

## WATER QUALITY

- We will supply you with drinking water to the standard determined by the Water Services Operating Licence.
- We continually monitor and assess the quality of drinking water supplied.

## RELIABLE WATER SUPPLY AND SEWERAGE SERVICE

- We aim to provide water supply and sewerage service to you 24 hours of every day.
- In the event of an interruption to your water supply or sewerage service we will be on call 24 hours, 7 days a week please call **1800 992 777** and a decision maker will return your call within an hour.
- We will make every effort to limit any interruption to your water supply or sewerage service to six hours.
- If a water interruption exceeds six hours, drinking water will be available from a nominated point.
- We will respond within two hours for sewerage overflow problems.
- When we have a need to undertake planned service interruptions we will provide at least 48 hours notice to our domestic and at least 7 days notice to our commercial or industrial customers.
- In case of an emergency such as sewer overflow call **1800 992 777**.

## YOUR RIGHTS TO ASSISTANCE, REDRESS & COMPENSATION

- If Rio Tinto's activities have caused serious damage to your property or disruption to you, such as sewer overflow, Rio Tinto shall deal with the matter in a fair and business like manner, whether or not a complaint is received. Rio Tinto may rectify damage and, as necessary, refer any compensation claims to its insurers for assessment and necessary action.

## WATER PRESSURE AND FLOW

- We will ensure each property service is provided with pressure ranges and flow rates in line with recommended industry standards, being 20 litres per minute flow, a minimum pressure of 15m, and a maximum pressure of 100m.

## TREATMENT AND DISPOSAL OF WASTEWATER

- We are committed to environmentally sound practices in the treatment and disposal of wastewater.
- We will operate all wastewater treatment plants according to licence conditions set by the Department of Environment and Conservation.

## CUSTOMER ENQUIRIES

- We will endeavour to address all enquiries on the same day they are received, and if we are unable to do so we will contact and advise you. We will be available weekdays between 8:00am and 3:30pm. Please call **1800 992 777**.

## CUSTOMER COMPLAINTS

- We aim to resolve complaints as quickly as possible, at least within 15 business days. For complex issues, we will maintain a free and accessible dispute resolution process. Please call **1800 992 777**. You may raise the complaint to a higher level within Rio Tinto's Management structure if you are not satisfied with the initial response. If you are not satisfied with the outcome, you can refer the complaint to the Department of Water at

Customer Services Officer  
The Department of Water  
Water Industry Support Branch  
PO Box K822 Perth WA 6842  
Phone: (08) 6364 7600  
Website: [www.water.wa.gov.au](http://www.water.wa.gov.au)  
Email: [WISBcomplaints@water.wa.gov.au](mailto:WISBcomplaints@water.wa.gov.au)



The Water Services Planning Branch provides a reconciliation service and will provide explanations and recommendations.

## AUDIT OF PERFORMANCE

- The charter sets out the broad philosophy of Rio Tinto in supplying water supply services and waste water services in accordance with the operating licence issued by the Economic Regulation Authority under the Water Services Licensing Act 1995.
- The charter informs you, the customers of Rio Tinto, of your rights in accordance with the provisions of the operating licence, including service interruptions, levels of service and complaints procedures. If you would like a copy of the operating licence please contact Rio Tinto on **1800 992 777** or ERA on 9213 1900.

## CUSTOMER OBLIGATIONS

- When you move into a property and vacate a property, you will need to complete either an application form or a termination form for the water supply. The form must be returned to: Rio Tinto, within 7 days of occupying the property.
- Rio Tinto account terms are strictly 30 days. Failure to pay within these terms may result in restriction or disconnection of your water supply.



## CONDITIONS OF CONNECTION

- From time to time, we will need to enter your property to undertake maintenance on our systems. Except in an emergency, we will provide 48 hours notice. In an emergency, we will leave a card advising you of our presence on your property.
- Your water meter must be accessible at all times to Rio Tinto staff and their contractors.
- If the water meter is damaged, Rio Tinto reserves the right to recover the cost from you for reinstatement.
- Rio Tinto reserves the right to list you as a default debtor with Credit Advantage Australia should you fail to pay your account. Please call **1800 992 777** for any queries relating to your account.

## DISCONNECTION

- If the water supply service and the waste water services is no longer required by you, a disconnection from the Rio Tinto services may be approved provided that:-
  1. Rio Tinto is first notified of the intention; and the property has no further water supply services and waste water disposal requirement; and
  2. The disconnection is carried out by a licensed plumber who must be provided by Rio Tinto.
- In most circumstances, disconnection of water supply services and waste water services does not terminate this charter. Rio Tinto will continue to charge water supply services and waste water services rates to the owner of the land/ tenant (including vacant land) where water supply services and waste water services are available for connection. The charter is void if there were no services available and no charges levied.
- Rio Tinto shall reconnect its services at your request and on compliance with the terms and conditions of this charter. A reconnection fee shall apply.

## FUTURE WATER NEEDS

- We continue to identify new water source requirements associated with likely future growth.
- We plan to ensure our infrastructure and systems are developed to cater for projected growth.

## YOU'RE RIGHTS - WATER AND SEWERAGE SERVICES

ITEM	REQUIREMENT
Provision of minimum notice for planned works (Residential properties affected)	48 Hours
Provision of minimum notice for planned works (commercial/industrial properties affected)	7 Days
Time for provision of advice in response to a complaint/service query	Within 1 hour from the receipt of complaint/enquiry
Interruption to water supply or sewerage services	Every effort to be made to limit to a maximum of 6 hours
Provision of drinking water for water supply interruption	To be provided after 6 hours
Response to serious water supply bursts and leaks	Respond within 1 hour Commencement of work within 1.5 hours of notification Completion of work within 6 hours
Response to moderate water supply bursts and leaks	Respond within 1 hour Commencement of work within 3 hours of notification Completion of work within 6 hours
Response to minor water supply bursts and leaks	Respond within 24 hours Rectification within 3 days of notification

## YOUR RIGHTS TO CONSULTATION AND INFORMATION

- We provide customer information and consultation by two methods: by conducting annual surveys and by the publication of magazines and newsletters.
- Rio Tinto will publish and make available at its premises information on matters relating to its water and waste water supply services and on other aspects such as complaints handling. Rio Tinto company representatives will provide their name and section in business discussions with customers.

## FEES AND CHARGES

- Property owners will receive an annual fixed service charge (referred to as "water & sewerage rates"). The sewerage service charge isn't the same for everyone; it depends on the rateable value of your property.
- Property tenants receive a charge for the water they use. The rate begins at a lower rate per kilolitre and goes up in steps as you use more water. This is the normal water regulation pricing system for North West Country areas.

## SEWERAGE SPILLS

- Rio Tinto will make every reasonable effort to minimise sewerage spills on customer's properties, due to failure of Rio Tinto sewerage systems.
- Where Rio Tinto is responsible for a sewerage spill on a customer's property, it will ensure that:-
  - The spill is contained within 1 hour of notification if the spill is in the customer's house; all other spills are contained within 4 hours.
  - Inconvenience to the customer is minimised and
  - The areas are cleaned up as quickly as possible in such a manner to ensure the risk to human health is negligible.

## SEWER BLOCKAGES

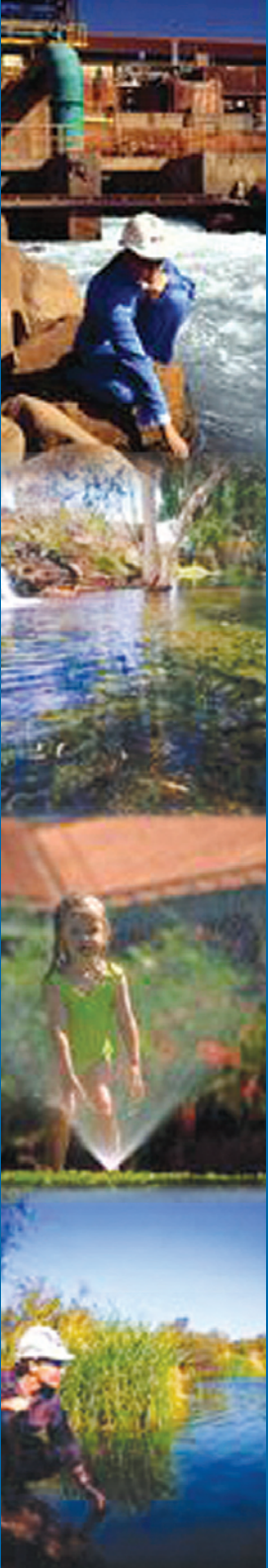
- If a customer's sewer becomes blocked Rio Tinto can be contacted on 1800 992 777 to arrange repairs.
- If the blockage is in a Rio Tinto sewer pipe, Rio Tinto will pay for the clearance.
- If the blockage is in the customer's sewerage pipe the customer can contact Rio Tinto on **1800 992 777** to arrange repairs at the customer's own cost.

## MAINTENANCE

- Rio Tinto's water supply services and waste water services are provided from the point where the pipes serving your property connect to Rio Tinto's water supply main and wastewater reticulation main.
- Water supply mains and wastewater reticulation mains and associated fittings remain the property of Rio Tinto whether or no they are located in the private property. The location of these structures can be obtained from Rio Tinto's office. You are required to ensure that Rio Tinto's pipelines and structures are reasonably accessible and, are not interfered with, covered, built close to, built over or damaged.
- Prior to undertaking building or construction activity on land connected or capable of being connected, it is a requirement to gain approval from Rio Tinto. In the first instance, you should contact the Rio Tinto office. Unauthorised property improvements, which interfere with the Rio Tinto's assets, may be required to be removed at your cost.
- It is also required that you **DIAL BEFORE YOU DIG** on:  
**9143 5662 - Dampier**  
**9143 3211 - Tom Price**  
**9143 4501 - Paraburdoo**
- Rio Tinto is responsible for the maintenance of water supply connections and waste water connections (sewer connections) where they are unable to be cleared or repaired from the inspection shaft – provided the fault in the property is outside the property concerned.
- You are responsible for all plumbing, pipes and fixtures on or serving your property to the point where the pipes connect to the Rio Tinto water supply connections.

## OUR COMMITMENT TO SERVICE

- Rio Tinto will provide its services in a manner which is fair, courteous and timely – with a focus on consultation with our customers, respecting your rights, and meeting your reasonable expectations.



# WATER AND WASTE WATER SERVICES

## LIMITATION OR WITHDRAWAL OF SERVICES

- Rio Tinto may discontinue its water supply services and waste water services in the following circumstances:-
- If you do not comply with the terms and conditions of this charter
- If there is a public health, environment and/or safety risk to Rio Tinto’s services from your service connection (e.g. backflow risk or unauthorised industrial waste discharge); and/or
- If you do not pay, or meet and make arrangements to pay overdue charges for the services.

## PROVIDING NEW SERVICES

- Where the reticulation main is available, we will provide a connection to the water reticulation system within 10 days of receiving your application subject to charge.

## CUSTOMER SUGGESTIONS

- If you have any suggestions relating to water and sewerage service please call **1800 992 777**.

## SERVICE INTERRUPTIONS

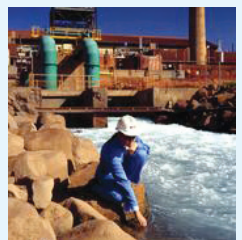
- Rio Tinto’s water supply and waste water supply services are designed to be available 24 hours a day. However, Rio Tinto may interrupt, postpone or limit its water supply services and sewerage services to customers:-
- If any part of works is damaged, by bursting, blockages or breakdowns: or
- It is necessary to inspect, maintain, repair or replace any part of works: or
- For connection of new works or services: or
- If an event beyond Rio Tinto’s control, including acts by others, sabotage, flood cyclone, earthquake, power or water shortage or industrial action.

## LIABILITY

- Rio Tinto is liable for any loss or damage that you may suffer:-
- As a result of this charter by Rio Tinto, its servants or agents;
- As the result of a negligent act or omission by Rio Tinto its servants or agents; and /or
- As a result of the failure to meet standards prescribed by its operating licence or regulations (if any).

## DISCHARGE OF UNAUTHORISED SUBSTANCES

- It is your responsibility to ensure that stormwater (including roof runoff) and other unauthorised substances are not discharged into Rio Tinto’s sewers. Certain waste products are not suitable for disposal in the Rio Tinto waste water system because of their nature and ability to pollute. Specialised procedures for disposal are required for substances such as:-
- Cooking oil and grease – these should be placed in a container or wrapped and placed in a rubbish bin;
- Paint, paint thinners, dry cleaning fluids, engine oil, solvents, acids, alkalis, laboratory chemicals, kerosene, garden poisons, polishes or cleaning fluids; and
- Products like disposable nappies, panty hose, sanitary napkins, tampons, cotton buds, syringes, toilet deodorant packs and razors – *these should be wrapped and placed in a rubbish bin*



## FOR ALL ENQUIRIES

Rio Tinto  
 Parker Point, Dampier  
 PO Box 21  
 Dampier WA 6713  
 Freecall: 1800 992 777  
 Facsimile: (08) 9143 5280  
 Office Hours: 8.30am - 4.00pm  
 Rio Tinto Pty Ltd  
 ABN 35 107 210 248  
 October 2008  
 Website: [www.riotinto.com.au](http://www.riotinto.com.au)  
 Email: [picc@riotinto.com](mailto:picc@riotinto.com)  
**EMERGENCY CONTACT 1800 992 777**  
 (Available 24 hours per day)