



# Customer Service Charter

Lower Burdekin Water is a locally managed organisation that delivers sustainable water services for the prosperity of agriculture, industry, community and environment within the Burdekin region. Our groundwater area is considered the largest replenished coastal aquifer in Australia and it is the purpose of LBW to manage the groundwater system under our control in an environmentally and economically sustainable way, recognising that the economic viability of industry dependent on the resource is the essential foundation of sustainable environmental management. Recognising also that the system under our control is a modified environment, the management focus being on the development of a sustainable new balance of modified and pristine values.

## Our Values

- Partnership: We engage with our workforce and stakeholders to deliver excellence
- Integrity: We value honesty, trustworthiness, transparency and high ethical standards
- Progressive: We embrace innovation and change
- Excellence: We operate at the highest standard to ensure long term sustainability
- Safety: We value the safety and health of our employees, stakeholders and environment.

You can help us by:

- Reporting safety hazards or incidents, maintenance concerns or damage to our infrastructure
- Treating our staff with courtesy and respect
- Providing us with constructive feedback (*you can find our Customer Feedback Process on our website*)

## Complaints, Feedback and Dispute Resolution

Lower Burdekin Water aims to resolve complaints quickly and effectively. Please see our Customer Feedback Process located on our website for more information.

## Invoicing

- Annual area rates for all crops are emailed in September each year and are due within 30 days. Payments are allocated to the ratepayer's oldest debt first, unless an invoice is in dispute.
- Open water use invoices are issued either monthly or bimonthly following a meter reading taken by LBW operational staff when possible. Meter readings are scheduled at the end of the period and depend on access conditions.
- Statements are issued in the middle of each month.
- Interest is charged on all amounts outstanding after 60 days as per the Rates and Charges located on the LBW website.
- All other invoices are issued in arrears.

## Communication

You can contact us via the various methods below.

**Phone:** Ayr 07 4783 1988 or Home Hill 07 4782 1703

**Email:** admin@lowerburdekinwater.com.au

**Post:** PO Box 720, Ayr Qld 4807

Doc ID	Document Name	Review Date	Reviewed by	Approved by	Approval Date	Next review due
ADM028	Customer Service Charter	March 2020	Management	LBW Board	21 May 2020 Clause 12.11	March 2023

Our office hours are 7.30am to 4.30pm, Monday to Friday. In the event of an operational issue arising outside of office hours please contact the Operations Supervisors: Northern Division 0407 169 962, Southern Division 0429 821 703

## **Service Targets**

### **Water Delivery**

Lower Burdekin Water does not guarantee open water supply however we will do our utmost to deliver water to our open water customers. You must assist us with water delivery efficiencies by advising us of your proposed open water usage prior to starting your pump offtake.

### **Planned Shutdowns**

#### Timing

LBW has an annual planned shutdown of two/three weeks usually coinciding with SunWater's annual shutdown to allow for works to be performed. It generally coincides with the start of the annual sugar mills crushing season. Water supply cannot be guaranteed during this time.

LBW also performs planned works each year which may not coincide with SunWater's annual shutdown. These works include capital works projects and constructing temporary sand diversions in the river post wet season.

#### Notice

- In excess of 2 weeks - at least 4 weeks written notice by email and SMS will be provided to each customer effected by the shutdown
- between 3 days and 2 weeks– at least 2 weeks notice by email and SMS will be provided to each customer effected by the shutdown
- Less than 3 days – at least 5 days notice by email and SMS will be provided to each customer effected by the shutdown

Each notice will state the start date and anticipated shutdown duration.

### **Unplanned Shutdowns**

An unplanned shutdown is an unforeseen or emergency mechanical, electrical or operational failure of LBW's water delivery infrastructure that prevents or restricts the supply of water to a customer for more than 8 hours. It does not include events that are beyond LBW's control (eg extreme weather, power failure) and does not include low water levels in LBW channels due to customers taking water without placing a water order.

#### Duration

LBW will undertake repairs as quickly and as efficiently as possible to minimise outages however the duration of unplanned shutdowns will be on a case by case basis. Customers will be provided with progress updates by SMS.

#### Notice

LBW will notify all affected customers of the start time and anticipated shutdown duration by SMS and email within 24 hours of being notified of the event.

### **Recharge pits**

LBW's ability to pump water into recharge pits depends on water turbidity levels and as such recharge pits will be utilised when conditions allow.

### **Temporary Sand Diversions**

LBW will endeavour to construct temporary sand diversions when it is safe and reasonable to do so, when there is a regulated flow in the river and will be scheduled into operational activities on a priority basis.