



PORT OF BRISBANE CUSTOMER CHARTER

WATER AND SEWERAGE SERVICES

JUNE 2024

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Introduction

As a Registered Water Service Provider, we are committed to providing our customers with safe and reliable water and wastewater utility services. Port of Brisbane Pty Ltd (PBPL) is the retail-distributor and water and sewerage service provider for three PBPL precincts, namely Fisherman Islands, Port Gate and Port West.

This Customer Charter applies to all PBPL customers with an active water and sewerage connection to property within the boundaries of the Port of Brisbane leased area comprising Fisherman Island, Port Gate and Port West. It outlines your rights and responsibilities, as well as our commitment to you, a valued customer. Our water and wastewater services will be delivered in line with this Customer Charter, to provide transparency and inform you on what to expect while being a PBPL water and wastewater customer.

This Customer Charter does not apply for instances where water is supplied under the Schedule of Port Tariffs.

Customer Service Standards

The standards below outline our service promises to our customers. We are in a unique position as a Registered Water Service Provider, which comes with certain responsibilities and obligations. While we are responsible for providing our customers with these services, we are reliant on Urban Utilities to provide us with bulk water to our head meter and treat our collected wastewater. This means these standards are heavily reliant on Urban Utilities' ability to provide water quality and services' reliability.

Water quality

The water we supply to you will be clean and safe to drink. PBPL does not treat any of the water provided to us by Urban Utilities, however we regularly test the water quality across our precincts.

Service standard: Safe and clean drinking water that continually complies with *Australian Drinking Water Guidelines* in accordance with our approved *Drinking Water Quality Management Plan*.

Water service reliability

We will provide you with a reliable water supply up to the property connection point by proactively maintaining our water mains.

Service standard: Less than or equal to 12 unplanned water service interruptions per year.

Service standard: 1 water main break per 5km of water main per year.

Responding to unplanned water and sewerage interruptions

When things go wrong, we will be there as soon as we can.

Service standard: Respond to urgent incidents in less than 90 minutes of becoming aware on average.

Service standard: Respond to non-urgent incidents in less than 24 hours of becoming aware on average.

Restoration of supply after unplanned water and sewerage interruptions

We will get things back up and running as soon as possible.

Service standard: Restoration of supply of incidents within the control of PBPL within six hours of becoming aware on average.

Sewerage service reliability

We will keep our sewerage system running efficiently and safely, minimising the environmental impact and disruption to our customers.

Service standard: less than or equal to 10 sewerage main breaks and chokes per year

Water Flow/Pressure

We will maintain water flow/pressure across the network that meets SEQ minimum standards.

Service standard: Maintain water pressure not less than 22 meters head of water in all areas.

Reliability of Water Supply

PBPL operate and maintain around 70 kilometres of water mains across Fisherman Island, Port Gate, Port West, Pinkenba Common User Berth and Brisbane International Cruise Terminal (BICT). In doing so, we:

- Facilitate the supply of fresh drinking water up to the connection point on your property – usually the head meter
- Utilise pressure monitoring to identify and control leaks
- Provide water to assist Queensland Fire and Emergency Services in both firefighting and firefighting training

How you can help:

- Taking care to ensure your private mains, fittings and firefighting infrastructure are well maintained
- Regularly checking your property for leaks
- Advising us immediately if damage occurs to any of our assets or services on your property
- Always making sure to check the ground for pipes before digging/excavating

Interruption of water supply

We always endeavour to ensure your water is available when you need it. Occasionally, we will need to carry out planned maintenance or upgrade works on our assets and may need to interrupt your water supply for a short amount of time. In these events, we will:

- Always consider your business' operational needs
- Give you a minimum of two business days' notice for planned water service interruptions undertaken by PBPL
- Pass on notifications from Urban Utilities of planned service interruptions within 24 hours of receiving them
- Respond to unplanned interruptions and restore water supply as soon as practical, in line with our Service Standards.

How you can help:

- Always making sure to check the ground for pipes before digging/excavating
- Keeping an eye out for any indicators of leaks, for example greener grass patches, dampness in the ground, puddles
- Report any service interruptions and emergencies using the contact details provided on the last page of this Charter.

Water Quality

The drinking water supplied across our precincts is tested regularly to ensure it aligns with the *Australian Drinking Water Guidelines* and complies with the legislative requirements set by the *Water Supply (Safety and Reliability) Act 2008*. We have an approved and audited *Drinking Water Quality Management Plan* to ensure we comply with all regulatory requirements. This means we:

- Supply clean and safe drinking water
- Test, monitor and evaluate the quality of the water we supply
- Make annual water quality data available on our website

You can do your part by:

- Taking care to ensure your private mains, fittings and firefighting infrastructure are well maintained and up to current plumbing regulations
- Reporting any issues regarding water quality to us using the contact details on the last page of this Charter.

Reliability of Sewerage Services

PBPL own and operate 6 sewage pump stations and 35 kilometres of pressure, vacuum and gravity sewer mains. This system requires everyone to do their part to minimise the risks of blockages, overflows or other problems appearing. We will:

- Operate and maintain the sewerage service network from your property connection onwards
- Monitor the operational state of the infrastructure via remote solutions and alarm functionality
- Respond to sewage overflows, blockages or other service-related issues as soon as practical, in line with our Service Standards.

Help us keep the system reliable for everyone by:

- Keeping the pipes within your property clear of blockages
- Always making sure to check the ground for pipes before digging/excavating
- Reporting any damage, interruptions or other sewerage related issues to us using the contact details on the last page of this Charter.

Connection Services

PBPL are proudly able to offer leases on vacant land or properties across our precincts. As part of the development application process, we assess and advise customers on connections to our water supply and sewerage service networks for new developments. We have a standard metering arrangement that we require to be installed for new developments and can provide this information to prospective or existing customers.

If you are taking out a lease on an existing facility, those services should already be connected and ready for you. We will look after the readings and account set up for you at the beginning of your lease, and make sure to take a final reading of the meters at the end of your lease.

If you would like to make an enquiry about new or existing connections, please contact us on the contact details on the last page of this document.

Information Services

We offer information on a wide range of areas to help you stay informed. Some key areas include:

- **Services information in and around your property.** We suggest you contact us first for detailed information on services for PBPL owned properties. We also recommend you contact Dial Before You Dig.
 - Dial Before You Dig can be contacted via phone on 1100 or visit their website www.1100.com.au
- **Water saving and efficiency advice.** We are always looking for ways to reduce our water usage across our precincts. We have a dedicated Environment team who can offer advice on how to save water across your business if you are interested in reducing your water costs and environmental footprint.
- **PBPL preferred contractors and plumbers.** If you require assistance with any water or sewerage issues inside your property and are unsure who to go to, we have experienced, qualified and reliable contractors on-call and are happy to put you in touch to assist with any water or sewerage related matters.

If you would like to take advantage of the information services listed above, please contact us.

Your Meter

Meter readings and estimates

We are committed to ensuring our customers are charged correctly, as such we will endeavour to:

- Read your meter on a regular basis to maintain consistency of reading and billing periods
- Estimate a reading when a water meter is not accessible or cannot be located.

How you can help:

- Keep the area around your meter clear, ensuring it is not obstructed by shrubs, gardens or buried.

Special meter readings

If you would like an accurate account of how much water has been consumed since the last read date on your invoice, you can request a special meter read at a particular time. A fee applies for this service, please contact us for more information.

Testing your meter

If you believe the meter installed at your property connection is faulty, you can request it to be tested.

If you have already ruled out a concealed leak in your premise, and the unusual readings cannot be attributed to a change in consumption (e.g. a change in business processes), we can provide a meter testing service for a prepaid fee. This can be done on-site or sent to an independent laboratory once the old meter is replaced. You will be permitted to be present during testing if desired, however you will be responsible for all costs associated with this attendance.

We will provide you with a copy of the test results and if the meter is deemed faulty, we will replace the meter, refund the test charge and review the charges for the premise based on the faulty meter.

Please contact us for more information.

Replacing your meter

Your meter is inspected regularly by our maintenance contractors, the outcomes of these inspections dictate whether the meter requires repair/replacement. Should you notice damage to the meter or malfunction, please report it to us as soon as practicable to ensure accurate water and sewerage billing.

Concealed Leaks

A concealed leak is a leak that occurs within the private plumbing of a property, downstream of the property's water meter. These leaks are often underground and hidden from view, for example under concrete, and as such provide basically no indication of water accumulation where an occupant could reasonably be expected to be aware of the leak. A main indication of a concealed leak might be an unexplained spike in water usage. If we notice an above-average consumption on a meter reading, where possible, we will notify you via a letter.

For information on how to check for concealed leaks, please seek advice from a licensed plumber.

For information on the assistance available in the event that a concealed leak is discovered, please refer to our Concealed Leak Policy available at www.portbris.com.au/property/water-and-sewerage-services.

Water usage registered on fire meters

Some facilities have dedicated water meters for the fire water supply infrastructure across a property; this includes fire hydrants, fire hose reels and sprinkler systems. ***This equipment and associated fire water supply system is not to be used for any purposes aside from in the event of a fire and the testing of hydrants, hose reels and sprinkler systems. It is an offence under Division 6 of the Water Supply (Safety and Reliability) Act 2008 to use a firefighting system for any purpose other than fighting fires or testing fire equipment.***

PBPL will monitor all usage on dedicated fire water meters and include this information on all water invoices issued. Should consumption be registered which cannot be attributed to fire fighting or testing of fire equipment, further investigations will be undertaken by PBPL to determine if further actions are necessary.

Current Charges

Urban Utilities supply water to each precinct at each precinct's head meter, and PBPL is charged for sewage disposal for each precinct on a volumetric basis. We will continue to provide the water supply and sewage disposal services to our customers. We pass on the costs of providing these services to our customers on a cost recovery basis. This section explains how we pass these costs on to our customers. As PBPL are charged under Urban Utilities' Simpler Pricing scheme, our charges to our customers are aligned to recover what we are being charged by Urban Utilities.

Information on Urban Utilities' Simpler Pricing framework is available on their website at: [Prices and Charges 2024-2025 \(urbanutilities.com.au\)](https://urbanutilities.com.au)

Note: the charges outlined in this Customer Charter do not apply to water supplied as part of the Schedule of Port Tariffs

Water Supply Charges (1 July 2024 onwards)

The cost for water supply services for PBPL customers are comprised of three charges: State bulk water charge, PBPL distributor-retailer charge and a PBPL water service charge. The table below outlines:

	Urban Utilities' charges to PBPL		PBPL's charges to customers	
State bulk water charge ¹	\$3.444 per kL usage		\$3.444 per kL usage	
Retail-distributor charge	Tier 1 Usage (up to 822L per day)	\$0.915 per kL	Flat rate consumption charge \$1.902 per kL ²	
	Tier 2 Usage (over 822L per day)	\$1.902 per kL		
Water service charge	Daily price factored by meter size (see Flow Capacity Factor)		Daily price factored by meter size (see Flow Capacity Factor)	
	Daily price:	\$0.672	Daily price:	\$0.672

¹ The State bulk water charge rate is set by the Queensland Government, which is passed on by UU, which is also passed on by PBPL to customers without markup.

² PBPL are committed to charging customers fairly. PBPL pays for all water consumption for each precinct through the head meters, with 822L per day (or 300kL per year) charged at the Tier 1 rate, and the remainder at the Tier 2 rate. If PBPL were to provide a threshold for each customer of 300kL per year at the Tier 1 rate as per Simpler Pricing, PBPL would be paying Urban Utilities Tier 2 rates but recovering at the Tier 1 price from each customer. As such, PBPL will recover only at Tier 2 rate for water consumption.

Sewerage Charges (1 July 2024 onwards)

The cost of sewerage services for PBPL customers are comprised of two charges: sewage disposal and PBPL sewerage services charge.

	Urban Utilities' charges to PBPL		PBPL's charges to customers	
Sewage disposal	\$2.675 per kL		\$2.675 per kL	
Sewerage service charge	Daily price factored by meter size and discharge factor (see Flow Capacity Factor and Discharge Factor)		Daily price factored by meter size and discharge factor (see Flow Capacity Factor and Discharge Factor)	
	Daily price:	\$2.074	Daily price:	\$2.074

Flow Capacity Factor

Flow Capacity Factors are numerical values assigned to water meters to represent their capability and efficiency in allowing water to flow; larger meters will allow more flow, therefore will have a higher factor. These factors are used to calculate water and sewerage service charges and are applied to each domestic or combined water meter supplying a property. Each factor applicable for a property is combined to produce one final factor called the Combined Flow Capacity Factor (CFCF), which has a maximum value.

Urban Utilities' charges to PBPL		PBPL's charges to customers	
Meter size	Factor	Meter size	Factor
20mm	1	20mm	1
25mm	1	25mm	1
32mm	2.56	32mm	2.56
40mm	4	40mm	4
50mm	6.25	50mm	6.25
65mm	10.56	65mm	8
80mm	16	80mm	10
100mm	25	100mm	14
150mm	56.25	150mm	17
200mm	100	200mm	50
>200mm	156.25	>200mm	100

PBPL have reduced the Urban Utilities Simpler Pricing FCFs for larger meters, this is to reduce the service charges for tenants that do not have dedicated domestic meters and instead have combined domestic/fire water meters. These meters tend to be larger, and since the service fees apply only to domestic meters, this would result in inequitable fees.

Discharge Factor

Discharge Factors are used to estimate the volume of sewage discharged to the sewer network, as a proportion of the amount of water consumed at a property, expressed as a decimal.

Some water is used as part of various business processes, irrigation, lost to evaporation, consumed as drinking water etc., and does not make its way into the sewer network - the Discharge Factor is chosen to best reflect this.

Land Use Codes are used to select Discharge Factors based on property types and industries. A vast majority of customers will have a Discharge Factor of 0.9 (or 90%). Some individual meters may have higher or lower Discharge Factors, and these have been reviewed to accurately reflect the usage patterns of particular properties or section of properties/facilities.

Information on specific Discharge Factors and Land Use Codes is available on Urban Utilities' website at:

<https://urbanutilities.com.au/business/accounts-and-billing/simpler-pricing/discharge-factors>

Your Discharge Factor will be listed on your invoice.

Water Supply Charges (1 July 2023 to 30 June 2024)

We update our charges in line with the changes to Urban Utilities' pricing structure. The table below summarises the charges in place for water supply between 1 July 2023 to 30 June 2024 inclusive.

	Urban Utilities' charges to PBPL		PBPL's charges to customers	
State bulk water charge ¹	\$3.371 per kL usage		\$3.371 per kL usage	
Retail-distributor charge	Tier 1 Usage (up to 822L per day)	\$0.838 per kL	Flat rate consumption charge \$1.742 per kL ²	
	Tier 2 Usage (over 822L per day)	\$1.742 per kL		
Water service charge	Daily price factored by meter size (see Flow Capacity Factor)		Daily price factored by meter size (see Flow Capacity Factor)	
	Daily price:	\$0.647	Daily price:	\$0.647

Sewerage Charges (1 July 2023 to 30 June 2024)

The table below summarises the charges in place for sewerage supply between 1 July 2023 to 30 June 2024 inclusive

	Urban Utilities' charges to PBPL		PBPL's charges to customers	
Sewage disposal	\$2.45 per kL		\$2.45 per kL	
Sewerage service charge	Daily price factored by meter size and discharge factor (see Flow Capacity Factor and Discharge Factor)		Daily price factored by meter size and discharge factor (see Flow Capacity Factor and Discharge Factor)	
	Daily price:	\$1.995	Daily price:	\$1.995

Water Supply Charges (1 July 2022 to 30 June 2023)

We update our charges in line with the changes to Urban Utilities' pricing structure. The table below summarises the charges in place for water supply between 1 July 2022 to 30 June 2023 inclusive.

	Urban Utilities' charges to PBPL		PBPL's charges to customers	
State bulk water charge ¹	\$3.301 per kL usage		\$3.301 per kL usage	
Retail-distributor charge	Tier 1 Usage (up to 822L per day)	\$0.863 per kL	Flat rate consumption charge \$1.793 per kL ²	
	Tier 2 Usage (over 822L per day)	\$1.793 per kL		
Water service charge	Daily price factored by meter size (see Flow Capacity Factor)		Daily price factored by meter size (see Flow Capacity Factor)	
	Daily price:	\$0.668	Daily price:	\$0.668

Sewerage Charges (1 July 2022 to 30 June 2023)

The table below summarises the charges in place for sewerage supply between 1 July 2022 to 30 June 2023 inclusive

	Urban Utilities' charges to PBPL		PBPL's charges to customers	
Sewage disposal	\$2.47 per kL		\$2.47 per kL	
Sewerage service charge	Daily price factored by meter size and discharge factor (see Flow Capacity Factor and Discharge Factor)		Daily price factored by meter size and discharge factor (see Flow Capacity Factor and Discharge Factor)	
	Daily price:	\$1.770	Daily price:	\$1.770

Water Supply Charges (1 October 2021 to 30 June 2022)

We update our charges in line with the changes to Urban Utilities' pricing structure. The table below summarises the charges in place for water supply between 1 October 2021 to 30 June 2022 inclusive.

	Previous Charges for State bulk water, retail-distributor and water service			
	Urban Utilities' charges to PBPL		PBPL's charges to customers	
State bulk water charge ¹	\$3.231 per kL usage		\$3.231 per kL usage	
Retail-distributor charge	Tier 1 Usage (up to 822L per day)	\$0.838 per kL	Flat rate consumption charge \$1.741 per kL ²	
	Tier 2 Usage (over 822L per day)	\$1.741 per kL		
Water service charge	Daily price factored by meter size (see Flow Capacity Factor)		Daily price factored by meter size (see Flow Capacity Factor)	
	Daily price:	\$0.648	Daily price:	\$0.648

Sewerage Charges (1 October 2021 to 30 June 2022)

The table below summarises the charges in place for sewerage supply between 1 October 2021 to 30 June 2022 inclusive.

	Previous Charges for Sewage disposal and sewerage service			
	Urban Utilities' charges to PBPL		PBPL's charges to customers	
Sewage disposal	\$2.40 per kL		\$2.40 per kL	
Sewerage service charge	Daily price factored by meter size and discharge factor (see Flow Capacity Factor and Discharge Factor)		Daily price factored by meter size and discharge factor (see Flow Capacity Factor and Discharge Factor)	
	Daily price:	\$1.718	Daily price:	\$1.718

Note: no changes to Flow Capacity Factors have been made since 1 October 2021

How your bill is calculated

Below are example charges to explain how each charge on your invoices will be calculated.

Example meter consumption			
Billing period: 1 November 2024 to 30 November 2024			
Billing period length: 30 days			
Meter 1 serial	ABC12345 (25mm)	Meter 2 serial	ABC12346 (50mm)
Reading 1 November 2024	3672	Reading 1 November 2024	2311
Reading 30 November 2024	3710	Reading 30 November 2024	2325
Consumption	38kL	Consumption	14kL

Water charges

	Usage	Rate	Calculation		Charge
State bulk water charge	52 kL	\$3.444 per kL	52 x 3.444		\$179.08
Retail-distributor charge	52 kL	\$1.902 per kL	52 x 1.902		\$98.90
	Days in bill period	Daily price	CFCF Calculation	Charge Calculation	Charge
Water service charge	30	\$0.672	6.25 (50mm meter) +1 (25mm meter) = 7.25	30 x 0.672 x 7.25	\$146.16
Total water charges					\$424.14

Sewerage charges

	Usage	Rate	Discharge Factor	Calculation		Charge
Sewage disposal	52 kL	\$2.675 per kL	0.9	52 x 2.675 x 0.9		\$125.19
	Days in bill period	Daily price	CFCF	Discharge Factor	Calculation	Charge
Sewerage service charge	30	\$2.074	7.25 (as above)	0.9	30 x 2.074 x 7.25 x 0.9	\$405.98
Total sewerage charges						\$531.17

Billing and Payments

Issuing bills

Customers will have 30 days to pay their water and wastewater bill, and PBPL reserve the right to charge interest on the overdue amount at the rate of twelve per cent (12%) per annum (calculated on daily balances on the amount overdue) where the bill is overdue or where the terms of an agreed payment plan are not met.

Bills will be issued to customers by email. Customers can elect to receive paper invoices by contacting PBPL.

Overdue bills

We understand there may be circumstances where bills are not paid on time. We will provide all reasonable opportunities to settle outstanding charges, including a reminder notice if we have not received payment by the due date.

Financial hardship

PBPL offer a range of initiatives to help our small business customers pay their bills in times of difficulty, including flexible and affordable payment plans. Our full Financial Hardship Policy detailing all the support that is available can be found on www.portbris.com.au/property/water-and-sewerage-services.

Bill reviews and adjustments

If you dispute any charges on your bill, you can request a review and we will respond within 20 business days. Should agreement not be reached on the amount owing, you may wish to lodge a complaint through our complaints process (see our Complaints Handling Policy available at www.portbris.com.au/property/water-and-sewerage-services).

Overcharged amounts will be credited to your next bill and notification of this outcome will be provided via email within 20 business days. Undercharged amounts will be included as a separate charge on your next bill and you will be offered the option to repay the undercharged amount in instalments and interest free.

Contact Us

General information and documentation pertaining to water and wastewater is available on our website at www.portbris.com.au/property/water-and-sewerage-services

Online

For general enquiries use our website's enquiry form: www.portbris.com.au/contact

Email

For billing enquiries email: billing.enquiry@portbris.com.au

For general enquiries and complaints: water.enquiry@portbris.com.au

Phone

For general enquiries and complaints contact your PBPL Property Portfolio Managers from 9am to 4pm on business days:

Deborah Wood: 0411 137 963

Courtney Dreaver: 0436 468 727

Jamie Burnell: 0448 368 938

For faults and emergencies from 4pm to 9am, contact PBPL Security on (07) 3258 4888

Mail

PBPL Water and Wastewater Enquiry

Locked Bag 1818

Port of Brisbane QLD 4178

Stopline

Stopline Pty Ltd provides a service to PBPL, its contractors and stakeholders to enable the independent reporting of any issue. We encourage you to use this service to report complaints pertaining to water or sewerage services provided by PBPL if our dedicated Complaints Handling Process does not address a matter raised to your satisfaction. Stopline will give you the option to remain anonymous and protect your confidentiality as per your request.

Website: <https://portofbris.stoplinereport.com/>

Phone: 1300 30 45 50

Email: portbris@stopline.com.au

Mail:

Attention: Port of Brisbane
c/o Stopline PO Box 403,
Diamon Creek, VIC 3089
Australia

Privacy Information

PBPL takes privacy of information seriously. As a critical infrastructure owner, our information and our customers' information is protected under several pieces of legislation including the *Information Privacy Act 2009 (Qld)* and the *Security of Critical Infrastructure Act 2018 (Cth)*. Our Privacy Policy is available on our website at <https://www.portbris.com.au/about/governance/business-policies/>