

Comment Feedback Sheet

For continuous improvement, Wide Bay Water Corporation welcomes comments from consumers on its services and performance.

Please help us identify consumer needs by completing the comment feedback sheet and returning to us:

Name: _____

Address: _____

Phone: _____

Comments: _____

Wide Bay Water Corporation

29-31 Ellengowan Street
Urangan Queensland 4655

PO Box 5499
Hervey Bay Queensland 4655

Phone 1300 808 888

Fax 4125 5118

Email wbw@widebaywater.qld.gov.au

Website

www.widebaywater.qld.gov.au

Water Billing Enquiries
07 4194 7670

Wide Bay Water Corporation offices are open:
8.15am to 5.00pm Monday to Friday

After Hours Emergency Service
07 4194 7600

Every Drop Counts!
www.yourwater.com.au



Customer Service Charter

first class water
world class innovation





Wide Bay Water Corporation is committed to developing a strong customer focus and a high level of service to the people of Hervey Bay. Continuous improvement is a high priority. This Charter has been developed to set service standards which customers of Wide Bay Water Corporation can expect. It also clearly outlines methods which will be used to handle enquiries and complaints, and the time within which you can expect an outcome.

Wide Bay Water Corporation will be conducting regular customer surveys to monitor our customers' satisfaction with our performance and service. We make it our business to provide you with the highest quality water and sewerage services.

Service Connections

Customers are required to submit an application form for a new water or sewerage connection together with the relevant fee. For water connection to a new or existing building, application should be submitted to Wide Bay Water Corporation.

Wide Bay Water Corporation will endeavour to install your connection where the water and sewerage system is available to your property within 20 working days of receipt of application, payment and all relevant Council approvals.

For further information relating to current connection fees and other conditions, please contact Wide Bay Water Corporation or the Fraser Coast Regional Council.

Water Meters

All properties connected to the water supply system have a water meter. Water meters are usually located just inside your property boundary and remain the property of Wide Bay Water Corporation. You are responsible for ensuring clear access to the water meter for reading.

Wide Bay Water Corporation can provide advice on how to minimise water consumption and how to read your water meter.

Charges and Accounts

Water and Sewerage charges are set annually by the Fraser Coast Regional Council and details are available on request from Council or Wide Bay Water Corporation.

Water is charged on the basis of a fixed charge for connection to the system (including vacant land) plus a charge for each kilolitre of water consumed.

Sewerage is charged on the basis of a single fixed charge for each residential property (including vacant land). Non-residential properties receive a fixed charge with additional charges for each pedestal.

Water and Sewerage access charges are billed annually together with Council's rates. Water consumption is billed three times per year and is charged per kilolitre of water used.

A 10% discount is allowed for water and sewerage charges paid within 45 days, provided no other Council rates are outstanding. Overdue water and sewerage charges attract interest at 11% compound per annum.

How or where do you pay your water bills?

There are a number of ways in which you can pay your account. Cash, cheque, money order or credit card is accepted.

Accounts can be paid:

- In person at Fraser Coast Regional Council
- By post
- Through your bank (fees could apply)
- BPAY®
- Phone banking
- Internet
- At the post office

Refer to details on the back of your account or feel free to contact Wide Bay Water Corporation's billing staff.

Customer Service Standards

We will endeavour to provide the following minimum standards:-

Water	
Minimum water pressure (Expectation at boundary for 97% of the year)	>20 Meters head (m)
Extent of unplanned interruptions to supply (Incidents per 100km of main)	<10
Time for restoration of service within 5 hours	99%
Quality of water at the point of delivery will meet NHMRC Health Guidelines	>99%
Drinking water quality complaints – odour and taste (per 1000 connections/year)	<5
Drinking water quality incidents/year	<30
Response/reaction time to incidents & complaints	1 hour
Wastewater (Sewerage)	
Effluent quality complies to EPA Licence	98%
Sewage overflows onto customer property per 1000 connections/year	<5
Odour complaints per 1000 connections/year	<10
Response/reaction time to incidents & complaints	1 hour

Customer Complaints

Wide Bay Water takes all customer complaints seriously. All complaints are registered and investigated and we aim to provide you with a formal response to your complaint, including the action we propose to resolve your complaint, within 20 working days of receipt. If you are not satisfied with the outcome, we will assist in resolving your complaint via a dispute resolution process.