

## 1 Policy History

Revision No.	Council Meeting Date	Minute No.	Adoption Date
1	11/05/2010	0142	11/05/2010
2	26/08/2014	0267	26/08/2014
3	09/06/2020	20/156	17/07/2020

## 2 Policy Objective

To define Council's minimum levels of service in relation to drinking water supply & sewerage services.

## 3 Policy Statement

Council shall endeavour that the drinking water reticulation system is capable of supplying the minimum flow rates and pressures as quoted in the current Griffith City Council Water & Sewerage Strategic Business plan.

### Adopted Levels of Service

#### a) Drinking Water Supply

The targeted Levels of Service for drinking water supply are documented below:

Description	Unit	Level of Service
<b>Service Provision</b>		
Service area		All residential areas and industrial areas where economically viable
Connection time for a new service in serviced areas (90% of the time)	days	21
<b>Availability of Supply</b>		
<b>Fire Fighting</b>		
Compliance with the Building Code of Australia and NSW Fire Brigade requirements (for all residential, commercial and industrial areas)	% area served	100 (urban) 70 (rural)

Description	Unit	Level of Service
<b>Pressure (Council's Water Main, Prior to Water Meter)</b>		
- Min. pressure when delivering 0.1 L/s (6L/min)	Metres head	30 (Griffith) 12 (Yenda)
- Max. static pressure	Metres head	70 (Griffith) 30 (Yenda)
<b>Supply (Design)</b>		
Supply in accordance with Council design standards.	L/s (throughout system)	0.15 typically
<b>Consumption Restrictions in Droughts</b>		
In accordance with restrictions defined in Council's Drought Management Plan & as required by the NSW Office of Water		
<b>Supply Interruptions to Consumers</b>		
Temporary supply arrangements during interruptions		Where possible
<b>Planned (95% of time)</b>		
- Notice given to domestic customers	Hours	48
- Notice given to commercial customers	Hours	48
- Notice given to major industrial customers	Days	7
<b>Unplanned</b>		
- Maximum duration	Hours	8
- Frequency	No./ year	80
<b>Response Times</b>		
Defined as time to have staff onsite to commence rectification after notification of problem		
<b>Loss of Supply</b>		
All Customers:		
- During working hours	Hours	1
- Out of working hours	Hours	2
<b>Customer Complaint</b>		
Personal / Oral	Working Days	1
Written	Working Days	10
Note: Times apply for 95% of occasions		
<b>Service Provision</b>		
Time to provide a domestic individual connection to water supply in serviced area (90% of time)	Working days	21

Description	Unit	Level of Service
<b>Water Quality</b>		
(In accordance with the Drinking Water Quality Guidelines of Australia, NHMRC&AWRCM 2004, or as amended)	CFU/100ml	0
<b>Sampling Frequency</b>	CFU/100ml	10
Physical & chemical testing	In accordance with NSW Health requirements	0
<b>Microbiological Results</b>		
Total coliforms – 95% of samples	CFU/100ml	0
Maximum in any sample	CFU/100ml	10
E.coli (in any sample)	CFU/100ml	0
<b>Physico-chemical Parameters</b>		
<b>Compliance with 2004 NHMRC/AWRCM Australian Drinking Water Quality Guidelines</b>	As required by NSW Health and ADWG (Refer attached monitoring schedule)	

### **Note**

Special Customers:

Certain customers may have special needs by virtue of specific health, commercial or industrial circumstances. Specific levels of service will be negotiated with these customers.

### **b) Sewerage**

The targeted Levels of Service for sewerage are documented below:

Description	Unit	Level of Service
<b>Availability of Service</b>		
- Extent of areas serviced.	Service area	100% within the defined service area
<b>System Failures</b>		
<i>Category One:</i>		
- Failure due to rainfall and deficient capacity (overflows).	No./ year	0
<i>Category Two:</i>		
- Failures due to pump or other breakdown including power failure.	No./ year	2
<i>Category Three:</i>		
- Failures due to main blockages and collapses (fat and tree roots).	No./ year	150

Description	Unit	Level of Service
<b>Response Times for System Failures</b>		
Defined as the maximum time to have staff on site to commence rectification		
<i>Priority One:</i>		
Major spill, significant environmental or health impact, or affecting large number of consumers i.e. a major main.		
- Response time during working hours	Minutes	30
- Response time after hours	Minutes	60
<i>Priority Two:</i>		
Moderate spill, some environmental or health impact, or affecting small number of consumers i.e. other mains		
- Response time during working hours	Minutes	30
- Response time after hours	Minutes	60
<i>Priority Three:</i>		
Minor spill, little environmental or health impact, or affecting a couple of consumers		
- Response time during working hours.	Hours	1
- Response time after hours.	Hours	2
<b>Response Times for Complaints</b>		
General Complaints and Inquiries:		
Written complaints	Working days	5
Oral complaints	Working days	1
<i>Note: times for 95% of complaints.</i>		
<b>Odour Complaints</b>		
Treatment works	No./ year	<2
Pumping Stations	No./ year	<4

## 4 Definitions

None

## 5 Exceptions

None

## 6 Legislation

None

## 7 Related Documents

Current Griffith City Council Water & Sewerage Strategic Business Plan

## 8 Directorate

Utilities