



LOGAN
WATER

Our customer commitment statement for water and wastewater services





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As a customer of Logan City Council you can expect a reliable, safe and sustainable water supply and wastewater service. This customer commitment explains your rights and responsibilities as a customer, as well as our service standards and commitments to you.



Our commitment to reliability, safety and sustainability

We understand that water and wastewater services are an essential part of your daily life. We provide safe, reliable and sustainable drinking water supply and wastewater services for our customers and residents, 24 hours a day, 7 days a week.

We value our customers, our community and the environment, and commit to:

- deliver our services so that our performance meets our customer's expectations
- provide a water supply that complies with the Australian Drinking Water Guidelines
- Supply our customers with water at a minimum flow rate of 20 litres per minute to meet household needs (for standard residential connections in non-trickle feed areas)
- supply water at a customer's property connection at a minimum pressure of 22 metres head or 216kPa (for standard residential connections in non-trickle feed areas)
- inform and educate our customers and our community about sustainable water practices
- investigate sustainable and efficient water and wastewater management practices
- maintain infrastructure for the effective and safe distribution of drinking water
- maintain infrastructure for the effective collection, transport and treatment of wastewater
- connect your property to our water and wastewater network within 15 business days of receiving your application and payment (standard connection on pre-installed service), where the relevant service is available.

Our approach to service interruptions

We understand that you rely on water and wastewater services. We aim to minimise customer inconvenience during planned and unplanned service interruptions, and commit to:

- respond to water complete loss of service within 2 hours, 80% of the time
- respond to wastewater complete loss of service within 2 hours, 90% of the time
- respond to water and wastewater partial loss of service within 24 hours, 90% of the time
- respond to non-urgent water and wastewater incidents within 5 business days, 80% of the time
- restore unplanned complete loss of water supply or wastewater service within 5 hours
- provide at least 2 business days' notice of any planned works that may disrupt your water supply
- communicate with customers, organisations or facilities with identified special needs, 4 business days prior to planned water supply interruptions
- ensure 95% of property connections do not have an unplanned supply interruption each year
- ensure fewer than 10 water main breaks, bursts and leaks per 100 km of mains and 15 wastewater main blockages per 100 km of mains each year
- provide more information about planned or unplanned service interruptions via our website or when you call us.



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RELIABLE · SUSTAINABLE · COMMITTED



Our customer service commitments

We know that our customers are busy and do not want to have to contact us about their water or wastewater service. When you do need us, what you can expect from us can be found in Logan City Council's Customer Charter which can be found on our website.

The Customer Charter is the foundation of Council's commitment to putting customers at the heart of everything we do by being easy to deal with, there when you need us, listening and getting the job done right.

Issuing bills and reading your water meter

We read your water meter every three months to calculate your water usage, which is billed quarterly as water consumption charges in addition to the service charges.

Property owners are responsible for ensuring that their water meters are clean, clear, and accessible to allow accurate readings. If we are unable to access your meter, we may estimate your usage for that billing period. In some cases, we may leave a card asking you to provide your own meter reading.

Water usage can fluctuate due to seasonal changes or the number of people at your property. If your water usage seems unusually high and you're unsure why, you can find more information on possible causes on our website.

If you believe your water meter could be faulty, you can apply to have Council test it (this may incur a fee). If the meter is found to be faulty we will replace it, and if applicable, refund the test fee.

Concealed leaks

We encourage customers to regularly check their water meters to monitor usage and identify potential leaks. Unusual water usage patterns may indicate a concealed leak, often caused by broken or cracked pipes hidden underground or under driveways.

The property owner is responsible for any leaks from the water meter towards, and within, their property. If you detect a concealed leak, it's important to have it repaired by a licensed plumber as soon as possible.

If you have a concealed leak, you may be eligible for some concession for the water loss under our Concealed Leak Remission Policy. For information on reading your water meter and checking for leaks, please visit our website.

Trade waste

If you run a business, you may want to talk to us about your trade waste. Trade waste is the liquid waste from business, trade, or manufacturing premises. It is not domestic wastewater.

Businesses producing liquid waste need trade waste approval. This approval lets them discharge waste into our sewer system. For more information, please contact Logan City Council's Trade Waste Team on **(07) 3412 3412**.

Paying your bill

Your water and wastewater bill will include a due date for payment which is 30 days from the date of issue of the account. It is important to pay your bill by the due date, as 12.35% interest per annum applies to overdue amounts (compounding daily).

You can pay the following ways:

The following methods of payment are accepted:

- **Online** – Use your credit or debit card to pay 24 hours, 7 days per week at logan.qld.gov.au/online-payment
- **BPay** – contact your bank or financial institution to pay from your nominated account or set this up through your online banking facility
- **Phone** – **1300 276 468** or from overseas **+61 1300 276 468**
- **In person** – any Australia Post outlet; Logan City Council Administration Centre or Customer Service Centres by cash; cheque; money order; debit card; credit card
- **Direct debit** – automatically pay the total due on your bill each quarter, or pay monthly or fortnightly instalments in advance from your nominated account.
- **By mail** – Make your cheque or money order payable to Logan City Council and post it with details of your property address and rates assessment number to **PO Box 3226, Logan City DC Qld 4114**.

Financial hardship

We understand that sometimes our customers may need longer to pay.

Council offers payment plans to eligible customers, including those people who are experiencing financial hardship. If you are experiencing payment difficulties, please contact us on **(07) 3412 3412** to discuss suitable payment arrangements.

Customers in hardship can request to pay by the Centrepay bill paying service.

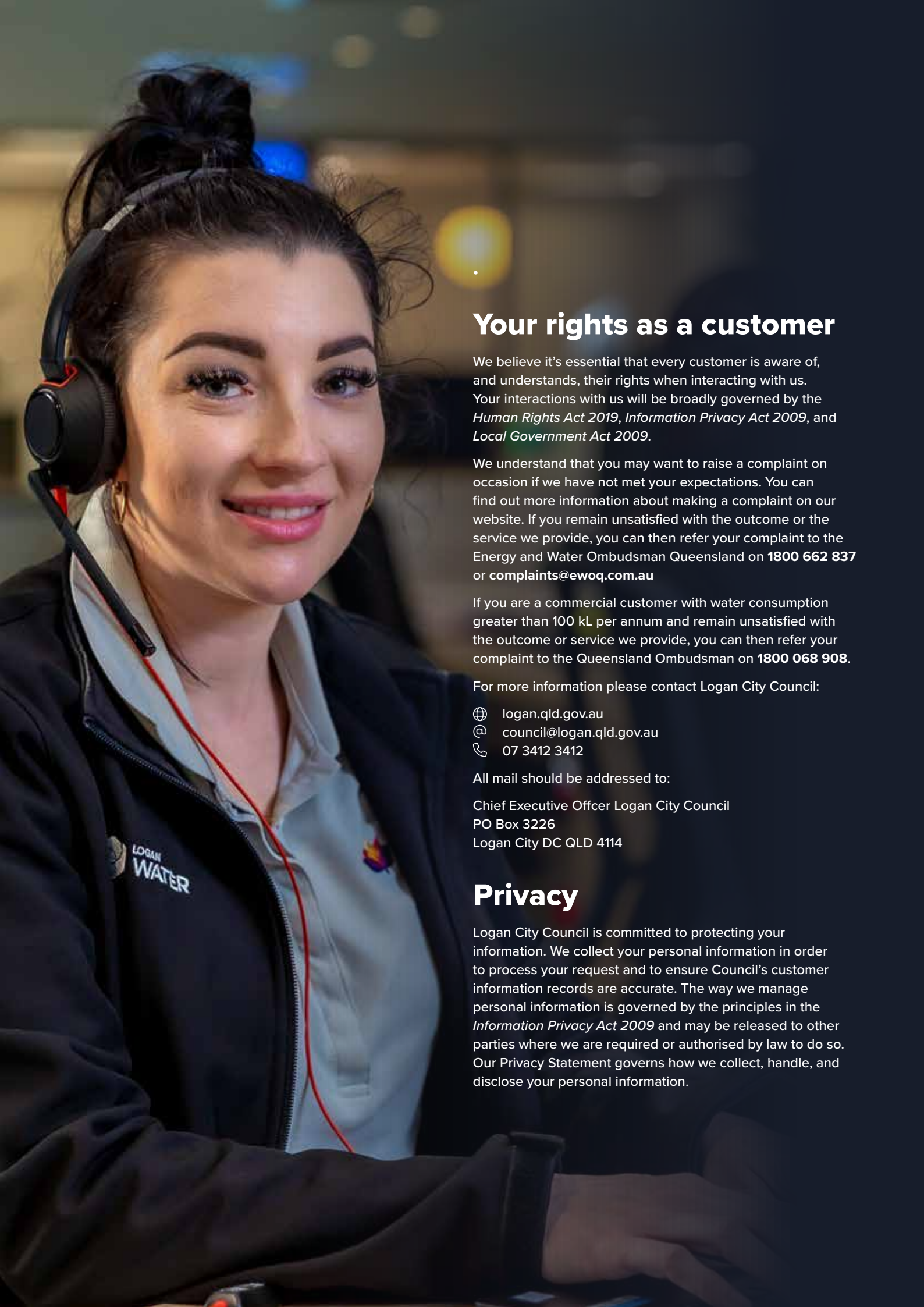


How you can help us

To help us deliver the best experience to you, we kindly ask that you:

- notify us, or have Queensland Health notify us on your behalf, if you are a special needs customer (including customers who require home haemodialysis). We must be informed that you require continued uninterrupted and unrestricted water supply for life support or other special medical needs.
- promptly report faults, emergencies and any other issues or concerns
- provide honest and accurate information when dealing with us, so that we can respond in the most appropriate way, as quickly as possible.
- let us know when your contact details or circumstances change as this will help us keep your information up to date and accurate.
- keep an eye out for service interruption notices in your letterbox, on Council's website and social media channels.
- follow all reasonable directions or instructions. This will assist us in meeting our service levels and your expectations.
- ensure your water meter is accessible to our meter readers
- check your water meter regularly to monitor your water usage and detect possible leaks
- maintain your plumbing, fittings and appliances to prevent wastage and ensure you pay only for the water you use
- provide access to Council assets such as sewer manholes that may be located on your property
- ensure your stormwater drainage is not connected to the wastewater system
- dispose of waste responsibly and not place hazardous or toxic substances down the sink, drain or toilet
- pay your bills on time. This will avoid unnecessary penalties and helps us to deliver services to the community. If you are having trouble paying a bill, please contact us as early as possible to discuss available options that we can help with.
- treat our staff with the same courtesy and respect we show you. Behave appropriately and respect the rights of other customers. Verbal or physical abuse will not be tolerated.





Your rights as a customer

We believe it's essential that every customer is aware of, and understands, their rights when interacting with us. Your interactions with us will be broadly governed by the *Human Rights Act 2019*, *Information Privacy Act 2009*, and *Local Government Act 2009*.

We understand that you may want to raise a complaint on occasion if we have not met your expectations. You can find out more information about making a complaint on our website. If you remain unsatisfied with the outcome or the service we provide, you can then refer your complaint to the Energy and Water Ombudsman Queensland on **1800 662 837** or complaints@ewoq.com.au

If you are a commercial customer with water consumption greater than 100 kL per annum and remain unsatisfied with the outcome or service we provide, you can then refer your complaint to the Queensland Ombudsman on **1800 068 908**.

For more information please contact Logan City Council:

- 🌐 logan.qld.gov.au
- @ council@logan.qld.gov.au
- ☎ 07 3412 3412

All mail should be addressed to:

Chief Executive Officer Logan City Council
PO Box 3226
Logan City DC QLD 4114

Privacy

Logan City Council is committed to protecting your information. We collect your personal information in order to process your request and to ensure Council's customer information records are accurate. The way we manage personal information is governed by the principles in the *Information Privacy Act 2009* and may be released to other parties where we are required or authorised by law to do so. Our Privacy Statement governs how we collect, handle, and disclose your personal information.

