



# Customer Charter 2007



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# Our Customer Charter

We provide world-class water and wastewater services to thousands of households, businesses and farms in towns and communities throughout Western Australia. We also maintain drainage services for both residential and commercial properties.

We are proud of the leading role our organisation has played in developing the vast and diverse State of Western Australia through the provision of the most cost effective and environmentally responsible business solutions for our customers. We are continually improving our customer service, planning and technology to honour our commitment to balancing environmental, social and economic outcomes.

Our Customer Charter has been developed in consultation with our Customer Advisory Council and underpins our commitment to our customers. Reviewed every two years, it outlines the service standards we provide and demonstrates our continuing effort to improve our services to you.

The aim of our Charter is to provide our residential customers with a clear understanding of the standards of service that you can expect from us, and your rights and responsibilities.

***Elements of the Charter are varied for farmland customers, commercial customers and services provided by agreement in accordance with our Operating Licence.***

We are committed to delivering the levels of service outlined in this Charter. We have implemented a Service Commitment Scheme, to provide a formal means of assistance to you where any commitment has not been met. Details of the eight key areas covered by the scheme are contained within this Charter.

We have also developed a Debt Recovery Code of Practice to explain our billing practices and how we manage our debt recovery process. It also outlines how we provide assistance to customers who are experiencing difficulty paying their account.

The Debt Recovery Code of Practice is available in different languages on our website **[www.watercorporation.com.au](http://www.watercorporation.com.au)** or by calling our general enquiries number 13 13 85.

**All of our information is available in alternative formats on request.**

## Issuing the Customer Charter

Our Customer Charter is reviewed every two years, as a condition of our Operating Licence. A summary version is sent to all customers as an insert with the Annual Service Charges account issued in July. The full version is available on our website or a copy can be obtained by calling our General enquiries number 13 13 85.

## Our Operating Licence

Our Operating Licence is approved by the Economic Regulation Authority and we are required to meet all the conditions specified within the Licence. The service levels set out in this Charter reflect the minimum standards required of us.

## Service Commitment Scheme

We are committed to delivering the levels of service outlined in our Customer Charter.

We have implemented a Service Commitment Scheme, to provide a formal means of assistance to you where any commitment has not been met in the following key areas:

- Drinking Water
- Wastewater
- Complaints and
- Fee for Service.

Our Service Commitment Scheme covers eight (8) specific areas:

### **DIRTY WATER – Stained and/or Soiled Laundry**

All water supply systems suffer from an accumulation of sediments. Occasionally these sediments are mobilised and may result in discoloured water at your tap.

#### **Our Commitment**

Where, as a consequence of our systems or actions, you have suffered stained and/or soiled laundry;

- We will assist in the reinstatement or replacement of any items of laundry affected,
- If these items of laundry are irretrievably damaged and replacement is not viable, we will negotiate an appropriate settlement on a case by case basis.

### **PRESSURE & FLOW**

We will endeavour to provide, at the outlet of your meter, water at a pressure and flow that suits your needs. There will be occasions where this is not entirely possible or where variations are unavoidable.

#### **Our Commitment**

If you are experiencing poor (low or excessive) pressure or flow, we will be on site within 2 working days of notice or at an agreed time.

- We will conduct a water pressure or flow test free of charge and take steps necessary to rectify the problem.
- If as a result of our systems or actions you have subsequently suffered loss or damage to property or equipment, we may assist in the reinstatement or replacement of that loss or damage incurred.
- If the property or equipment is irretrievably damaged and replacement is not viable, we will negotiate an appropriate settlement on a case by case basis.

## **INTERRUPTION TO SUPPLY – Planned and/or Unplanned Maintenance**

We make every effort to minimise interruption to your water supply, but on occasions we need to carry out planned or unplanned maintenance (e.g. burst pipes) on our services.

#### **Our Commitment**

- If your standard supply of “drinking” water is interrupted for more than 6 hours of our becoming aware, we will arrange an alternate temporary supply of “essential” drinking water upon request.
- If in any 12 month period you have registered more than 3 separate confirmed interruptions to a property’s “drinking” water supply of more than 1 hour, we will apply a 100,000 litre special allowance against your current year consumption account.

### **INSTALLATION OF SERVICES – Standard Property Connections**

Once the conditions of approval (including fees and charges) are satisfied, we will install or activate the water standpipe within 10 business days of approval or at an agreed date and time.

#### **Our Commitment**

If as a direct result of delays caused by the Corporation you have incurred undue expense:

- We will negotiate an appropriate settlement on a case by case basis.

### **FLOODING & WASTEWATER OVERFLOW**

We aim to minimise the occurrence and impact to customers’ properties from water flooding resulting from bursts or leaks in our mains and wastewater overflows resulting from our systems or activities performed.

#### **Our Commitment**

If flooding from the water mains or a wastewater overflow occurs, we will attend promptly and reinstate the service, minimising discharge and damage.

- We will repair, replace or “make good” any disruption, damage or loss to property, to a standard as close as possible to the original condition.
- In the event you have incurred undue expense or such property is irretrievably damaged and replacement is not viable, we will negotiate an appropriate settlement on a case by case basis.

- If we are unable to agree on the “make good” provisions, we shall at our own expense, arrange an independent professional assessor to assist and determine reasonable reinstatement compensation.

## **COMPLAINTS**

### **Our Commitment**

We will Investigate and resolve all complaints about our products or services within 21 days of you contacting us.

- If we fail to adequately resolve your complaint within 21 days or within a mutually agreed time, we will provide you with advice and assistance in referring your complaint to the Consumer Assistance Area of the Department of Water.

### **WATER METER TESTS – Registration Accuracy**

If you believe your meter is faulty we provide a meter registration testing service. You will be required to pay a set fee before testing commences.

#### **Our Commitment:**

We will conduct a meter registration test for the prescribed fee within 10 working days of receiving your request, or at an agreed day and time. Where the meter is found to be operating outside prescribed tolerances (fast or slow) we will:

- Refund or credit to your consumption account your prepaid fee,
- Adjust your consumption account,
- Replace the meter at no cost.

## **Billing and Payment Assistance**

The following information forms our Debt Recovery Code of Practice. It explains our billing practices and how we manage our debt recovery process in accordance with the legislation we are licensed to operate under. This information is available in alternative formats on request and is available in different languages on our website or by calling our general enquiries on 13 13 85.

## **BILLING**

### **Charges**

We issue Annual Service Accounts every July to all properties where water, wastewater, and / or drainage services are available. Accounts are sent to the owner of

the property at the last notified postal address.

We read meters and issue Water Use Accounts every six months in the metropolitan area and every four months in country areas.

### **Liability for Charges**

The property owner is liable for all water use and service charges.

Any arrangements between the owner and tenant are a private matter between these parties. If the property is sold, any outstanding debts should be deducted from the proceeds of the sale. In the event that these charges are not cleared the debt will transfer to the new owner.

### **Issuing Accounts**

We will send your account to the postal address you nominate.

If you do not nominate a postal address, the account will be sent to the property to which the services are available or provided, or your last known postal address.

### **Tenants**

As a service to owners, we will issue accounts to either the owner’s agent or tenant on request. However, this does not affect the owner’s liability for these charges.

Where the account is sent to anyone other than the owner, and it remains unpaid after the due date, recovery action will be taken against the owner.

### **Pensioner and Senior Concessions**

If you hold a recognised concession card you may be eligible for a concession on your Annual Service and Water Use Charges. For further information please contact us on 1300 659 951.

## **PAYING YOUR ACCOUNT**

There are a number of ways you can pay your account. These include direct debit, mail, BPay, in person, internet, telephone and Centrepay.

You must pay us the amount of your account by the date specified. If an account is not paid by the due date, you may be charged interest on the overdue amounts.

# Billing and Payment Assistance

## PAYMENT DIFFICULTIES

If you are experiencing financial hardship, you should contact us and we will provide you with information about the services available to assist you. All reasonable effort will be taken by us to provide assistance to you.

If you are experiencing financial hardship, you have the right to:

- Be treated sensitively on an individual basis,
- Receive information from us on alternative payment arrangements,
- Negotiate an amount you can afford to pay us on an agreed instalment plan,
- Receive information from us about independent financial advice from a financial counsellor,
- Access the services of a language interpreter, if required, at no cost to you.

## Account Relief

If you are experiencing financial hardship, we will offer you one of the following types of payment arrangements.

- Deferment of payment for a short period of time.
- An agreed instalment plan that is consistent with your capacity to make some form of regular payment.
- An equal repayment plan that will allow you to combine any outstanding charges plus your anticipated future water charges into regular instalments.

Commercial customers may be offered short term payment arrangements based on reasonable commercial considerations and market conditions.

If you enter into a payment arrangement with us and honour the conditions we will not take any legal action to enforce the debt or restriction of the supply of water to your property.

We will confirm an instalment plan in writing.

## Financial Assistance

Under special circumstances you may be eligible for further assistance through our Water Assist Scheme.

Designed for customers who require a greater level of assistance, this scheme helps customers to get their overdue charges back to a manageable position.

Based on your individual circumstances we may refer you to qualified financial advice from a financial counselling service. The financial counsellor will work with you and assess your eligibility for this scheme.

## UNPAID ACCOUNTS

If your account remains unpaid and you have not made contact with us to discuss alternative arrangements, we may commence recovery action.

Recovery action may consist of either the restriction of your water supply or legal action. Both will incur additional charges. Entering into an agreed repayment plan and keeping to it will ensure that restriction and/or legal action is avoided.

## Restriction of water supply

If we restrict the supply of water to you, we will provide a flow sufficient for health and hygiene purposes.

Restriction of the water supply will not occur unless:

- At least 30 days has lapsed since the due date of the original account.
- You have been given at least two working days notice in writing of our intention to restrict the water supply.

We will restore the water supply following:

- Payment of amounts owed including the restoration fee or
- Agreement to a suitable instalment plan.

We will endeavour to restore your water supply within one working day of you meeting the above conditions. This may not apply in remote country locations where longer delays may be experienced.

## Legal action

Where all previous recovery action has been unsuccessful, we may take legal action.

## If you are declared bankrupt

On being notified of your bankruptcy, we will put the current balance of your account on hold until you are no longer bankrupt.

All new charges raised after the date of your bankruptcy are payable as they become due. Once your bankruptcy is lifted, the whole balance of your account becomes due and payable. Penalty interest will accrue on the total overdue balance.

## ENQUIRIES

For more information on our debt recovery processes or to speak to a Customer Service Representative, call 1300 366 106 or TTY users call 1800 063 508, or visit [www.watercorporation.com.au](http://www.watercorporation.com.au).

## Complaints and Conflict Resolution

We value your input into our continued effort to improve the services provided to you.

### We will:

Investigate and resolve all complaints about our products or services within 21 days of you contacting us.

If we fail to adequately resolve your complaint within 21 days or within a mutually agreed time, we will provide you with advice and assistance in referring your complaint to the Consumer Assistance area of the Department of Water.

If the matter is unresolved after this process and is considered serious or urgent by the complaint resolution service, it may recommend the appointment of an independent arbitrator.

You can be assured that we will provide active assistance throughout this investigation.

Information regarding this service is available on our website under the heading, Customer Complaint Resolution.

### Our Contact details:

**Phone:** 13 13 85

**Mail:** Water Corporation  
Locked Bag 2  
Osborne Park Delivery Centre  
Osborne Park WA 6916

**Fax:** (08) 9423 7722

**Email:** [cust\\_centre@watercorporation.com.au](mailto:cust_centre@watercorporation.com.au)

### Department of Water Contact details:

At present, Water Industry Services, Consumer Assistance is provided by the Department of Water.

**Mail:** Customer Services Officer  
The Department of Water  
Water Industry Support Branch  
PO Box K822  
Perth WA 6842

**Phone:** (08) 6364 7600

**Email:** [wisbcomplaints@water.wa.gov.au](mailto:wisbcomplaints@water.wa.gov.au)

## Customer Advisory Council

Our Customer Advisory Council is a strong example of community engagement in action.

The Council comprises up to 12 community representatives who provide us with advice on issues affecting our customers, including policy, strategic initiatives, operations and service levels.

Council members are encouraged to raise issues of concern and provide feedback from their local communities, and discussions are facilitated to give us a better understanding of customer perceptions.

Through this process, the Council, and therefore the communities they represent, are kept well informed on a wide range of our activities.

### We will:

- Continue to seek community involvement in our service planning and decision making processes through the use of Customer Advisory Council, focus groups, customer surveys and community forums.

We strive to be recognised for excellence in customer service. We welcome your comments, enquiries and suggestions and believe that good communication with our customers plays a key role in continually improving all aspects of our business. We understand that your time is important to you and we will therefore, endeavour to ensure that your urgent needs are dealt with promptly.

## Communication

If you contact us in writing

### We will

- Respond to any general written enquiries within 10 working days.
- Respond to email enquiries within 5 working days.

### YOU CAN WRITE TO US BY

**Mail:** Water Corporation  
Locked Bag 2  
Osborne Park Delivery Centre  
Osborne Park WA 6916

**Fax:** (08) 9423 7722

**Email:** [cust\\_centre@watercorporation.com.au](mailto:cust_centre@watercorporation.com.au)

## IF YOU CONTACT US BY PHONE

*See next page for a complete list of contact numbers*

### For Account Enquiries

#### We will:

- Answer 70 per cent of calls to our Customer Enquiry number within 20 seconds.

### For Emergency Assistance

#### We will:

- Maintain a 24 hour Faults, Emergencies and Security contact service for urgent events related to our services such as a wastewater overflows, burst water mains or security concerns relating to our assets.

Our Website: [www.watercorporation.com.au](http://www.watercorporation.com.au)

#### We will:

- Continually improve our web presence to ensure you have the most up to date information on our activities and issues that may be of interest to you



## Communication – Contact Phone Numbers

<b>ACCOUNT ENQUIRIES</b>	<b>13 13 85</b> Within WA <b>1800 624 377</b> Interstate <b>+61 8 9423 7777</b> International <b>1800 063 508</b> TTY (hearing impaired)		8.00am to 5.00pm WEEKDAYS
<b>PENSIONER &amp; SENIOR APPLICATIONS</b>	<b>1300 659 951</b>		8.00am to 5.00pm WEEKDAYS
<b>FAULTS, EMERGENCIES &amp; SECURITY</b>	<b>13 13 75</b> <b>1800 652 897</b> TTY (hearing impaired)	<ul style="list-style-type: none"> <li>• Maintenance Requests</li> <li>• No Water</li> <li>• Leaks / Burst Pipes</li> <li>• Blocked Sewers – For internal blockages contact a licensed plumber</li> <li>• Overflows</li> <li>• Water Quality Complaints</li> <li>• Dirty Water</li> <li>• Security Concerns</li> </ul>	24 HOURS
<b>TECHNICAL ENQUIRIES</b>	<b>13 13 95</b>	<ul style="list-style-type: none"> <li>• Infill Sewerage Program</li> <li>• Applications for Corporation Services</li> <li>• Building Approvals</li> <li>• Availability of Water / Sewerage Services</li> <li>• Arrange Plumbing Inspections</li> <li>• Industrial Waste Enquiries</li> </ul>	8.00am to 5.00pm WEEKDAYS
<b>WATERWISE HELPLINE</b>	<b>13 10 39</b>	<ul style="list-style-type: none"> <li>• Watering Days</li> <li>• Water Saving Tips</li> <li>• Reporting Breaches of Water Restrictions</li> <li>• Waterwise Brochures for the home and garden</li> </ul>	24 HOURS
<b>LAND DEVELOPMENT ENQUIRIES</b>	<b>9420 2099</b>	<ul style="list-style-type: none"> <li>• Subdivision Applications</li> <li>• Strata Subdivision Developments</li> <li>• Land Planning / Development</li> </ul>	8.00am to 5.00pm WEEKDAYS
<b>WASTEWATER ODOURS</b>	<b>1800 068 570</b>	<ul style="list-style-type: none"> <li>• To report odours from our wastewater treatment plants</li> </ul>	24 HOURS
<b>INTERPRETER SERVICE</b> Free Service	<b>13 14 50</b>		24 HOURS

## Access and Inclusion

Research has shown that people with disabilities, low literacy levels, English as a second language and those living in rural or remote areas may experience difficulty accessing information, facilities and services.

Our challenge is to make sure our business is accessible and inclusive to all members of the community.

### We will:

- Continually improve access to our facilities, information and services as outlined in our Disability Access and Inclusion Plan 2006-10.
- Provide free access to a Translating and Interpreting Service (TIS) for non-English speaking customers. This free interpreter service is available by calling 13 14 50.
- Provide a Telephone Typewriter Service (TTY) for hearing impaired customers.
- Provide information in alternative formats on request.
- Consult with the community to identify any barriers that may exist.

### You should:

- Let us know if you have any special needs.
- Let us know of any barriers to accessing our information, facilities and services.
- Provide feedback, when invited to comment on access and inclusion.

A copy of our Disability Access and Inclusion Plan is available on our Website.

## Services we Provide

### WATER

We provide water to cities, towns and small communities over a vast area in a range of climatic conditions. The water supply system in many areas is complex, with many different surface and groundwater sources.

### Water Quality

Supplying safe drinking water is our highest priority. We have an extensive drinking water quality monitoring program to confirm the safety of the water we provide.

We use many different water sources throughout the State and as each has its own water quality characteristics it is inevitable some differences in taste, odour and colour

may be noticeable from one area to another or when supply sources are changed.

### We will:

- Supply you with water that is safe for you and your family to drink.
- Provide you with information on water quality to assist with product selection.
- Continuously monitor and assess the quality of drinking water supplied.
- Provide you with a prompt response, of within two hours or at an agreed time, to any reports of poor water quality.
- Provide information using media bulletins of any planned changes to our system likely to affect the quality of the water we supply to you.
- Advise you of any need to make alternative arrangements for drinking water in the unlikely event that your water quality deteriorates.
- Make water quality sample results available to you on our website [www.watercorporation.com.au](http://www.watercorporation.com.au)

### You should:

- Be aware that certain appliances may be unsuitable or not perform efficiently with some types of water so when purchasing a water using appliance, such as a dishwasher or hot water system, you should check with your retailer that it is suitable for the water quality in your area.
- Ensure all internal plumbing is maintained in good order and in compliance with plumbing standards.
- Contact us if you have any concerns or enquiries regarding water quality on 13 13 75.

### Pressure and Flow

The water pressure and flow that we supply to your property is measured at the outlet of your meter.

### We will:

- Provide you with water that is at a flow rate of at least 20 litres per minute.
- Provide you with water that is within a standard pressure range (other than those areas which are exempt in our Operating Licence)
- Perth metropolitan areas = minimum 15 to maximum 100 metres static pressure
- Country urban areas = minimum 13 to maximum 100 metres static pressure

**You should:**

Contact us on 13 13 75, if you notice a significant change in your water flow or pressure, and this is not caused by household pipes and fittings.

**Installation of Services****We will:**

- Install or activate the water standpipe within 10 business days or at an agreed day and time, once the Conditions for Connection (including fees and charges) are satisfied.

**WASTEWATER**

Everything you pour down the sink or put down the toilet goes through the wastewater system to a treatment plant where we process it prior to recycling or disposal in an environmentally friendly manner.

Wastewater Treatment Plants play a key role in protecting public health standards within our community.

**We will:**

- Remove the wastewater from your property and treat it to a high quality, to protect public health and the environment.
- Maintain and operate the wastewater service up to the property connection point.
- Routinely monitor the quality of our treated wastewater before it passes back to the environment.

**You should:**

- Avoid flushing material other than toilet paper into the wastewater system through toilets, sinks, baths and showers as they block the wastewater system.
- Dispose of household waste correctly.

Listed below are ways of disposing of common substances:

- |                                 |  |
|---------------------------------|--|
| - Cooking oil/grease            | Wrap and place in bin  |
| - Chemicals e.g. paint,         | Give to a licensed hazardous wastes contractor or contact your local Council |
| - Cleaning products, pesticides | Give to a licensed hazardous wastes contractor or contact your local Council |
| - Food scraps                   | Place in bin or compost onsite   |

- |  |  |
|--|--|
| - Newspaper/plastics                     | Recycle – contact your local Council         |
| - Engine oils                            | Take to local garage or oil recycling centre |
| - Unused medicines                       | Return to pharmacy                           |
| - Nappies, razors, cotton buds, syringes | Wrap and place in bin                        |

**Food Waste Disposal Units**

To enable us to provide continuous and sustainable wastewater conveyance, treatment and disposal, food waste disposal units are a prohibited fixture in domestic, commercial and industrial waste situations. Food waste is principally organic in nature and may be successfully composted onsite and used as a soil enhancer.

Alternatively, food waste should be placed in your municipal waste rubbish bin for processing by your local Council.

**Odours**

Occasionally some odours do occur in our wastewater system and we aim to minimise odour originating from our system so that it does not unreasonably impact on odour sensitive premises neighbouring our facilities.

**We will:**

Investigate and advise you of the outcome of any odour complaints within 24 hours or on the following business day.

**You should:**

Contact us if you have an odour complaint on 1800 068 570. We take all complaints about odours from our Wastewater Treatment Plants seriously and will act promptly to address the problem.

**DRAINAGE**

The drainage system for urban development consists of roadside drains, piped drains and open channels. We have responsibility for the management of main drains located across 40 per cent of the Perth metropolitan area. Other drainage services connecting to our main drains within the remainder of the metropolitan area are usually managed by local government.

We also provide a rural drainage service, to help make land viable for agriculture, in six proclaimed areas in the south of the State.

Water that goes into drains ends up in either rivers, wetlands or the ocean.

#### **We will:**

Work with others to provide the drainage system to protect property from flooding as a result of stormwater or inundation from groundwater, including:

- The Department of Water by meeting the objectives set to improve the quality of drainage water that is discharged from drains to the environment.
- Local governments by operating an integrated drainage system.
- Land planning agencies to ensure that drainage management is addressed prior to land being released for use.

There are some simple ways you can help to improve the quality of drain water.

#### **You should:**

- Keep rubbish (litter, paint thinner, motor oil, car cleaning products, pool chemicals) out of the drainage system.
- Use less fertiliser and/or low-phosphorous fertiliser on gardens and lawns.
- Gather up leaves, twigs and clippings for composting before they end up in the drainage system.

## **Maintenance and Management of our Assets and Services**

### **Responsibility for Maintenance**

#### **We will:**

- Maintain the water service up to and including the property meter.
- Maintain the wastewater service up to the property connection.

#### **You should:**

- Advise us immediately if damage occurs to any of our assets on your property by contacting 13 13 75.
- Report deliberate damage or suspected criminal activity relating to our assets by contacting us on 13 13 75.

- Be aware that if you are planning to build a new home or carry out renovations, we must approve building plans to ensure the protection of our water, wastewater and drainage assets. For work that does not require plans you can find the location of our service pipes by contacting us on 13 13 95.
- Keep overflow relief gullies free of obstruction. Overflow relief gullies are located on the property plumbing, external to the house or building and prevent internal flooding in the event of a blockage.
- Avoid planting inappropriate trees near your wastewater pipes, as they can cause root intrusion, breakage and blockages. For information on finding the right tree to plant please contact us on 13 13 95.
- Keep access chambers (wastewater manholes) that may be located on your property, free of obstruction.
- Maintain all internal plumbing in good order and in compliance with plumbing standards.

### **Planned Interruption to Water Supply**

We make every effort to minimise interruption to your water supply, but on occasions we need to carry out planned maintenance on our services.

#### **We will:**

- Provide you with notice 24 hours in advance if we need to interrupt your water supply for planned work.

### **Unplanned Interruption to Services**

We aim to minimise the occurrence and impact to customers' properties from water flooding resulting from bursts and leaks in our water mains and wastewater overflows resulting from our systems or activities performed.

#### **We will:**

- Provide a prompt response within 2 hours to undertake repairs and clean-up if there is water flooding or wastewater overflow on your property due to our system failure.
- Keep you informed during an emergency on the status of the work being undertaken.
- Respond to urgent water faults within 2 hours

We may need to interrupt, suspend or restrict our services due to accidents, emergencies or health or safety risks or other unavoidable causes.

## **Entry to your property**

We may need to enter your property to carry out regular maintenance or repair work on our system. This will be done during regular business hours except in an emergency.

### **We will:**

- Provide advance notice of all planned work that may require entry to your property.
- Inform the occupier of the land or premises of work being undertaken or during an emergency, leave an information card.

## **Identification of our staff**

Should we need to enter your property, our employees or contractors will carry identification that will be shown to you (or to any person present at the time of access).

## **Reinstatement of Your Property**

We take great care to leave your property, gardens and lawns as they were after we have finished any services or maintenance work.

### **We will:**

- Assist in the reinstatement or replacement of property or equipment lost or damaged as a result of our actions or failure of our systems.
- Reinstatement your property as close as possible to its original condition if damage does occur due to our activities.

## **Managing Incidents**

Our incident management process is based on national guidelines that have been adopted by emergency services and utilities throughout Australia. We have a rigorous process for dealing with events outside normal operation and protecting our customer's interests.

In the event of a major incident we will:

- Mobilise all necessary resources to safeguard the communities' interests and return services to normal as soon as possible.
- Provide a Customer Liaison Coordinator to assist and support you to ensure a smooth transition and minimise the impact on you.

## **Protecting Critical Infrastructure**

We have a statewide security programme that embraces national and international "All Hazards" security emergency standards.

### **We will:**

- Comply with the National Guidelines for protecting critical infrastructure.
- Employ proven technology to monitor critical assets.

### **You should:**

Report deliberate damage or suspected criminal activity relating to our assets, to the police and by contacting us on our Faults, Emergencies and Security number 13 13 75.

## **Meter Tests**

If you believe your meter is faulty, you may request that we test it for you. You will be required to pay a set fee before testing commences.

### **We will:**

- Conduct a meter registration test if you consider that the meter is not accurately measuring water passing through it. The test will be conducted within 10 working days of receiving your request and payment of the fee, or at an agreed day and time.

## **Meter Access**

It only takes a few moments for us to read your water meter but this simple job is sometimes made difficult when we don't have easy access to the meter.

### **You should:**

- Provide a clear space of at least 300mm around and 1200mm above your water meter. Please clear sand and mulch and prune overgrown plants.
- If you have a dog, display a sign and keep the dog secured away from the meter area. All we need is a few moments each year to read your meter.
- Consider installing a WASlock (Western Australian Services Lock), if your meter is behind a locked gate. We respect your right to safeguard your property by locking entrance gates, however sometimes meters are in the backyard or down the side of a house - depending on where the water main is located. If no-one is home, we will leave a card asking you to call us and make suitable alternative arrangements. For more information on the WASlock scheme please phone us on 13 13 85.

If you cannot provide reasonable access to your meter we may ask you to read the meter on our behalf or we may bill you on an estimate of your use.

## Maintenance of your internal services

The pipe work from the property water meter and the wastewater connection point to your residence remains the responsibility of the owner.

You must employ a licensed plumber to carry out all repairs and modifications to pipes and fittings on your property, which are your responsibility.

### Water leaks

If you experience a leak in your internal plumbing, you need to contact a licensed plumber to locate and repair the leak. In certain circumstances we may consider a special leak allowance to offset the wastage.

### We will:

Consider granting an allowance if:

- The repair work was undertaken by a licensed plumber, who completes and submits the leak allowance form.
- You have not previously received a leak allowance for that particular property.

Leaking taps and leaks within a reticulation system are not covered by this allowance. For more information or to apply for a special allowance, please contact us on 13 13 85.