



December 2014

**Sunbay Projects Pty Ltd
12 Air Whitsunday Road
FLAME TREE Qld 4802**

Whitsunday Aviation Village Estate

Water Supply Services Customer Service Standards



Overview of Customer Service Standards

Sunbay Projects Pty Ltd is a registered Drinking Water Service Provider (SPID 550).

Sunbay Projects Pty Ltd has issued the Customer Service Standards to meet the requirements of the Water Supply (Safety and Reliability) Act 2008.

Our key responsibility is the provision of a continuous and reliable water supply. This document defines our approach to this commitment and responsibilities we share with our customers.

Our responsibilities

In this document we have developed a table of performance indicators that detail our aims in achieving a specified level of performance with respect to providing:

- day to day continuity of your water supply
- adequate and high quality water supply system
- Continuity of water supply services in the long term.

This document also outlines our procedures for:

- connecting, reconnecting to, and disconnecting from our water supply;
- metering and payment of services;
- managing customer requests;
- complaints handling; and
- solving your water supply problems.

Your Responsibilities

A key to this partnership is your protection of our water supply and areas where your assistance will be sought include:

- maintaining the pipe work and fittings within your property that connects you to our services;
- allowing our staff access to your property to carry out repairs and modifications to our infrastructure if required;
- providing accessible passages to the water meter so we can read water consumption and generate your account;
- notifying us of any faults that you have encountered or complaints you may have so that we can correct the problem as quickly as possible; and
- paying your account when it falls due.



Performance Targets for Water Supply

Day to Day Continuity of your Water Supply

Our water supply services are designed to be available 24 hours a day. Under certain circumstances, however, we may need to interrupt, postpone or limit one or more of these services.

This may include but is not limited to:

- if any part of the system is damaged, for example, by bursting, blockages or breakdowns;
- when it is necessary to inspect, maintain, repair or replace any part of the system;
- during the connection of new works or services;
- if an event occurs outside of our control, including acts by others, war, terrorism, vandalism, sabotage, civil commotion, national emergency, drought, fire, flood, cyclone, earthquake, landslide, explosion, power shortage or industrial action;
- if there are periods of declared water supply restrictions;
- in the event of a situation arising that entitles us to disconnect a service; and
- in the event where there is a possibility of a significant health risk arising.

Except in emergencies and in situations where interruptions are limited to a short duration, we will give customers at least 24 hours notice of the need to interrupt, postpone or limit the supply of services for regular maintenance or works programs.

It is important that customers understand that regular maintenance works are essential to the ongoing delivery of a high quality and reliable service.

For both unplanned and planned interruptions we will make the reinstatement of the service a priority and do all in our power to restore the service as quickly as possible.

Sunbay Projects Pty Ltd will attempt to limit/achieve

- Total water mains breaks: less than 12 of breaks per year
- Unplanned interruptions to water supply; less than 5 per year per 40 properties connected.



ADEQUACY AND QUALITY OF THE WATER SUPPLY SYSTEM

We aim to provide you with a high quality water supply that complies with the standards outlined in the Australian Drinking Water Guidelines issued by the National Health and Medical Research Council.

We encourage you to contact us if you experience any problems with pressure and flow or with water quality, which includes taste and odour.

We will investigate your concerns and advise you of the outcome of our investigations.

If it is determined that the source of the problem relates to your premises pipes and fittings you will need to have the problem corrected by your own plumber.

Sunbay Projects Pty Ltd will attempt to limit/achieve

- Less than 5 water quality complaints per year per 40 properties connected
- Less than 5 water complaints per year per 40 properties connected

LONG-TERM CONTINUITY OF WATER SUPPLY SERVICES

We will undertake planned maintenance and repair programs on the current water supply system so that it will continue to operate efficiently in the long-term.

We will also commit to ongoing investigation, review and where appropriate implementation of improved practices and processes as they become available.

We have adopted performance targets as a measure of long-term continuity of water supply services (see page 8).

Our performance relating to these performance targets will be publicly reported on an annual basis.

Sunbay Projects Pty Ltd will attempt to limit/achieve

- Less than 4 hours average response/reaction time for water incidents



PERFORMANCE INDICATORS

The following table quantifies our levels of service as required under the *Water Supply (Safety and Reliability) Act 2008*.

These performance indicators will be used to measure our performance each year and will be reviewed and publicly reported against annually.

Quality of Water Supply		
Parameter	ADWG &/or regulation Value	Target
E.coli	Nil detected	Nil
Free Chlorine	5 mg/l	> 5 mg/l

CUSTOMER COMPLAINT HANDLING AND DISPUTE RESOLUTION

Sunbay Projects Pty Ltd is committed to responding promptly and efficiently to requests for service or complaints.

We encourage Customer feedback because it is important we deliver the services expected by the Whitsunday Aviation Village Estate community.

Requests for service, complaints, and suggestions are welcomed and will be handled in a consistent manner as follows:

- A prompt response to the request/complaint;
- Be kept informed of the progress and outcome of the request/complaint;
- Confidentiality of personal details; and
- A thorough and objective investigation of a complaint.

A customer normally needs to provide:

Full details of their name, address and a contact telephone number before a request/ complaint will be registered. and sufficient details for the complaint/request to be actioned.



CONTACT DETAILS

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