

## CITY OF KALGOORLIE-BOULDER

### WASTEWATER COLLECTION & TREATMENT SERVICES

#### CUSTOMER SERVICES CHARTER

##### CUSTOMER SERVICE CHARTER SUMMARY

###### *Our Contract to You*

The City of Kalgoorlie-Boulder will use its best endeavours to provide a service to collect, treat and dispose of wastewater discharged from each customer's property to the City's sewer system. In addition, the City of Kalgoorlie-Boulder will provide other services on terms agreed between the customer and the City. This is a summary of the full Customer Service Charter document, which is available free of charge from the City of Kalgoorlie-Boulder Administration Building, 577 Hannan Street, Kalgoorlie. You can also obtain the complete Customer Service Charter by calling the Administration Building during business hours on **(08) 9021 9600** or on the City of Kalgoorlie-Boulder website [www.kalbould.wa.gov.au](http://www.kalbould.wa.gov.au).

##### INFORMATION FOR CUSTOMERS

As part of its commitment to customer service, the City of Kalgoorlie-Boulder will produce information to keep you informed about its services. This includes information on pricing and charges, how our system works and how to register complaints. The City of Kalgoorlie-Boulder will also make use of other forms of community consultation to ensure that you

have an opportunity to make suggestions about our future directions. Contact the City on **9021 9600** to obtain any additional information you require.

##### OUR COMMITMENT TO SERVICE

The City of Kalgoorlie-Boulder will provide its services in a manner that is fair, courteous and timely, with a focus on consultation with our customers, respecting your rights and meeting your reasonable expectations.

##### EMERGENCY ASSISTANCE

The City of Kalgoorlie-Boulder maintains a 24-hour emergency contact service for emergency events, such as an overflow from a sewer main. The emergency customer service telephone number is (08) 9021 9600.

##### INFRASTRUCTURE LOCATION

The exact location of the City's sewer infrastructure can be obtained from the City's Administration Building, or from the City of Kalgoorlie-Boulder website [www.kalbould.wa.gov.au](http://www.kalbould.wa.gov.au).

##### OUR RESPONSIBILITY FOR SERVICES

The City of Kalgoorlie-Boulder is responsible for the maintenance of sewer property connections where they are unable to be cleared or repaired from the inspection shaft - provided the fault in the property connection is outside the property concerned.

##### CUSTOMER OBLIGATIONS

You are responsible for all plumbing, pipes and fixtures on or serving your property to the

point where the pipes connect to the City of Kalgoorlie-Boulder's sewer property connection. You are required to ensure that the City's pipelines and structures are reasonably accessible, are not interfered with, covered, built close to, built over, or damaged.

##### RIGHT TO INTERRUPT SUPPLY

The City of Kalgoorlie-Boulder may interrupt, postpone or limit its wastewater services to customers to carry out inspections, maintenance, repair work, and/or connection of new services. Service may also be interrupted due to events beyond the City's control.

##### YOUR RIGHT TO REDRESS

Your rights to compensation or redress for loss, service disruption, damage or inconvenience caused by the City of Kalgoorlie-Boulder are set out in the full Customer Service Charter document. Call the City's Administration Building on **9021 9600** to obtain a copy.

##### RESPONDING TO ENQUIRIES AND COMPLAINTS

Calls to the emergency number will be answered promptly and advice in regard to action to be taken and the timeframe til resumption of normal service will be given. The City of Kalgoorlie-Boulder will endeavour to resolve all enquiries and complaints within fifteen (15) business days. Over the counter enquiries will be responded to immediately or clear direction given prior to the customer leaving the office. Telephone enquiries will be

dealt with immediately if appropriate, or the customer will be given the opportunity to formalise the enquiry in writing. Where this response requires further assessment, you shall receive a written reply within fifteen (15) business days. If you are not satisfied with a solution offered or action taken on a complaint, you may seek referral to the City of Kalgoorlie-Boulder's Chief Executive Officer, who will investigate the complaint, assess the appropriateness of the City's response and either confirm or amend the City's proposed solution or action.

If you have a dispute with the City of Kalgoorlie-Boulder regarding a provided or requested wastewater service, you can refer your dispute to the Department of Water at the following address:

Customer Services Officer  
The Department of Water  
Water Industry Support Branch  
P O Box K822  
Perth WA 6842

Phone: (08) 6364 7600

Fax: (08) 6364 7601

Email address:

[WISBcomplaints@water.wa.gov.au](mailto:WISBcomplaints@water.wa.gov.au)

### **ENTRY TO YOUR PROPERTY**

The circumstances in which the City of Kalgoorlie-Boulder's representatives may enter your property to carry out investigations and/or work on Council's sewer system are set out in the Health Act 1911. Entry to your property shall normally occur during business

hours, except in cases of an emergency. For planned work within a property, the City shall advise the occupier in advance. In cases of an emergency the occupier, if present, shall be informed of the repairs to be undertaken and the anticipated length of time for the work. The property shall be returned to its original condition or as close to original condition as possible.

### **APPROPRIATE NOTICE**

Except in emergencies, the City shall give notice to you of its intention to interrupt, postpone or limit the supply of services for the purpose of regular maintenance or works programmes. Unless interruptions are limited to a few minutes, notification shall be given to domestic customers at least twenty four (24) hours prior to the disruption and for commercial and industrial customers at least five (5) days prior to the disruption, or by agreement.

### **DISCHARGE OF UNAUTHORISED SUBSTANCES**

It is your responsibility to ensure that stormwater (including roof runoff) and other unauthorised substances are not discharged into City of Kalgoorlie-Boulder's sewer system. Certain waste products are not suitable for disposal into the City's sewer system because of their nature and ability to pollute. A full list of unauthorised substances, and their appropriate disposal methods can be found in the Customer Service Charter document.

### **CHANGES TO THE WASTEWATER COLLECTION AND TREATMENT SERVICES CUSTOMER SERVICE CHARTER**

The City of Kalgoorlie-Boulder will advise you of variations to the Customer Service Charter by publishing them in your local newspaper, and on the City of Kalgoorlie-Boulder website [www.kalbould.wa.gov.au](http://www.kalbould.wa.gov.au)

### **CONNECTIONS**

Applications for wastewater service connections should be made at the City of Kalgoorlie-Boulder Administration Offices. These applications must be accompanied by two (2) copies of the related building plans. Every effort will be made to process these applications within seven (7) business days of receipt. No fee applies for the connection of a sewerage junction where sewerage rates have been applied to a property, except for those subject to redevelopment where an additional junction is required to service the redevelopment.

### **CONTACT DETAILS**

#### **City of Kalgoorlie-Boulder**

Chief Executive Officer

PO Box 2042,

Boulder WA 6432

Office Hours: 8 am to 5 pm Monday to Friday  
(excluding Public Holidays)

Facsimile Number: (08) 9021 6113

Telephone Number: (08) 9021 9600