

Information and Communication Services

Services to be provided without charge

You are entitled to the following services on request and at no charge:

- information services for customers with hearing or speech impairment;
- interpreting services;
- a large-print version of any of the provider's publicly available documents.

In addition, a provider must make a range of information publicly available including:

- fees and charges;
- bill payment methods and applicable fees and charges associated with each payment method offered;
- exemptions, discounts, rebates and concessions available;
- planned and unplanned interruptions of water supply.
- Bill estimation, metering reading and review of a bill.



Information on service and performance standards can be found in individual licences [here](#).