



**Torres Strait Island**  
REGIONAL COUNCIL

**Torres Strait Island Regional Council  
Water Supply Scheme**

**Service Provider No 500**

# **CUSTOMER SERVICE STANDARDS FOR WATER**



# Table of Contents

<b>1.0</b>	<b>Introduction .....</b>	<b>4</b>
<b>2.0</b>	<b>Standards of Service.....</b>	<b>4</b>
	Table 2.1 Adopted Performance Indicators and Targets.....	4
	Table 2.2 Long Term Indicators.....	5
<b>3.0</b>	<b>Responding to Water Service Requests.....</b>	<b>5</b>
	Table 3.1 Divisional Engineering Officers Contact Details.....	5
	General Water Service Enquiries .....	6
	Table 3.2 Water Services General Enquiries Contact Details.....	6
	Business Hours.....	6
	Your Concerns .....	6
<b>4.0</b>	<b>Water Restriction .....</b>	<b>6</b>
	Community under Water Restriction .....	6
	Table 4.1 Communities Currently under Water Restriction .....	7

## 1.0 Introduction

Torres Strait Island Regional Council (TSIRC) is the registered water service provider to 15 Divisions Water Supply Schemes that supply reticulated potable water to the 15 Communities. TSIRC Water Service Provider's Identification Number (SPID) is SP500.

Council has prepared Customer Service Standards to comply with the requirements of Water Act 2000 and Water Supply (Safety and Reliability) Act 2008. This document has been developed to outline Council's "Levels of Service" for the community Water Supply services and to help the community understand the levels of service they can expect. These levels of service include indicators of reliability of the service, together with indicators of how quickly Council intends to respond to any problems related to water supply service.

## 2.0 Standards of Service

Council has established standards of service that focus on:

- Day-to-day Continuity of Water Supply;
- Adequacy and Quality of the Water Supply System; and
- Long Term Continuity of Water Supply Services.

Table 2.1 indicates the targets adopted for a range of performance indicators.

**Table 2.1 Adopted Performance Indicators and Targets**

Performance Indicators (PI)	Target
<b>Continuity of Water Supply</b>	
Unplanned interruption incident/ year (Service Interruptions)	Less than 9 incidents/year (~500 incidents/ 100km)
Restoration of services due to unplanned interruptions (Water services put back on from the time Council is told they're off)	Service restored one day (75% restored within 24 hours)
Ratio of unplanned to planned interruptions	5:1
Response time to all incidents	Same day response (within 24 hours)
<b>Adequacy and Quality of Normal Water Supply</b>	
Minimum water pressure at boundary	12 metres
Compliance with NHMRC Guidelines (Physical/Chemical)	Water quality to meet 2011 NHMRC Guidelines
Microbiological 100%	100%
Physical/Chemical (i.e., pH, colour, turbidity, etc.)	>90%
Drinking water quality complaints	Less than 5 per year
Drinking water quality incidents per year	Less than 5 per year

Where we intend to conduct planned works, we will notify you seven days in advance.

Table 2.2 outlines the long term performance indicators for the continuity of the water supply service.

**Table 2.2 Long Term Indicators**

Performance Indicators (PI)	Target
<b>Continuity in the Long-Term of Water Supply</b>	
Water main leaks/ breaks	Less than 5 per year (~250/100km)
System water loss (l/connection/day)	Not set at this stage*

### **\*System Losses**

TSIRC has an exemption by Department of Environment and Resource Management for preparing an approved system leakage management plan (SLMP) as required by the Water Supply (Safety and Reliability) Act 2008. This is because TSIRC is a small drinking water supply provider (DWSP) as notified by the Director OWSR in a letter to Council in July 2011.

Engineering officers continue to routinely visually inspect the water supply reticulation in their respective water scheme.

## **3.0 Responding to Water Service Requests**

Council provides water service faults reporting by customers at each Divisional Council Chamber service desk that enables it to register water system faults, and arrange to have these fixed.

System faults include damaged water mains and faulty water meters including the isolating stopcock. This service does not include faults associated with water plumbing within customer's property.

The after hours service relies on phone calls initially being placed to the Divisional Engineering Officer in each community which are then relayed to the after hours service provider.

Table 3.1 is the contact details of Divisional Engineering Officers in the respective Division.

**Table 3.1 Divisional Engineering Officers Contact Details**

Community	Contact Person	Contact Number
Boigu	Billy Dau	0487 875 270
Dauan	Justin Mooka	0429 856 803
Saibai	Paul Dai	0439 029 598
Mabuaig	Frank Whap	0400 910 294
Badu	Eseli Baira	0498 740 905
Moa (Kubin & St Pauls)	Ron Kris	0428 737 979
Hammond	Seriako Dorante	0428 366 327
Iama	Tyson Kebisu	0474 727 342
Warraber	Nathan Pearson	0488 159 179
Poruma	Francis Pearson	0438 716 225
Masig	Songhie Billy	0487 828 846
Ugar	Jimmy Stephens	0447 730 799

Erub	Leslie Pitt	0488 574 776
Mer	Michael Passi	0457 554 844

## General Water Service Enquiries

Customer can make general enquiries by contacting Engineering Services during business hours.

Table 3.2 is the contact details for making general enquiries to TSIRC water services.

**Table 3.2 Water Services General Enquiries Contact Details**

Contact Person	Contact Number
Principal Engineer Water and Sewerage	07-4047 5203
Divisional Engineering Co-ordinator	07-4047 5216
Engineering Administration Officer	07-4048 6307

## Business Hours

Monday to Friday – 8:30am to 5pm

## Your Concerns

To help maintain your community's water network, you can assist us by:

- Using water wisely at home and work;
- Providing clear and safe access to your water meter;
- Protecting your water meter from damage;
- Maintaining your plumbing fittings and appliances;
- Advising us promptly of any water service faults you noticed in your community; and
- Looking out for notices of service interruptions in your letterbox and community noticeboard.

The service standards detailed here are targets which TSIRC strives to achieve or exceed under normal conditions.

## 4.0 Water Restriction

TSIRC has a Drought Management Plan that addresses both Council's ongoing water conservation strategy and its drought response plan. Restrictions which are part of the water conservation strategy are ongoing and intended to ensure that sustainable water use practices are adopted as part of our normal way of life. Restrictions which are introduced in response to a drought or other temporary water shortage event will only be implemented to various levels during the drought or event and will be lifted when conditions return to normal.

## Community under Water Restriction

Table 4.1 list those communities currently under water restriction.

**Table 4.1 Communities Currently under Water Restriction**

Community	Category of Water Restriction	Time of Water Restriction
Masig	Ongoing water conservation strategy	Weekdays: Water On 7am - Off 9am, Water On 12pm - Off 2pm, Water On 5pm - Off 9.30pm.  Weekends: Saturday water On 7am till Sunday night at 9:30pm.
Mer	Ongoing water conservation strategy	Weekdays and Weekends: Water On 7am - Off 9am, Water On 12pm - Off 1pm, Water On 4pm - Off 8pm.
Warraber	Ongoing water conservation strategy	Water is turned ON Monday, Wednesday and Friday from 8:00 a.m. to 12:00 p.m. to fill household tanks