

Drinking Water Customer Service Standard

Creation, Review and Approval

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eDMS		Effective Date	February 2024	Next Review Date	February 2029

Document History

Version	Date	Description	By
1.0	January 2024	Initial draft (For public feedback)	L Lim
2.0	February 2024	Final for Publishing	L Lim

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1. Purpose

Sunwater is a service provider under the *Water Supply (Safety and Reliability) Act 2008* (Qld) (the **Act**). This Customer Service Standard (**CSS**) outlines Sunwater's commitment to providing safe and reliable drinking water to customers connected to Sunwater's drinking water service (the **service**).

This CSS sets out the rights and obligations of Sunwater and its customers and details targets for the level of service and the process for service connections, billing, metering, accounting, customer consultation, complaints and dispute resolution.

2. Service Connections

2.1. New service connections

If a customer wishes to apply for a new service connection, they will need to submit an application for metered works. This form is available from the Sunwater website at [Forms - Sunwater](#). An application fee is payable for the application to be assessed. A tax invoice will be e-mailed or mailed to the applicant when the fee becomes payable.

Costs for design, construction, meter validation and installation are charged separately and in addition to the application fee.

2.2. Permanent transfer of an existing service connection

If a customer, sells or leaves the property, the customer will need to submit an application for a Sunwater water supply contract for the transfer of the water service to the new owner or tenant. This form is available from the Sunwater website at [Forms - Sunwater](#). An Administration Transfer Fee is applicable and an invoice for the fee is emailed to the purchaser upon receipt of the application.

2.3. Disconnecting water services

If a customer no longer requires a water service, they should apply in writing to Sunwater for disconnection. Approval will be subject to legislation and a disconnection fee will apply. Customers can contact Sunwater's Customer Support team by emailing customersupport@sunwater.com.au

3. Billing

Water Supply Scheme (WSS) and Town Water Scheme (TWS)	Drinking Water Service – Water Treatment Plant (WTP)	Billing cycle	Meter reads
Burdekin Haughton WSS Burdekin Falls Dam	Burdekin Falls Dam WTP	Invoiced annually	Six monthly
Burdekin Haughton WSS Clare TWS	Clare WTP	Invoiced annually	Six monthly
Mareeba Dimbulah WSS Mutchilba TWS	Mutchilba WTP	Invoiced quarterly	Quarterly
Nogoa Mackenzie WSS Fairbairn Dam	Fairbairn Dam WTP	Invoiced annually	Quarterly
Border Rivers WSS Glenlyon Dam	Glenlyon Dam WTP	Invoiced annually	Six monthly

4. Metering

All serviced properties must have a water meter installed. A meter will be installed as part of a new water service connection and remains the property of Sunwater. The meter will be used to measure the water consumption component of any water charges. Customers should contact the Customer Support Team on 13 15 89 for any problems or enquiries regarding their meter.

Damage to Sunwater infrastructure should be reported as soon as practical. Intentionally damaging or interfering with a water meter is an offence. Sunwater will charge the owner of the property for the cost of repairing any accidental damage to the infrastructure, except in cases where damage is caused by a Sunwater employee. In such cases, Sunwater will be responsible for the repair.

5. Accounting

5.1. Issuing Bills

Customers who are billed annually can expect to receive their Sunwater invoice by October each year. Customers who are billed quarterly can expect to receive each invoice within four weeks of the conclusion of each quarter. Sunwater invoices will be sent via post unless customers elect to receive their invoices via email. Sunwater provides customers with 30-day payment terms.

5.2. Paying your bill

Sunwater offers a range of payment options. Customers may pay their Sunwater invoices by any of the following methods:

- BPay
- At any Australia Post office
- By direct debit (with prior arrangement with Sunwater)
- By phoning Sunwater on 13 15 89 to pay by credit card. A 0.5 per cent processing fee will apply
- By cheque

5.3. Overdue invoices

Sunwater issues reminder notices 10 business days after the invoice due date. A second reminder notice will be issued 21 days after the invoice due date.

Interest on overdue invoices may be charged by Sunwater. Interest will be charged at a nominated rate set by Sunwater and may be applied to any overdue invoice. Interest on outstanding balances will be calculated on a daily rate and applied on the 14th and 28th day of each month.

5.4. Hardship

Sunwater understands that periods of hardship may occur for our customers and we offer support via flexible payment options to enable continued water delivery. More information on our hardship policy is available on our website at [Managing your Account - Sunwater](#).

6. Customer Consultation

Sunwater actively seeks customer feedback through a number of formal and informal mechanisms. Customers are encouraged to participate as members of their area's Customer Advisory Committee to provide feedback regarding their water service. Customer consultation will occur every five years during the review cycle of this CSS.

7. Complaints and Dispute Resolution

Sunwater aims to resolve customer enquiries and complaints quickly and effectively. Customers who are dissatisfied with the service they receive or with compliance with the Key Performance Indicators (KPI's) set out in this CSS should contact swfeedback@sunwater.com.au or 13 15 89 to lodge their complaint. Information on Sunwater's complaint handling process is available on the Sunwater website.

If a customer is not satisfied with the outcome of their complaint, they may request the outcome be reviewed or their concerns may be directed to the Queensland Ombudsman's Office.

8. Key Performance Indicators

There are several KPI's relating to drinking water scheme reliability and quality, as shown in the table below.

Parameter	Burdekin Falls Dam WTP	Clare WTP	Fairbairn Dam WTP	Mutchilba WTP	Glenlyon Dam WTP
Day to day continuity					
Unplanned interruptions per year	< 12	< 12	< 12	< 12	< 12
Restoration of services within 12 hours of the operator becoming aware of the interruption (excluding power outage)	95%	95%	95%	95%	95%
Response time to all events for 95 per cent of customers	< 24 hours	< 24 hours	< 24 hours	< 24 hours	< 24 hours
Adequacy and quality of normal supply					
Minimum flow expectation at boundary	≥ 10 L/min	≥ 10 L/min	≥ 10 L/min	≥ 10 L/min	≥ 10 L/min
Compliance with Australian Drinking Water Guidelines*: E.coli: <1 Turbidity: <1 NTU (disinfection)	98% 98%	98% 98%	98% 98%	98% 98%	98% 98%
The acceptable limit of < 1 NTU for turbidity is based on effective chlorination as described in the ADWG and has been applied by Sunwater as an internal critical limit to verify the treatment performance and check disinfection.					
Drinking water quality complaints per year	< 10	< 10	< 10	< 10	< 10
Drinking water quality incidents per year	< 10	< 10	< 10	< 10	< 10
Continuity in the long term					
Water main breaks and leaks per year	< 12	< 12	< 12	< 12	< 12

**The criteria apply to water sampling points as nominated by Sunwater. If the test results of water sample does not meet the criteria for the above two parameters, resampling and testing will be carried out and the drinking water services may be interrupted until the problem is rectified.*