none"> urgent faults 	< 4 hrs
Adequacy & Quality of Normal Supply	Pressure and flow: <ul style="list-style-type: none"> minimum pressure at meter minimum flow at meter 	22m 24 litres/min
	Compliance with NHMRC guidelines <ul style="list-style-type: none"> microbiological colour and turbidity 	98% 98%
	Drinking water quality complaints: <ul style="list-style-type: none"> per 1000 connections per annum 	<10
	Drinking water quality incidents: <ul style="list-style-type: none"> per 1000 connections per annum 	< 10
Continuity in the long term	Water main breaks and leaks: <ul style="list-style-type: none"> per 100 km of mains per annum 	< 30
	System Water Loss: <ul style="list-style-type: none"> litres/connection/day 	<200l/conn/day

Sewerage

Key Service Characteristics	Customer Service Indicator	Customer Service Target
Effective transport of waste effluent	Sewerage overflows: <ul style="list-style-type: none"> number per 100 km main 	< 30
	Sewerage overflows to customer property: <ul style="list-style-type: none"> number per 1000 connections 	<5
	Odour complaints: <ul style="list-style-type: none"> number per 1000 connections 	<2
	Response/reaction time: <ul style="list-style-type: none"> urgent faults 	< 4 hrs
Continuity in the long term	Sewer main breaks and chokes: <ul style="list-style-type: none"> number per 100 km main 	<60
	Sewer inflow and infiltration: <ul style="list-style-type: none"> peak day flow(Ml/day) / average day flow (Ml/day) 	2.5

