



**FITZROY**  
**RIVER WATER**

Business Unit of RRC

# Customer Service Standards

Last updated July 2020











## Billing

FRW's water access and sewer charges are integrated with Rockhampton Regional Council rate notices which are issued twice a year.

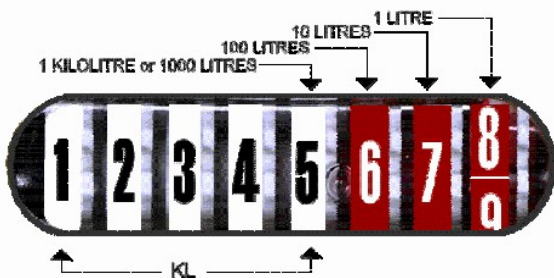
Water consumption bills are individually and independently issued by FRW on a quarterly basis.

FRW offers a range of payment options, including payment plans, which are fully detailed on customer accounts.

## Metering

The water meter will generally be installed either on the footpath adjacent to the adjoining property or inside your property. It is your responsibility to ensure that your meter (box) is accessible.

Water meters are read on a quarterly basis. You can monitor your own consumption by reading your water meter. Generally on a water meter, a black number represents kilolitres and a red number represents litres. 1 kilolitre = 1000 litres.



## Shared Rights & Responsibilities

FRW's expectation is that its customers will assist them in the provision of water supply and sewerage services.

This involves:

- Being "Water Wise",
- Maintaining the pipe work and fittings on private property,
- Taking care not to discharge any unauthorised substances into sewers,
- Providing access to the water meter and access chambers (manholes),
- Notifying FRW of any faults encountered so that problems can be rectified as quickly as possible,
- Selecting plants with non-invasive root systems,
- Driving carefully through our construction sites.

## Customer Assistance

### Complaint Resolution

FRW is committed to the ongoing improvement of customer service and welcomes any comments, enquiries and suggestions. All complaints will be investigated in accordance with Council's Complaints Management processes available at [www.rrc.qld.gov.au](http://www.rrc.qld.gov.au)

