

CUSTOMER SERVICE STANDARDS

Isaac Regional Council is committed to building stronger communities through a trusted customer focus in the provision of safe, reliable and high-quality water, wastewater and waste services. Working in conjunction with the Council’s Customer Service Charter and the Water and Waste Annual Performance Plan, these Customer Service Standards have been developed to highlight our service commitments and minimum performance targets.

POTABLE WATER

Unplanned Interruptions to Supply

Should unplanned interruptions or emergencies occur due to events such as a main burst, emergency or power failure, Council will work to fully restore water services as soon as reasonably possible and preferably within four (4) hours of disruption. Council will attempt to notify affected residents either through a public notice, door knock, letterbox drop, phone call or a combination of these depending on the situation and the number of properties involved.

Planned Interruptions to Supply

If Council has planned works which may affect our water service for more than two hours, residents will be advised at least two (2) days in advance. Council will attempt to notify affected residents either through a public notice, door knock, letterbox drop, phone call or a combination of these depending on the situation and the number of properties involved.

Water Quality

When treating water for potable use within the Isaac Region, Council follows the Australian Drinking Water Quality Guidelines and our Drinking Water Quality Management Plan (DWQMP). Water samples are taken from across our water networks weekly and a large number of water quality tests are conducted internally and externally through National Association of Testing Authorities accredited laboratories to verify our continued compliance. Council develops and submits a DWQMP Annual Report and a State Wide Information Management (SWIM) Report at the conclusion of each financial year and these reports are made available on Council’s public website.

Potable Water Facilities

Council operates eight (8) water treatment plants and networks across our 58 862 square kilometre region, including:

- Carmila
- Clermont
- Dysart
- Glenden
- Middlemount
- Moranbah
- Nebo
- St Lawrence

These facilities have been designed and are continually upgraded to effectively treat water supplied from a range of different sources as water quality can be subject to periodic change throughout the year.

POTABLE WATER SERVICE STANDARDS

Council has established the following service targets for the delivery of our potable water supply.

PERFORMANCE INDICATOR	PERFORMANCE MEASURE	TARGET
Water main breaks	Per 100 km / annum	<40
Incidents of unplanned interruptions	Per 1,000 connections / annum	<70
Water quality related complaints	Per 1,000 connections / annum	<20
Drinking water quality	% of samples tested with no E. coli detection / annum	100%
Construct/activate a new water connection within the following timeframes once the invoice has been paid by the property owner	A standard water connection	Within 30 business days
	A non-standard water connection	Within 50 business days
Time to respond to water incidents - water quality complaints, burst mains, supply interruption	% of response to incident <12 hours	<4 hours
Compliance with Australian Drinking Water Guidelines	Compliance with the elements of the ADWG	<5 reportable incidents

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WASTEWATER

Collection, Transport and Treatment of Wastewater

Council endeavours to effectively collect, transport and treat wastewater by meeting all relevant environmental authority conditions to limit environmental harm and safeguard public health. This includes keeping odours to a minimum by taking reasonable care when operating our wastewater system.

Wastewater Facilities

Council operates six (6) wastewater treatment facilities and sewer reticulation systems at Moranbah, Middlemount, Dysart, Glenden, Nebo and Clermont.

Wastewater Overflow

Should a significant overflow occur, Council will respond within four (4) hours to minimise damage, protect the public and reduce environmental harm whilst adhering to our Environmental Authority and reporting requirements.

Effluent/Recycled Water

Council promotes water conservation and reuse across the Isaac Region through the management of effluent recycling schemes. Water samples are regularly taken to ensure legislative requirements are met and each supply network meets their specific quality rating. Council recycles 100 per cent of the region's wastewater.

Council has recycled water treatment facilities that treat stored effluent to Class A standard and pump through pressurised reticulation systems at Moranbah, Dysart and Middlemount. Clermont, Glenden and Nebo treat recycled water to Class B standard and pump the recycled water direct from the Effluent Storage Dam.

All recycled water is used for parks, sporting fields, government facilities, local businesses and on-site at the wastewater treatment facility.

WASTEWATER SERVICE STANDARDS

Council has established the following performance targets for the delivery of our wastewater services.

PERFORMANCE INDICATOR	PERFORMANCE MEASURE	TARGET
Sewer mains breaks and chokes (blockages)	Per 100 km / annum	<40
Sewerage complaints - overflow on properties and odour	Per 1,000 connections / annum	<15
Construct/activate a new water connection within the following timeframes once the invoice has been paid by the property owner	A standard water connection	Within 30 business days
	A non-standard water connection	Within 50 business days
Time to respond to sewerage incidents - blockages, chokes, overflows	% of response to incident <12 hours	<4 hours



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WASTE

Kerbside Collection Services

Council offers kerbside general waste collection on a weekly basis and kerbside recycling waste collection on a fortnightly basis, including Public Holidays, as per the Recycling and Bin Days Calendar available on Council’s public website. Customers can apply for a new, additional or replacement general or recycling wheelie bin by completing a ‘Request for New Mobile Bin Service’ form.

Missed Collections

If your bin service is missed despite your bin being presented on your designated day, Council will endeavour to have your bin collected within 36 hours of the missed service.

Waste Facilities

Council provides landfill and waste transfer facilities in Dysart, Moranbah, Clermont, Glenden, Carmila, Greenhill, Middlemount, Nebo and St Lawrence within the Isaac region. Each facility operates in line with their Environmental Authority issued by the State Government and are accessible as per the operating hours available on Council’s website.



WASTE SERVICE STANDARDS

Council has established the following performance targets for the delivery of our waste services.

PERFORMANCE INDICATOR	PERFORMANCE MEASURE	TARGET
Waste Collection Services		
Missed services	Number of missed services / month	<10 per 5000 services
Collection of missed services	Response time for collection of missed services	90% within 36 hours
Bin repair / replacement requests	Response time to repair / replacement requests	90% within 5 working days
Landfills and Transfer Stations		
Compliance with Environmental Authority	Compliance with all elements of EA	<5 reportable incidents
Diversion of Waste from Landfill	Percentage of all IRC-managed waste diverted from landfill	>25%
Notice of scheduled site closures	Public notices	>7 days
Complaints		
Customer complaints non-price related	Number of complaints / 1,000 transactions / site	<10 / annum
Nuisance complaints (odour / litter)	Number of complaints / 1,000 transactions / site	<20 / annum

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