



SINGLETON
COUNCIL

Appendix A

Water and Sewer - Customer Service Plan

Customer Service Standards – Priorities and Timeframes - Levels of Service



Water and Sewer

Customer Service Standards and Levels of Service

1. Water Supply Service

This section outlines the standard Levels of Service which meet minimum requirements for water supply serving Singleton. A special set of Levels of Service may be developed in the future, for smaller villages where it is not cost effective to provide these standards. Levels of Service with respect to the water supply systems typically cover four areas:

- Availability of supply;
- Water quality;
- Response times to supply failures; and
- Customer complaints.

In this document, whenever **Levels of Service** are mentioned, it is assumed that statutory, regulatory, and licencing requirements are met.

These standards and levels of service are not a contract and are not intended to create any contractual obligation or rights. The service levels and benchmarking are not intended to be prescriptive of exact times or service standards to be provided, rather a guide as to the core business responses that customers can expect to receive from the services of Council.

1.1. Water Supply - Customer Service Standards

The following table outlines the Customer Service Standards for the essential service aspects of Council's Water Supply Service. The target, priority and response times indicated are for potable supply customers only and do not extend to those special customers on specific agreements. Targets are set on an annual basis and are based on the median result of other similar Council's for each performance measure.

Standards	Description	Target*	Priority	Benchmark
Drinking water pressure to boundary	<p>Provide between 12 metres and 90 metres head of water in the reticulation system. The minimum water pressure is based on minimum firefighting requirements and the maximum pressure protects Council and house plumbing from bursting.</p> <p>The minimum drinking water pressure provided by Council will fill a standard 9 L bucket in 1.5 mins.</p>	95% of all residential properties during summer whilst conveying a minimum of 6 L/min**	2	Industry standard
Extent of unplanned drinking water interruptions, including their number, duration, and cause (e.g., water main breaks).	<p>An unplanned water supply interruption occurs when a property is without a service due to any cause. This excludes the following:</p> <ul style="list-style-type: none"> • Property service connection interruptions (unless the burst or leak requires the main to be shut down for repairs which affect multiple customers). • Interruptions that cause some reduction to the service but where normal activities are still possible. • Planned interruptions except where the customer has not received notification. 	<ul style="list-style-type: none"> • C15 – Unplanned interruption duration < 120 mins • C10 – < 4 water service complaints per 1,000 properties • A8 – < 12 main breaks per 100km of water main • C17 – < 32 unplanned interruptions per 1,000 properties 	1	<p>National Performance Benchmarking Report</p> <ul style="list-style-type: none"> • C15 – Average Duration of unplanned interruptions water in minutes • C10 – Water Service, complaints no. per 1000 properties • A8 – Water main breaks no. per 100 km of water main • C17 – Average frequency of unplanned interruptions – water no. per 1,000 properties



Standards	Description	Target*	Priority	Benchmark
Time for restoration of water service – unplanned interruptions	Restoration occurs where all interrupted connections are restored to normal service.	<ul style="list-style-type: none"> • A8 – < 12 main breaks per 100km of water main • C15 – Unplanned interruption duration < 120 mins 	1	National Performance Benchmarking Report <ul style="list-style-type: none"> • A8 – Water main breaks no. per 100 km of water main • C15 – Average Duration of unplanned interruptions water in minutes
Notification for planned water service interruptions (Refer to 15.1 of the Customer Service Plan)	<ul style="list-style-type: none"> • Provide notice, where possible, via doorknocking/letter box drops, social media, Council's website and/or variable message board. • Provide alternative water supplies, where possible, through temporary connections and/or emergency bottled drinking water for outages predicted to be greater than 8 hours. • Prioritise notification and resumption of supply to Critical and Extremely Critical Customers (e.g. dialysis patients) 	N/A	2	Industry standard
Drinking water quality and/or complaints*	Supply drinking water in the reticulated system which meet the Australian Drinking Water Guidelines and minimise the number of water quality complaints resulting from operational practices.	<ul style="list-style-type: none"> • H3 – 100% of the service population for which population microbiological compliance is achieved. 	2	National Performance Benchmarking Report <ul style="list-style-type: none"> • H3 - % of population where microbiological compliance was achieved.



Standards	Description	Target*	Priority	Benchmark
		• C9 – < 3 water quality complaints per 1,000 properties		• C9 – Water quality complaints per 1,000 properties
Water for firefighting	<p>Properties connected to the town water supply receive potable water at a guaranteed level of service and meets the NSW Brigade requirements for firefighting in accordance with AS2419.</p> <p>Council has committed to progressively replacing sub 100mm water mains to provide the minimum firefighting pressure by 2030.</p>	Available in all urban areas**	N/A	N/A
Consumption restrictions	<p>The adopted consumption trigger levels are aimed at ensuring that Singleton is affected by water restrictions for less than 10% of the time and no more than 5 times per 100 years. Restrictions are only applied when severe water shortages are evident.</p> <p>There are three levels of restrictions (1 – low level restrictions to 3 – emergency restrictions), each with an increasing impact on consumption, in accordance with the current Drought and Emergency Response Management Plan.</p> <p>Restrictions will be widely advertised to ensure total awareness by all customers.</p>	No more than 5 times per 100 years	1	N/A



* Excludes non-potable supply including Glennies Creek Trunk Water Main and Mount Thorley Raw Water Scheme

** Excludes water mains less than 100mm consistent with Clause 142 of the *Local Government (General) Regulations, 2005 (NSW)* (for example downtown Singleton and water supply to the Abattoir) and Jerrys Plains Water Supply Scheme.

1.2. Water Supply Service - Response and Repair Timeframes and Priority Details

The following table outlines the Water Supply Response and Repair Timeframes and Priority Details for the essential service aspects of Council's Water Supply Service. The target, priority and response times indicated are for potable supply customers only and do not extend to those special customers on specific agreements.

	Priority 1	Priority 2	Priority 3	Priority 4
Definition	Complete failure to maintain continuity or quality of supply to customers or a critical user at a critical time. Immediate traffic or safety hazard.	Partial failure to maintain continuity or quality of supply customers or a critical user at a non-critical time. Minor traffic or safety hazard.	Known fault, minor problem or complaint which requires rectification with some urgency.	Known fault, non-urgent minor problem or complaint which can be dealt with at a time convenient to the customer and Council
Typical Causes	<ul style="list-style-type: none"> • Pump station failure • Water treatment plant malfunction • Control valve failure • Major water main break • No water • Stop tap faulty (flooding house – urgent shutdown required) 	<ul style="list-style-type: none"> • Minor main or service break • Leaking main • Partial valve failure • Poor pressure • Leak causing a minor safety/traffic issue • Dirty water (colour/odour/taste) 	<ul style="list-style-type: none"> • Minor leak from main or service line (not causing safety/traffic issue) • Partial failure of connections • Minor leak from a hydrant point • Water hammer • Missing/faulty stop tap (work being carried out) 	<ul style="list-style-type: none"> • Faulty water meter • Damaged meter (unable to read) • Missing/faulty stop tap (no work being carried out) • Faulty valve or hydrant • System investigation



	Priority 1	Priority 2	Priority 3	Priority 4
	<ul style="list-style-type: none"> • Suspected waterborne illness (potable water supplies) 			
Typical Effects	<ul style="list-style-type: none"> • Major property damage • Water treatment plant output diminished • Personal risk to public health • Significant depletion of service reservoir • Major environmental impact • Major water supply interruption • Boil water alert 	<ul style="list-style-type: none"> • Minor property damage • Minor environmental impact 	<ul style="list-style-type: none"> • No property and/or minor environmental impact 	<ul style="list-style-type: none"> • No property impact or financial disadvantage to the customer
Maximum Response Time	<p>Within 2 hours (business hours)</p> <p>Within 4 hours (after hours)</p>	<p>Within 4 hours (business hours)</p> <p>Within 6 hours (after hours)</p>	<p>Within 24 hours or next business day</p>	<p>Within 72 hours or next 2 business days</p>
Fault Repair (i.e. asset functioning and back in service) Objective	<p>Within 5 hours</p>	<p>Within 2 business days</p>	<p>Within 5 business days</p>	<p>Within 14 business days</p>
Surface Reinstatement	<p>Within 10 business days</p>	<p>Within 10 business days</p>	<p>Within 10 business days</p>	<p>Within 14 business days</p>



	Priority 1	Priority 2	Priority 3	Priority 4
and Clean-up Completion (if applicable)				

1.3. Water Supply Service – Levels of Service

The following table outlines the water supply Levels of Service for the upon-request aspects of Council's Water Supply Service. These target response times indicated are for standard service requests for potable supply customers only and do not extend to those more complex developments and servicing arrangements. In complex developments and servicing requirements, every effort will be made to meet these levels of service, deviations from these levels of service will be communicated with the applicant.

Item	Description	Target	Comments
Water Connection Quotation – Domestic	Quotation for standard domestic water connection.	3 working days	From date of registration with Council; where requested through Customer Service Centre and registered by Customer Request (CRM).
Water Connection Quotation – Commercial	Quotation for commercial water connections, including fire service installation quotations.	5 working days	From date of registration with Council; where requested through Customer Service Centre and registered by CRM.
Water Connection and Meter Installation (Domestic and Commercial)	Supply and installation of meter on existing property service line or supply and installation of meter including construction of property service line.	20 working days	From date of payment of applicable fees and/or all reasonable terms and conditions imposed by Council are complied with.
Fire Service (Installation of Tee and Valve)	Installation of tee and valve on Council's water main. Building of fire service frame (including valving) to be completed by developer/property owner's plumber.	20 working days	From date of payment of applicable fees and/or all reasonable terms and conditions imposed by Council are complied with.



Item	Description	Target	Comments
Statement of Available Pressure	Provision of available pressure at nominated hydrant; typically, by undertaking a site visit and performing a pressure test at the hydrant.	20 working days	From date of payment of applicable fees and/or all reasonable terms and conditions imposed by Council are complied with.
Water Meter Disconnection	Includes removal of water meter and capping of service pipes.	20 working days	From date of payment of applicable fees and/or all reasonable terms and conditions imposed by Council are complied with.
Water Main (new) Connections	Scheduling requirements in Technical Specifications.	20 working days	From date of payment of applicable fees and/or all reasonable terms and conditions imposed by Council are complied with.
Location of Assets	Locate Council's underground assets.	10 working days	From date of registration with Council; where requested through Customer Service and registered by CRM.
Water Carter Approvals	Non-potable and private use approval.	10 working days	From date of payment of applicable fees and/or all reasonable terms and conditions imposed by Council are complied with. Potable user approved allows for Environmental Health Officer (EHO) inspection (if required).
	Potable user approval.	20 working days	



All timeframes are from the date of payment of all associated fees as quoted and the provision of sufficient information.

For services that require ordering of special or custom items, every effort will be made to meet these levels of service, deviations from these levels of service, if required, will be communicated with the applicant.

2. Sewerage System

This section outlines the standard Levels of Service which meet minimum requirements for sewerage system serving Singleton. Levels of Service with respect to the sewerage systems are typically concerned with the following areas:

- Availability of supply;
- System failures;
- Response times to supply failures;
- Customer complaints and inquiries;
- Odours/vectors (flies, vermin etc.);
- Impact of sewage treatment plant on surrounding residents; and
- Effluent and biosolid management.

The discharge of effluent, and biosolids, noise and odours are covered by environmental protection statutory, and regulatory obligations, and licence requirements. In this document, whenever Levels of Service are mentioned, it is assumed that statutory, regulatory, and licencing requirements are met. The Customer Service Standards are not a contract and are not intended to create any contractual obligation or rights. The service levels and benchmarking are not intended to be prescriptive of exact times or service standards to be provided, rather a guide as to the core business responses that customers can expect to receive from the services of Council.

2.1. Sewerage System - Customer Service Standards

The following table outlines the customer service standards for the essential service aspect of Council’s sewerage system. Targets are set on an annual basis and are based on the median result of other similar Council's for each performance measure.

Standards	Description	Target	Priority	Benchmark
Sewerage overflows to customer properties.	Sewerage overflows to customer properties may occur either as a result of onsite plumbing or offsite sewerage issues. Customers are advised in the first instance to contact their plumber. If the plumber identifies the issue is within the area of Council's responsibility, Council will reimburse the plumber/customer for the work and undertake rectification.	<ul style="list-style-type: none"> • A14 – < 38 Sewerage main breaks and chokes per 100 km of sewer main 	1	National Performance Benchmarking Report <ul style="list-style-type: none"> • A14 – Sewerage main breaks and chokes per 100 km of sewer main
Sewer odour complaints	Sewer odour complaints can be generated as a consequence of a range of shortcomings with operational maintenance of the system. Action is taken to minimise the disruption from such occurring.	<ul style="list-style-type: none"> • 21 – < 0.9 odour complaints per 1,000 properties 	2	National Performance Benchmarking Report <ul style="list-style-type: none"> • 21 – Odour Complaints per 1,000 properties
Effluent quality from Sewage Treatment Plant	To meet and ensure ongoing compliance with licence regulations by the EPA for the operation of the Sewage Treatment Plants (STPs).	<ul style="list-style-type: none"> • E5 – > 98% of sewage volume treated compliant with EPA licence 	N/A	National Performance Benchmarking <ul style="list-style-type: none"> • E4 – Percentage of sewage volume treated was compliant (%)

2.2. Sewerage System - Response and Repair Timeframes and Priority Details

The following table outlines the Sewerage System Response and Repair Timeframes and Priority Details for the essential service aspect of Council's Sewerage System.



	Priority 1	Priority 2	Priority 3	Priority 4
Definition	A complete failure to contain sewage within the system or any problem affecting customers or a critical user at a critical time. Traffic or safety hazard.	A minor failure to contain sewage within the sewer system or any problem affecting multiple customers.	A minor failure to contain sewage affecting a single property.	A minor problem, request or complaint which can be dealt with at a time convenient to the customer and Council.
Typical Causes	<ul style="list-style-type: none"> • Manhole overflowing • Pump station failure • Broken gravity/rising main • Missing manhole lids • Break, collapse, choke overloading the system and extended wet weather • Subsidence causing immediate danger • Sewerage treatment plant critical alarms 	<ul style="list-style-type: none"> • Cracked pipe or partial blockage of the sewer • Pump station fault • Partial sewer blockage in branch line • Partial main line choke • Subsidence causing danger 	<ul style="list-style-type: none"> • Sudden extra hydraulic load which backs up but then clears itself • Partial house service choke • Broken junction connection • Minor subsidence • Noisy or odorous manhole or pump station 	<ul style="list-style-type: none"> • Sewer odour not occurring at the time • System investigation
Typical Effects	<ul style="list-style-type: none"> • Personal injury or risk to public health • Surcharge to overflow in dry weather • Surcharge or overflow wet weather 	<ul style="list-style-type: none"> • Surcharge outside a building, • Minor property damage • Minor environmental impact, i.e. odour problems 	<ul style="list-style-type: none"> • Slow moving toilet flush • Minimal or no environmental impact 	<ul style="list-style-type: none"> • Minor inconvenience or disruption



	Priority 1	Priority 2	Priority 3	Priority 4
	<ul style="list-style-type: none"> • Surcharge inside a building • Surcharge outside a building, if posing a health risk • Major property damage e.g. subsidence • Major environmental impact 			
Maximum Response Time	Within 2 hours (business hours) Within 4 hours (after hours)	Within 4 hours (business hours) Within 6 hours (after hours)	Within 24 hours or next business day	Within 5 business days
Fault Repair (i.e. asset functioning and back in service) Objective	Within 5 hours	Within 8 hours	Within 5 business days	Within 14 business days
Surface Reinstatement and Clean-up Completion (if applicable)	Within 10 business days	Within 10 business days	Within 10 business days	Within 14 business days

2.3. Sewerage System – Levels of Service

The following table outlines the Sewerage System Levels of Service for the upon-request aspects of Council's Sewerage System. These target times indicated are for standard service requests only and do not extend to those more complex developments and servicing



arrangements. In complex developments and servicing requirements, every effort will be made to meet these levels of service, deviations from these levels of service, if required, will be communicated with the applicant. The service levels and benchmarking are not intended to be prescriptive of exact times or service standards to be provided, rather a guide as to the core business responses that customers can expect to receive from the services of Council.

Item	Description	Target	Comments
Sewer Connection	Connection of property to Council's sewer system, known as a new junction. This is typically undertaken by the Developer or plumber but can be undertaken by Council.	20 working days	From date of payment of applicable fees and/or all reasonable terms and conditions imposed by Council are complied with.
Pressure Sewer System Installation	Installation and connection of pressure sewer system and connection to Council's sewer system.	40 working days	From date of payment of applicable fees and signing of installation agreement and/or all reasonable terms and conditions imposed by Council or applicant are complied with.
Sewer Disconnection	Disconnection and capping of property discharge line at Council's sewer main. This is typically undertaken by the Developer or plumber, except in the case of a deep sewer main, with notification to Council.	20 working days	From date of payment of applicable fees and/or all reasonable terms and conditions imposed by Council are complied with.
Adjustment to Maintenance Chambers	Raise / lower maintenance chamber.	20 working days	From date of payment of applicable fees and/or all reasonable terms and conditions imposed by Council are complied with.
Depth of Sewer Maintenance Chamber	Provide depth of sewer maintenance chamber; typically, by undertaking measurement during site visit.	10 working days	From date of registration with Council; where requested through Customer Service Centre and registered by CRM.



Item	Description	Target	Comments
Location of Assets	Locate Council's underground assets	10 working days	From date of registration with Council; where requested through Customer Service Centre and registered by CRM.
Liquid Trade Waste	Classification A and B Classification C – referral to and concurrency from Department of Planning and Environment (DPE) required	5 working days 40 working days (dependent on DPE)	From date of payment of applicable fees and/or all reasonable terms and conditions imposed by Council are complied with.

All timeframes are from the date of payment of all associated fees as quoted and the provision of sufficient information.

For services that require ordering of special or custom items, every effort will be made to meet these levels of service, deviations from these levels of service will be communicated with the applicant.

3. Water and Sewer - Development Engineering Services

As the Local Water Utility, any proposed development located within Council's Water Supply and/or Sewerage System areas requires an assessment of the proposed development, to identify potential impacts on water and/or sewer infrastructure in the area and any Water and Sewer related applications and approvals. This is in accordance with the provisions of section 305 of the *Water Management Act 2000 (NSW)* or section 109 of the *Environmental Planning and Assessment Act 1979 (NSW)* or at the time of issuing a notice or other form of written advice, e.g. under the *SEPP (Exempt and Complying Development Codes) 2008*.

Levels of Service with respect with development engineering services within the Water and Sewer Group are typically concerned with the following areas:

- Protection of existing infrastructure; and
- Response times to provide advice and approvals.



The Customer Service Standards are not a contract and are not intended to create any contractual obligation or rights. The service levels and benchmarking are not intended to be prescriptive of exact times or service standards to be provided, rather a guide as to the core business responses that customers can expect to receive from the services of Council.

3.1. DEVELOPMENT ENGINEERING services – levels of service

The following table outlines the Water and Sewer Development Engineering Services Levels of Service for the core aspects of Council's Water and Sewer Building and Development Services. These target times indicated are for standard developments only and do not extend to those more complex developments and servicing arrangements. In complex developments and servicing requirements, every effort will be made to meet these levels of service, deviations from these levels of service, if required, will be communicated with the applicant.

Item	Description	Target	Comments
WMA S306 Notice Requirement	Review of application and determination of requirements for development to be able to obtain WMA S307 Certificate of Compliance.	20 working days	From date of payment of applicable fees and/or all reasonable terms and conditions imposed by Council are complied with.
WMA S307 Certificate of Compliance	Review of compliance against WMA S306 Notice of Requirements and provision of Certificate of Compliance.	20 working days	From date of payment and provision of all required documentation demonstrating compliance with WMA S306 Notice of Requirements. Note that s307 of the <i>Water Management Act 2000 (NSW)</i> permits up to 60 days.
Building in Vicinity of Sewer and Water Trunk Mains	Assessment of applications to build in the vicinity of water and sewer mains; typically including review of design drawings.	20 working days	From date of payment of applicable fees and/or all reasonable terms and conditions imposed by Council are complied with.



Item	Description	Target	Comments
Design Review Response	Response to customer on additional information and timeframe for design approval.	10 working days	From date of payment of applicable fees, provision of sufficient information and/or all reasonable terms and conditions imposed by Council are complied with.
Building Plan Assessment	Assessment of application building plans for impact on Council's water and sewer assets.	5 working days	From date of registration with Council; where requested through Customer Service Centre and registered by CRM.

