

Last updated July 2020

Customer Service Standards

Fitzroy River Water (FRW) is a commercial business unit of Rockhampton Regional Council and provides water and sewerage services to residential, commercial and industrial customers.

FRW manages the largest and most reliable water storage on the Fitzroy River and is responsible for operating and maintaining water and sewerage assets throughout the Region.

FRW aims to provide a high level of service to the communities of Rockhampton, Gracemere and Mount Morgan, in a reliable, cost effective and efficient manner.

The purpose of these Customer Service Standards is to inform customers of the level of service that FRW intends to provide.

Long Term Continuity of Services

FRW will take all reasonable action to provide its customers with reliable and continuous services. To this end, FRW is committed to a major capital works program to replace water mains and sewers that are reaching the end of their useful life.

FRW aims to minimise the number of water main leaks and breaks, reduce water loss in the system, and reduce the number of breaks and blockages in the sewerage system. This will be assisted by system monitoring and planned maintenance programs.

Planned and Unplanned Service Interruptions

For planned temporary service interruptions, such as maintenance of water mains, FRW will provide affected customers with two weeks' notice of the type and timing of its activities.

Where FRW is not able to provide prior notice, such as burst water mains, FRW will endeavour to restore services as quickly and efficiently as possible to minimise inconvenience to affected customers.

Quality of Water Supply

FRW will endeavour to ensure that the water supplied:

- Meets reasonable needs,
- Is clear and free from objectionable odour and taste,
- Meets the Australian Drinking Water Quality Guidelines.

Sewerage Services

FRW will endeavour to provide sewerage services that:

- Meet reasonable needs,
- Avoid odours, overflows and interruptions,
- Meet regulatory requirements.

Trade Waste Services

A customer may discharge trade waste into the sewerage system provided the customer has first entered into a trade waste agreement with FRW in accordance with the adopted Trade Waste Environmental Management Plan.

Performance Targets

FRW will endeavour to meet the following performance targets in the delivery of water and sewerage services to our customers.

Water

Day to Day Continuity of Water Supply

CSS Reference	Performance Indicator	Potable Wat	Potable Water Schemes	
		Rockhampton & Gracemere Water Supply Scheme	Mount Morgan Water Supply Scheme	
CSS1	Extent of unplanned interruptions – connections based (no. per 1,000 connections per year)	< 80	< 80	
CSS2	Extent of unplanned interruptions – incidents based (no. per 100 km of main per year)	< 30	<30	
CSS3	Time for restoration of service - unplanned interruptions (% restored within 5 hours)	> 90%	> 90%	
CSS4	Customer interruption frequency: 1 interruption per year 2 interruptions per year 3 interruptions per year 4 interruptions per year 5 or more interruptions per year	12% 2% 1% 0.50% 0.25%	12% 2% 1% 0.50% 0.25%	
CSS5	Relative incidence of planned and unplanned interruption incidents (% of planned versus total numbers of interruptions)	> 30%	> 30%	
CSS6	Average interruption duration - planned and unplanned (hours)	3 hours	3 hours	

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CSS Reference Performo		Potable Wa	Potable Water Schemes	
	Performance Indicator	Rockhampton & Gracemere Water Supply Scheme	Mount Morgan Water Supply Scheme	
CSS7	Response time Priority 1 – 1 hour response Priority 2 – 2 hours response Priority 3 – 24 hours response	95% 95% 95%	95% 95% 95%	
	Restoration time Priority 1 – 5 hours restoration Priority 2 – 24 hours restoration Priority 3 – 5 days restoration	95% 95% 95%	95% 95% 95%	

Adequacy and Quality of Normal Supply of Water

		Potable Water Schemes	
CSS Reference	Performance Indicator	Rockhampton & Gracemere Water Supply Scheme	Mount Morgan Water Supply Scheme
CSS8	Minimum pressure standard at the water meter (kPa)	220 kPa	220 kPa
CSS9	Minimum flow standard at the water meter	9 L/min	9 L/min
CSS10	Connections with deficient pressure and/or flow (% of total connections)	< 2.5%	< 2.5%
CSS11	Drinking water quality (compliance with industry standard) ¹	> 98%	> 98%
CSS12	Drinking water quality complaints (number per 1,000 connections)	< 5	
CSS13	Drinking water quality incidents (number per 1,000 connections)	< 5	< 5

^{1 -} FRW's Drinking Water Quality Management Plan identifies the following key water quality parameters as reference indicators for customer service purposes: physical and chemical water quality parameters – Target: >99% of all samples tested compliant with Australian Drinking Water Guidelines; E. coli — Target: None detected in >98% of all samples tested.

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Long Term Continuity of Water Services

		Potable Water Schemes	
CSS Reference	Performance Indicator	Rockhampton & Gracemere Water Supply Scheme	Mount Morgan Water Supply Scheme
CSS14	Water main breaks (number per 100 km main)	< 40	< 40
CSS15	Water services breaks (number per 1,000 connections)	< 40	< 40
CSS16	System water loss (litres per connection per day)	< 200 L	< 200 L

Sewerage

Effective Transportation of Sewage

CSS Reference	Performance Indicator	Rockhampton & Gracemere Sewerage Scheme	Mount Morgan Sewerage Scheme
CSS17	Sewage overflows – total (number per 100 km main)	< 30	< 10
CSS18	Sewage overflows to customer property (number per 1,000 connections)	< 10	< 5
CSS19	Odour complaints (number per 1,000 connections)	< 1	
CSS20	Response time Priority 1 – 1 hour response Priority 2 – 2 hours response Priority 3 – 24 hours response	> 95%	> 95%

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Long Term Continuity of Sewerage Services

CSS Reference	Performance Indicator	Rockhampton & Gracemere Sewerage Scheme	Mount Morgan Sewerage Scheme
CSS21	Sewer main breaks and chokes (number per 100 km main)	< 50	< 20
CSS22	Sewer inflow and infiltration (ratio of Peak Day Flow to Average Day Flow)	< 5	< 5

Customer Service Standards

Performance Indicator	Target
Installation of new water connections (within the water service area)	15 working days
Installation of sewerage connections (within the sewered area)	15 working days
Complaints – (excluding maintenance of water and sewerage services) – advise outcome	20 working days

Billing

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

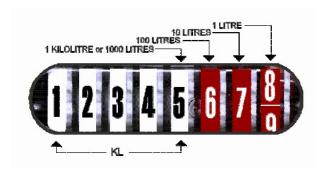
Water consumption bills are individually and independently issued by FRW on a quarterly basis.

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

Contact Us

Online: www.frw.com.au

By phone: (07) 4932 9000 or 1300 22 55 77

The 24 hour Customer Service Centre is the first point of contact for all enquiries

By email: enquiries@rrc.qld.gov.au

In person: Rockhampton Office

232 Bolsover Street

Gracemere Office

1 Ranger Street

Mount Morgan Office

32 Hall Street

By mail: Fitzroy River Water

PO Box 1860

Rockhampton QLD 4700

By fax: 1300 22 55 79