

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
4	09/07/2024	24/182	08/08/2024

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
Service Provision		
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
Availability of Supply		
Pressure (Council's Water Main, Prior to Water Meter)		
- Min. pressure when delivering 0.1 L/s (6L/min)	Metres head	25 (Griffith) 12 (Yenda)
- Max. static pressure	Metres head	70 (Griffith) 30 (Yenda)
Supply (Design)		

Description	Unit	Level of Service
Supply in accordance with Council design standards.	L/s (throughout system)	0.15 typically
Consumption Restrictions in Droughts		
In accordance with restrictions defined in Council's Drought Management Plan & as required by the NSW Office of Water		
Supply Interruptions to Consumers		
Temporary supply arrangements during interruptions		Where possible
Planned (95% of time)		
- Notice given to domestic customers	Hours	48
- Notice given to commercial customers	Hours	48
- Notice given to major industrial customers	Days	7
Unplanned		
- Maximum duration	Hours	8
- Frequency	No./ year	80
Response Times		
Defined as time to have staff onsite to commence rectification after notification of problem		
Loss of Supply		
All Customers:		
- During working hours	Hours	1
- Out of working hours	Hours	2
Customer Complaint		
Personal / Oral	Working Days	1
Written	Working Days	10
Note: Times apply for 95% of occasions		
Service Provision		
Time to provide a domestic individual connection to water supply in serviced area (90% of time)	Working days	21
Microbial, physical & chemical testing	In accordance with NSW Health and ADWG requirements	100%
Compliance with the current NHMRC Framework for Management of Drinking Water Quality	As required by NSW Health and ADWG	
Fire Fighting		
Compliance with the Building Code of Australia and NSW Fire Brigade	N/A	N/A

Description	Unit	Level of Service
<p>requirements (for all residential, commercial and industrial areas)</p> <p>Note: NSW legislation specifically identifies the requirement for Local Water Utilities (LWUs) to provide a water supply for the purposes of fire fighting.</p> <p>There are, however, no legislative requirements for the LWUs to provide a set pressure or flow rate.</p>		

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
Availability of Service		
- Extent of areas serviced.	Service area	100% within the defined service area
System Failures		
<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
Response Times for System Failures		
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

Description	Unit	Level of Service
- Response time after hours	Minutes	60
Priority Two:		
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
Priority Three:		
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
Response Times for Complaints		
General Complaints and Inquiries:		
Written complaints	Working days	5
Oral complaints	Working days	1
<i>Note: times for 95% of complaints.</i>		
Odour Complaints		
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

