

Our customer commitment statement for water & wastewater services



LOGAN
CITY COUNCIL

As a customer of Logan City Council you can expect a reliable, safe and sustainable water supply and wastewater service. This customer commitment summarises your rights and obligations as a customer, as well as our service standards and commitments to you.

Our commitment to reliability, safety and sustainability

As a provider of this essential service, Logan City Council is committed to providing safe, reliable and sustainable water supply and wastewater services. This includes a positive and high quality experience for our customers and residents, 24 hours a day, seven days a week.

At Logan City Council we value our customers, our community and the environment, and commit to:

- deliver our services with a commitment to outstanding customer service
- provide a water supply that complies with the Australian Drinking Water Guidelines
- supply our customers with water at a minimum flow rate of 20 litres/minute to meet household needs (for standard residential connections)
- inform and educate our customers and our community about sustainable water practices
- investigate sustainable and efficient water and wastewater management practices
- maintain infrastructure for the effective and safe distribution of drinking water
- maintain infrastructure for the effective collection, transport and treatment of wastewater
- connect your property to our water and wastewater network within 15 working days of receiving your application and payment, where the relevant service is available.

Our approach to service interruptions

Logan City Council endeavours to minimise customer inconvenience during planned and unplanned service interruptions by:

- aiming to respond to urgent water and wastewater incidents within two hours
- aiming to respond to non-urgent water and wastewater incidents within 36 hours
- aiming to restore normal service levels within five hours, in the event of unplanned water supply or wastewater service interruptions
- providing at least two business days notice of any planned works that may disrupt your water supply
- communicating with customers, organisations or facilities with identified special needs, four business days prior to planned water supply interruptions
- aiming for 90% of property connections to experience no unplanned water supply interruptions annually
- aiming to have fewer than 25 main breaks and blockages (water and wastewater) per 100km of main per year
- providing additional information about planned or unplanned service interruptions via our website and/or our Customer Contact Centre.



Our customer service commitments

Logan City Council values its customers and aims to always respond in a respectful, efficient and timely manner. We commit to being:

- **Available** — We are on call 24 hours a day, seven days a week, 365 days a year, for major faults and emergencies.
- **Contactable** — We provide multiple ways to contact us — phone, post, email, social media and in person at our Customer Service Centres at Beenleigh, Jimboomba and Logan Central.
- **Responsive** — We will listen to you and respond to your request. We will answer your telephone calls as quickly as possible. Our target is an average wait time of less than 45 seconds.
- **Respectful** — We will be courteous, helpful and behave in accordance with Council's Code of Conduct. We use a translation service if language is a barrier.

Issuing bills and reading your water meter

Logan City Council bills customers on a quarterly basis. Council reads water meters every three months to calculate water consumption charges. Water charges are included with your Rate Notice and a separate page is attached detailing your total consumption, the consumption charge and service charges applicable.

Property owners are responsible for ensuring that water meters are clear and accessible so that Council can read it. If your water meter is inaccessible we will contact you to arrange for the meter to be read. In the event that we are still unable to read your water meter, we may estimate your usage charges for that billing period.

If you suspect there is a fault with your water meter, Logan City Council will arrange for the meter to be tested. A set fee applies for this service, however if your meter is found to be faulty we will replace your meter, refund the test fee and review the water consumption charges for the property.

Concealed leaks

Logan City Council strongly encourages our customers to read their water meter regularly to help monitor water consumption. Unusual water usage patterns could be an indication of a concealed leak on your property, caused by broken or cracked pipes hidden in walls, driveways or underground. Concealed leaks on the customer's side of the water meter are the responsibility of the property

owner. If you discover a concealed leak and have it immediately repaired by a licensed plumber, you may be eligible for some concession for the water loss under our Concealed Leak Remission Policy. For information on reading your water meter and checking for leaks, please visit our website.

Trade waste

Trade waste is the liquid waste from business, trade or manufacturing premises other than domestic wastewater. If your business produces liquid waste then you must have a trade waste approval to allow you to discharge trade waste to our sewer system. For more information please contact Logan City Council's Trade Waste Team on (07) 3412 5666.

Paying your bill

Your water and wastewater bill will include a due date for payment which is 30 days from the date of issue of the account. It is important to pay your bill by the due date, as 11% interest per annum applies to overdue amounts (compounding daily).

The following methods of payment are accepted:

- **Direct debit** — automatically pay the total due on your bill each quarter, or pay monthly or fortnightly instalments in advance from your nominated account.



- **BPay** — contact your bank or financial institution to pay from your nominated account or set this up through your online banking facility.
- **Credit Card** — Pay by phone or online (Visa and MasterCard only) — call 1300 730 528 or visit www.logan.qld.gov.au/home/online-services-and-payments.
- **By mail** — send a cheque to: Chief Executive Officer, Logan City Council, PO Box 3226, Logan City DC Qld 4114
- **In person** — by debit card, credit card, cheque or cash at any Australia Post outlet or Council's Customer Service Centres.
- **By Centrepay** — for those eligible, you can set up a Centrepay deduction, free of charge.
- **By Australia Post App** — Download the Australia Post App from the iTunes App Store or for Android through Google Play to pay via credit card.

Financial hardship

Council offers payment plans to eligible customers, including those people who are experiencing financial hardship. If you are experiencing payment difficulties, please contact us on (07) 3412 5230 to discuss suitable payment arrangements.

What you can do to help us

To ensure Logan City Council is able to maintain your water and wastewater services, protect the environment and ensure that we charge you correctly, there are things you can do to help us. These include:

- dealing with our staff in a courteous and non-discriminatory manner
- ensuring your water meter is accessible to our meter readers
- checking your water meter regularly to monitor your water usage and detect problems such as concealed leaks
- maintaining your plumbing, fittings and appliances to prevent wastage and ensure you pay only for the water you use
- ensuring your stormwater drainage is not connected to the wastewater system
- providing access to Council assets such as sewer manholes that may be located on your property
- disposing of waste responsibly and not placing hazardous or toxic substances down the sink, drain or toilet

- informing Council of any changes in your postal address and contact details
- promptly reporting faults, emergencies and any other issues or concerns
- paying your bill on time, to avoid being charged interest
- notify us or have Queensland Health notify us on your behalf, if you are a special needs customer (including customers who require home haemodialysis). We must be informed that you require continued uninterrupted and unrestricted water supply for life support or other special medical needs
- keep an eye out for service interruption notices in your letterbox, on Council's website and social media channels.

Handling complaints

If you have any questions or queries with the service provided by Logan City Council please contact us first so we can work with you personally to address your concerns.

If you remain unsatisfied with the outcome or the service we provide, you can then refer your complaint to the Energy and Water Ombudsman Queensland on 1800 662 837 or complaints@ewoq.com.au

If you are a commercial customer with water consumption greater than 100kL per annum and remain unsatisfied with the outcome or service we provide, you can then refer your complaint to the Queensland Ombudsman on 1800 068 908.

For more information please contact Logan City Council:

Phone: 07 3412 3412

Email: council@logan.qld.gov.au

Website: www.logan.qld.gov.au

All mail should be addressed to:

Chief Executive Officer

Logan City Council

PO Box 3226

Logan City DC QLD 4114

Privacy

Logan City Council is committed to protecting your information. We collect your information solely to ensure that we assist you more efficiently and effectively — and we do so in compliance with the *Information Privacy Act 2009*.