

Levels of Service

Define explicitly the standards required from wastewater schemes and are an extension of Council's corporate objectives

The Levels of Service:

- define explicitly the standards required from the wastewater system;
- are an expansion of the mission statement; and
- will largely shape Council's detailed planning.

The Levels of Service define the deliverables and are the driving force for the wastewater schemes' management and development. Achieving the target Levels of Service is the PRIMARY GOAL.

While minimum standards in some areas such as effluent quality, noise, odour, effluent discharge and sludge management are covered by statutory and license requirements, the community may desire levels of service, which are more stringent than the regulatory requirements. These levels of service may be seen as reflecting local community aspirations. There are also operational levels of service relating to service reliability, responsiveness to complaints, etc, which are not covered by regulation.

The current and target levels of service, which the Council aims to achieve, are shown overleaf. As Council and customers are satisfied with the current Levels of Service provided, majority of the target levels of service remains unchanged.

It should be noted that while the current Levels of Service are the target, which Council aims to meet, they are not intended as a formal customer contract at this stage. Rather Council's responsibility is to achieve these levels and then to achieve them more cost effectively through a process of continual improvement.

Levels of Service

DESCRIPTION	UNIT	LEVEL OF SERVICE	
		Current	Target
SERVICE AVAILABILITY			
– Extent of area serviced	% Service area	99% urban areas	100% of current and future urban areas
SYSTEM FAILURES (overflows to the environment)			
<i>Category One:</i>			
– Failure due to rainfall and deficient capacity	No./100 Km of mains	1	< 2
<i>Category Two:</i>			
– Failures due to pump or other breakdown including power failure	No./ total pump stations	1	< 2
<i>Category Three:</i>			
– Failures due to main blockages and collapses	No./ 100 Km of mains	3	< 4
Response Times for System Failures (Defined as the maximum time from when council becomes aware of the problem to have staff on site to commence rectification for 95% of times)			
<i>Sewer mains breaks and chokes</i>			
– During working hours:	Minutes	45	45
– During after hours:	Minutes	60	60
CUSTOMER FEEDBACK / COMPLAINTS			
Service/environmental complaints	No/1000 Connections	NA	11
Response Times for Feedback/ Complaints			
Average connect time to a telephone operator	# of Rings	4	4
General complaints and inquiries:			
– Written complaints			
– Personal/ oral complaints	Working days	15	15
<i>Note: Times apply for 95% of complaints</i>	Working days	1	1

DESCRIPTION	UNIT	LEVEL OF SERVICE	
		Current	Target
Environment			
Recycle/ reuse of wastewater (dry weather conditions)	% total volume of wastewater treated	2.2	80 by 2012
Effluent discharge compliance with licence limits	% of samples/ year		
- Ballina		99	100
- Lennox Head		96	100
- Alstonville		100	100
- Wardell		98	100

Note: The Levels of Service are the targets, which Council aims to meet; they are not intended as a formal customer contract.