

Mapoon Aboriginal Shire Council

Customer Service Standards

1. Introduction

Mapoon Aboriginal Shire Council (MASC) is committed to delivering quality and reliable water services to its customers. This customer service standard defines the level of service that MASC water customers can expect and outlines the performance targets MASC aims to meet in delivering this service.

The customer service standards also describe the processes for service connection, billing, metering, accounting, customer consultations, shared responsibilities and dispute resolution.

2. Service Standards

Performance Indicator	Performance Measure	Target
Water Services		
Total water mains breaks	Per 100 km / year	<20
Incidents of unplanned interruptions	Per 1,000 connections / year	≤35
Time to respond to water incidents –burst mains, supply interruption	% of response to incident <12 hours	>80%
	% of response to incident <24 hours	100%
Water quality complaints	Per year	≤12
Total water complaints	Per year	≤24
Water pressure (including fire-fighting flows)	Minimum kPa	200
	Maximum kPa	600
Water quality compliance - Microbial and Chemical	No <i>E. coli</i> detection in at least 98% of water samples tested for a 12-month period.	≥98%
	Chemical & heavy metals do not exceed the ADWG health-based values for water samples tested in a reporting period.	No ADWG Health Limit Exceedance

MASC does not provide sewerage services, as such sewerage KPIs are excluded.

3. Processes

3.1. Service Connections

Property owners who wish to connect to the water service need to lodge an application form to MASC, along with the fee. The application form can be requested from MASC. The installation of a new service connection is usually undertaken within 14 business days of receiving the complete application form and fee.

3.2. Billing and Accounting

Lease Agreements in Mapoon include a component for water services meaning that this does not require separate payment. Water charges are included into MASC Utility Charges which are issued once each year following the adoption of the Annual Budget.

Information regarding Leasing Policy can be obtained from the Council.

3.3. Metering

Due to the nature of lease agreements in Mapoon, meters are not used for charges. Meters are used by council to record usage.

3.4. Customer Consultation

The methods that MASC uses to communicate with its customers include:

- MASC website
- letter box drop, door knocking
- public consultation sessions
- social media (Facebook)

3.5. Complaints and Dispute Resolutions

Customers may lodge a complaint in person, over the phone or online via the Contact Us section of the MASC website. On receipt of the complaint MASC will undertake the following steps:

- log the complaint and attend the premises to investigate the complaint
- close out the complaint and inform the customer of the outcomes, if required

If you are not satisfied with the outcome, you may have the resolution reviewed by the Chief Executive Officer (CEO) or considered at a council ordinary meeting. If you

are still not satisfied with the outcome, you have the right to take your concerns to the Energy and Water Ombudsman Queensland.

3.6. Shared Rights and Responsibilities

MASC requests that its customers assist in the provision of water supply services by:

- Being “water wise”, more information on this is available on [Waterwise home | Environment, land and water | Queensland Government](#).
- Maintaining the pipe work and fittings on private property.
- Taking care not to discharge any unauthorized substances into the septic tanks.
- Providing access to water meters and septic tanks as required.
- Notifying MASC of any faults encountered so that problems can be rectified as quickly as possible.
- Driving carefully and observing signage when traversing through construction/work sites.

4. Contact Information

Telephone (07) 4082 5200

Email mapoon.admin@mapoon.qld.gov.au

Website www.mapoon.qld.gov.au

Office Hours Monday to Thursday – 8:00am to 4:30pm
Friday 8:00am to 12:00pm

Address MASC Administration Office
30 Red Beach Rd, Mapoon

PO Box 213, Weipa Qld 4874

5. Review

In accordance with Queensland legislation, the next review of customer service standard will be in March 2030, unless MASC deems an earlier review is necessary.