

Customer Charter

We value our customers and strive for excellence in service delivery.

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.

We will commit to the following Service Standards:

Water Quality

- Supply water that is safe for you and your family to drink.
- Provide information on water quality to assist in your selection of household appliances.
- Continuously monitor and assess the quality of drinking water supplied.
- Respond 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 on our website www.watercorporation.com.au

Installation of Services

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

Flow and Pressure

- Provide water at a flow rate of at least 20 litres per minute.
- Provide water within a standard pressure range (other than those areas which are exempt in our Operating Licence).

Meter Tests

- Conduct a test if you believe your meter is not accurately measuring the 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.

Wastewater

- Remove the waste from your property and treat it to a high quality, in a safe and environmentally sound manner.

- 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.

Odours

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

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

Planned Interruption to Water Supply

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

Unplanned Interruption to Services

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

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

Entry to Your Property

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



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

The Service Standards and Your Responsibilities listed are a summary only.

The complete Charter is available at www.watercorporation.com.au or can be requested by calling our general enquiries number 13 13 85. The Charter is available in alternative formats on request.



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Reinstatement of Your Property

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

Contacting Us

- Respond to any general written enquiries within ten working days.
- Respond to email enquiries within five working days.
- Answer 70 per cent of calls to our General Enquiries numbers within 20 seconds.

Complaints

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

If, after we have provided our response, you are still not satisfied, you may refer your complaint to the Consumer Assistance Area at the Department of Water. Information regarding this service is available on our website www.watercorporation.com.au under the heading Customer Complaint Resolution.

The Consumer Assistance Area at the Department of Water can be contacted on 6364 7600.

Pensioner and Senior Concessions

If you have a Pensioner Concession, State Concession, State Senior or both a State Senior and Commonwealth Senior Health

Card you could be entitled to a substantial rebate or concession on your water bills.

To find out whether you are eligible or to apply for a concession please call **1300 659 951**.

Billing and Payment Assistance

- Issue an Annual Service Charges account every July for all properties where water, wastewater and/or drainage services are available.
- Read your meter and issue accounts for your water use every six months in the metropolitan area and every four months in country areas.

We have developed a *Debt Recovery Code of Practice*, which explains our billing practices and how we manage our debt recovery process. It also outlines how we can assist if you have difficulty in paying your account.

Our *Debt Recovery Code of Practice* is available in different languages on our website www.watercorporation.com.au or by calling us on **13 13 85**.

Service Commitment Scheme

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 Scheme are available on our website www.watercorporation.com.au or by calling us on **13 13 75**.

YOUR RESPONSIBILITIES

Water

- Be aware that certain appliances may be unsuitable or not perform efficiently with some types of water.
- Ensure all internal plumbing is maintained in good order and in compliance with plumbing standards.
- Call us (on **13 13 75**) if you have any concerns or enquiries about water quality or if you notice a significant change in your water flow or pressure.

Wastewater

- Dispose of household waste correctly.
- Do not flush material other than toilet paper into the wastewater system through toilets, sinks, baths and showers as this can cause blockages.
- Keep overflow relief gullies and access chambers that may be on your property free of obstruction.

Our Assets

- Advise us immediately if damage occurs to any of our assets on your property, or report deliberate damage or suspected criminal activity relating to our assets by calling us on **13 13 75**.
- If you are planning to build a new home or carry out renovations, submit your building plans to us for approval prior to commencing work. This helps us to protect pipes and infrastructure from damage.
- Provide reasonable access to your water meter to enable our employees to read and maintain the meter safely and efficiently.

Billing and Payments

- Notify us of a change of address or ownership or any change to your land use.
- Contact us immediately if you are unable to pay your account in full by the due date.

CONTACTING US

General Enquiries	13 13 85
TTY users	1800 063 508
Faults, Emergencies & Security	13 13 75
TTY users	1800 652 897
Free Interpreter Service	13 14 50

Technical Enquiries	13 13 95
Land Development Enquiries	9420 2099
Pensioner and Senior Applications	1300 659 951
Waterwise Helpline	13 10 39
Website	www.watercorporation.com.au
Email	cust_centre@watercorporation.com.au