

# Redland Water Customer Service Standards

Our customer service standards outline the commitments, responsibilities and standards you can expect from us, in relation to your water and wastewater service. The standards cover customers across all of our service territory in the Redlands including North Stradbroke Island and the Bay Islands.

## Water Quality

**Redland City Council strives to:**

- respond to discoloured water complaints within four hours
- make sure at least 98% of properties tested, have a minimum pressure of 22 metres static head and flow of at least 30 litres a minute at the meter
- improve inadequate water pressure and flow within 28 days of a test for water services otherwise we will let you know of actions needed
- make sure there are no more than two incidents caused by unplanned interruptions in the distribution network for every 1000 connections
- make sure there are no more than 12 water quality incidents caused by the distribution network each month
- make sure there are no more than four water quality complaints resulting from the distribution network for every 1000 properties
- respond to general requests within five business days

## Continuity of water supply

**Redland City Council strives to:**

- respond to loss of supply within one hour on the mainland
- restore 97% of interruptions within five hours caused by disruptions in the distribution network
- make sure there are no more than eight water main breaks and leaks per 100km of distribution main

- give you at least four business days notice for planned works involving interruption of your water supply over an hour, and advise when we expect the supply to be restored
- make sure we meet our response times however, for island services it is reasonable to expect longer times

## Water service connections

Redland City Council aims to connect new water services for mainland standard connections within 20 working days of a request.

## Wastewater blockages and overflows

**Redland City Council strives to:**

- respond to 90% of wastewater blockages or overflows within one hour
- restore service to customers within five hours following an incident
- make sure there are no more than two wastewater overflows affecting customers for every 1000 properties
- make sure there are no more than eight overflows per 100km of sewer and rising main
- respond to reports of odour within five hours
- respond to general requests within five business days

As well as blockages from tree roots, fats, oils, and foreign items, problems can occur when sewer maintenance holes are buried. It is important to keep these holes clear because they act like a relief valve should the wastewater system overflow. They also give our crews safe and quick access to the system.

Redland City Council clears blockages where the sewer main meets your wastewater pipes. You are responsible for maintaining all wastewater pipes within your property and to the point where they connect to Redland City Council's sewer main. You are responsible for costs if a blockage or overflow is caused by a covered maintenance hole, a defective connection or fitting, or placement of inappropriate items into the wastewater system.

Redland City Council meets the standards set by our Environmental Protection Agency (EPA) licence for treated effluent and its disposal. Your wastewater system works with minimal disruption, wastewater overflows or odour.

## Trade waste

Trade waste is the liquid waste created from any business (commercial or industrial) other than domestic wastewater. If your business produces liquid waste you may need a trade waste agreement to allow you to safely dispose of it into sewer.

## Water Meters

The water meter servicing your property is read quarterly and measures the amount of water we supply to you. We consider the meter to be accurate if it is recording within the tolerance range of +/- 5% for all meter sizes.

If you suspect the meter is faulty and have completed your own tests to ensure there are no plumbing issues within the property, you may request a quote from Council for an independent test of the meter accuracy. Should you wish to proceed, once payment has been made the meter at the property will be replaced with a new factory-certified meter and the original meter sent to a National Association of Testing Authorities (NATA) laboratory. Should the meter test outside the tolerance range, the testing fee would be refunded and an adjustment would be applied to the customer's account for the last twelve months based on their normal usage patterns.

Meters can slow down with age. If the meter stops recording we will estimate your consumption based on previous or current usage.

## Who is responsible?

Redland City Council is responsible for repairing leaking meters and the meter fitting on the water main side of the water meter. You are responsible for leaks on the property side of the water meter or the property plumbing, or if the meter is damaged accidentally.

## Concealed leaks

We consider a concealed leak to be a burst pipe where you could not be expected to know of it (underground, within concrete, or underneath a building). 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 policy.

## Service charges

Redland City Council water service charges are issued through Council's quarterly rates notices:

- water consumption is charged by kilolitre
- water access is charged according to meter size or lot
- wastewater charges are set by allocating units for each lot or pedestal
- trade waste has an access and a kilolitre and/or kilogram charge

## Your concerns

If a customer remains dissatisfied with Redland City Council's water service standards after attempted resolution the matter may be referred to the Energy and Water Ombudsman Queensland (EWOQ) who may be able to assist further. EWOQ can be contacted on:

**Phone** 1800 662 837 (Freecall)

**Email** [complaints@ewoq.com.au](mailto:complaints@ewoq.com.au) or [info@ewoq.com.au](mailto:info@ewoq.com.au)

**Visit** [www.ewoq.com.au](http://www.ewoq.com.au)

**Fax** 07 3087 9477

**Mail** PO Box 3640, South Brisbane QLD 4101

Help us serve you better by:

- using water wisely at home and work
- keeping your water meter clear of soil and plants
- protecting the water meter from damage
- keeping waste items out of the sewer system
- keeping sewer maintenance holes clear
- not connecting your stormwater to the sewer mains (connection is illegal)
- looking for notices of service interruptions in your letterbox and local newspaper

For further information on any of the topics outlined, including water service connections, concealed leaks and service charges, please contact us.

The service standards detailed here are targets which Redland City Council strives to achieve or exceed under normal conditions. They are not a contract or intended to create any contractual obligation or rights.

## Contact us at Redland City Council

**Phone** 07 3829 8999

**Email** **General enquiries and complaints:**  
[rcc@redland.qld.gov.au](mailto:rcc@redland.qld.gov.au)

**Fax** 07 3829 8765

**Mail** PO Box 21 Cleveland 4163

**Website** [www.redland.qld.gov.au](http://www.redland.qld.gov.au)