

# Drinking Water Customer Service Standard

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# Hamilton Island Enterprises Limited

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## 1. Purpose

Hamilton Island Enterprises Limited (**HIE**) is a service provider under the *Water Supply (Safety and Reliability) Act 2008 (Qld)* (the **Act**). This Customer Service Standard (**CSS**) outlines HIE's commitment to providing safe and reliable drinking water to customers connected to HIE's drinking water service (the **service**). This CSS sets out the rights and obligations of HIE and its customers and details targets for the level of service and the process for service connections, billing, metering, accounting, customer consultation, complaints and dispute resolution.

## 2. Service Connections

### 2.1 New service connections

If a customer wishes to apply for a new service connection, they will need to submit an application for metered works. This form is available from the HIE website at <https://www.hamiltonisland.com.au/community-and-development/infrastructure-and-waste/water-supply>.

### 2.2 Permanent transfer of an existing service connection

If a customer sells the property, the new customer or purchaser will need to submit an application for the transfer of the water service and utilities form. These forms are available from the HIE website at <https://www.hamiltonisland.com.au/community-and-development/infrastructure-and-waste/water-supply> and <https://www.hamiltonisland.com.au/energy>. A connection fee is applicable and is included in the purchaser's first quarterly invoice.

### 2.3 Disconnecting water services

If a customer no longer requires a water service, they should apply in writing to HIE for disconnection, see <https://www.hamiltonisland.com.au/community-and-development/infrastructure-and-waste/water-supply>. Approval will be subject to legislation and a disconnection fee may apply. Customers can contact the Customer Support Team by emailing [utilities@hamiltonisland.com.au](mailto:utilities@hamiltonisland.com.au).

## 3. Billing

Location	Drinking Water Service - Water Treatment Plant	Quarterly Billing and Meter Read Cycle
<b>Hamilton Island</b>	Hamilton Island Water Treatment Plant	We will send a bill to customers as soon as possible after the end of each billing cycle (at least once every three months).
<b>Dent Island</b>	Hamilton Island Water Treatment Plant	We will send a bill to customers as soon as possible after the end of each billing cycle (at least once every three months).

## 4. Metering

All serviced properties must have a water meter installed. A meter will be installed as part of a new water service connection and remains the property of HIE. The meter will be used to measure the water consumption component of any water charges. Customers should contact the Customer

Support Team on [utilities@hamiltonisland.com.au](mailto:utilities@hamiltonisland.com.au) for any problems or enquiries regarding their meter.

Damage to HIE infrastructure should be reported as soon as practical. Intentionally damaging or interfering with a water meter is an offence. HIE will charge the owner of the property for the cost of repairing any accidental damage to the infrastructure, except in cases where damage is caused by a HIE employee. In such cases, HIE will be responsible for the repair.

## **5. Accounting**

### **5.1 Issuing Bills**

Customers who are billed quarterly can expect to receive their invoice every three months. Invoices will be sent via email unless customers elect to receive their invoices via post in special circumstances. HIE provides customers with 28-day payment terms.

### **5.2 Paying your bill**

HIE offers a range of payment options. Customers may pay their invoices by any of the following methods:

- BPAY
- EFT
- By direct debit - with prior arrangement with the Accounts Receivable Team at [accountsreceivable@hamiltonisland.com.au](mailto:accountsreceivable@hamiltonisland.com.au)
- By phoning the Accounts Receivable Team on 02 9433 0453

### **5.3 Overdue invoices**

If customers have not paid their bill by the payment date, we will send you a reminder notice that payment is required. The reminder notice will give you a further due date for payment which will be not less than six (6) business days after we issue the notice.

Interest on overdue invoices may be charged in accordance with the relevant sublease or sub-sub-lease and the rate is equal to the authorised bank dealers' rate at the date of default in payment being the 180-day bank bill plus 3.75%. Interest is charged on overdue amounts on or immediately after the 15<sup>th</sup> of each month.

### **5.4 Hardship or Family Violence**

HIE understands that periods of hardship or family violence may occur for our customers, and we offer support via flexible payment options to enable continued water delivery. More information on our hardship or family violence policies are available on our website at

<https://www.hamiltonisland.com.au/HamiltonIsland/media/PDF-Files/Energy/Family-Violence-Policy.pdf>

<https://www.hamiltonisland.com.au/HamiltonIsland/media/PDF-Files/Energy/Customer-Hardship-Policy.pdf>

## 6. Customer Consultation

HIE actively seeks customer feedback through a number of formal and informal mechanisms. For difficulties or emergencies please contact Hamilton Island Switch on (07) 4946 9999. Customers are encouraged to contact [utilities@hamiltonisland.com.au](mailto:utilities@hamiltonisland.com.au) regarding account enquiries. Customers are encouraged to contact [engineering@hamiltonisland.com.au](mailto:engineering@hamiltonisland.com.au) or (07) 4946 8111 regarding general or service enquiries.

The CCS is required to be reviewed every 5 years in accordance with s120 of the Act. Amendments may be made to the CCS during this review period in accordance with the requirements of s115 of the Act. Customer consultation will be undertaken during this review period and all submissions received from customers will be considered by HIE. The final CSS will be published within 6 months of the review and made available for inspection and/or made available for purchase. The outcome of this review will be included in the Drinking Water Service Annual Report for the relevant financial year.

## 7. Complaints and Dispute Resolution

HIE aims to resolve customer enquiries and complaints quickly and effectively. Customers who are dissatisfied with the service they receive or with compliance with the Key Performance Indicators (KPI's) set out in this CSS should contact [utilities@hamiltonisland.com.au](mailto:utilities@hamiltonisland.com.au) to lodge their complaint. Information on HIE's complaint handling process is available on the HIE website at <https://www.hamiltonisland.com.au/HamiltonIsland/media/PDF-Files/Energy/Complaints-Management-Policy.pdf>.

If a customer is not satisfied with the outcome of their complaint, they may request the outcome be reviewed or their concerns may be directed to the Queensland Ombudsman's Office

## 8. Key Performance Indicators

The key performance indicators that apply to these Customer Service Standards (referred to as CSS KPIs) as required by section 116 (3) of the Act are listed and described below.

- QG4.5: Total water main breaks (per 100km)
- QG4.6: Total sewerage main breaks and chokes (per 100km)
- QG4.7: Incidence of unplanned interruptions – water
- QG4.8a: Performance against customer service standard for response to water quality incidents (bursts and leaks)
- QG4.9a: Performance against customer service standard for response to sewerage incidents (including mains breaks and chokes)
- QG4.10: Water quality complaints (per 1000 properties)
- QG4.11: Total water and sewerage complaints (per 1000 properties)

The annual assessment of the CSS KPIs are undertaken in accordance with the requirements of the Key performance indicators for annual performance reporting for Queensland urban water service providers, Definitions guide, Version 2 (DRDMW, 2022). The KPIs for Hamilton Island water scheme is listed below.

KPI	SWIM	Description	Performance target
<b>QG4.5: Total water main breaks (per 100km)</b>	AS8	The total number of main breaks, bursts and leaks in all diameter water distribution and reticulation mains for potable and non-potable services for the financial year, irrespective of whether the break, burst or leak resulted in an interruption.	<4 per 1 km main
<b>QG4.6: Total sewerage main breaks and chokes (per 100km)</b>	AS39	The total number of sewerage mains breaks and chokes, irrespective of whether the break or choke resulted in an interruption to the sewerage service, for the financial year.	<2 per 1 km main
<b>QG4.7: Incidence of unplanned interruptions – water</b>	CS17	This is the number of unplanned interruptions (when the customer has total loss of water supply and has NOT received at least 24 hours notification or as otherwise prescribed by regulatory requirements) per 1000 properties.	5 per water meter per year
<b>QG4.8a: Performance against customer service standard for response to water quality incidents (bursts and leaks)</b>	CS66	This indicator reports a water service provider's (WSP) performance against their customer service standard for responding to water incidents. This indicator measures the percentage of water incidents the WSP responds to within the agreed timeframe.	2 hours
<b>QG4.9a: Performance against customer service standard for response to sewerage incidents (including mains breaks and chokes)</b>	CS65	This indicator reports a water service provider's (WSP) performance against their customer service standard for responding to sewerage incidents. This indicator measures the percentage of sewerage incidents the WSP responds to within the agreed timeframe.	2 hours
<b>QG4.10: Water quality complaints</b>	CS9	The total number of complaints received by the service provider that relate to water quality from	5 per 100 water meters per year

KPI	SWIM	Description	Performance target
		any type of water provided.	
<b>QG4.11: Total water and sewerage complaints</b>	CS13	The total number of complaints received by the water business that relate to water or sewerage services.	Water quality: 5 per 100 water meters  Sewage: <1 per 3km sewer pipeline