

WESTERN
WATER



Customer Service Charter Summary

DELIVERING ON OUR PROMISES



This is a summary of Western Water's *Customer Service Charter*. The Charter outlines your rights as a customer and our obligations to you as an essential service provider of water, recycled water and sewerage services. Contact us for your full copy of the *Customer Service Charter*.

We are there for you

Call us on **1300 650 425** at any time if you have water and sewer service difficulties or faults.
Call us on **1300 650 422** between 7am and 7pm weekdays if you have account enquiries.

Keeping you informed

Western Water is committed to open communication and will consult with the community both generally, and on a range of specific projects.

We will:

- make available emergency supplies of drinking water in the event of a planned interruption to water services.
- provide advance notice of planned works and interruptions to a service that may affect your property.
- provide you with information on unplanned interruptions to our service through a 24-hour telephone facility, which will provide you with details of the estimated duration of the interruption.
- offer water conservation advice to help you save water and money.

Service expectations

Your water will:

- comply with the *Safe Drinking Water Act 2003*.
- meet minimum flow rates.
- meet customers' reasonable needs.

On average:

- most customers will receive an uninterrupted water supply all year.
- we will restore an unplanned water or recycled water interruption to supply within 90 minutes.
- we will clear sewer blockages in our pipes within two hours.

90% of planned interruptions will be complete in less than five hours.

If you have an unplanned interruption to your water supply, we will aim to get you back on line as soon as possible and make available emergency supplies of drinking water.

Where Western Water fails to meet Guaranteed Service Levels, financial payments will be made to you (\$50 for most failures).

Charges, payment and your bill

You will receive a bill three times a year including:

- service charges for water and/or sewerage and water and/or recycled water.
- usage charges, based on meter readings for water and recycled water.
- a comparison of your water usage over the previous 12 months.
- a comparison of your water usage with residents living in your area for the current period.
- an annual Waterways Charge on behalf of Melbourne Water

You will have 28 days to pay your account.

All charges are published on our website and approved by the Essential Services Commission.

We offer:

A range of payment options and will assist you if you are having difficulties paying your account. Consideration will be given to your personal circumstances and we will provide tailored, flexible and confidential advice on the options available to you and recommend a payment plan if needed.

Copies of our Collections and Hardship Policies are available on request. State Government concessions are available to eligible customers and we will normally require proof of entitlement.

If you:

- are overcharged, we undertake to give you a credit or refund as requested.
- are undercharged, we will discuss any necessary adjustments and a repayment plan with you, but we will not recover amounts more than one year old.
- think your meter is faulty we will do an on-site test at no charge. If you want an offsite independent test, we will arrange one and you will not pay for the test if it finds the meter faulty.

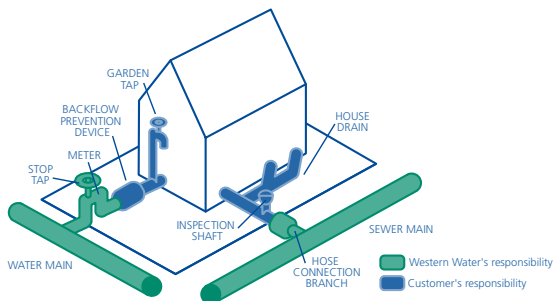
Maintenance responsibilities

Western Water will:

Maintain the water service pipe, if it is 25mm in diameter or less, up to and including the property meter. Where no meter is present, we will maintain the service pipe up to the property boundary.

You will need to:

Maintain all plumbing and pipe work past the meter into your property and provide safe custody of the meter, ensuring it is easily accessible.



Your enquiries matter

If you have an enquiry, complaint or dispute, we will respond fairly and promptly within 10 working days.

You may refer the matter to the Energy and Water Industry Ombudsman (Victoria) (EWOV), on 1800 500 509 or by mail to GPO Box 469, Melbourne, 3001 if you are not satisfied with our response.

Your privacy

We will comply with the *Information Privacy Act (Vic)* 2000 and privacy guidelines issued by the Victorian Privacy Commissioner as contained in Western Water's Personal Privacy Charter.

To obtain a copy of Western Water's Customer Service Charter or for further information:

Telephone 1300 650 422 Facsimile 03 9218 5444

Email mail@westernwater.com.au

Website www.westernwater.com.au

Administration Centre

36 Macedon Street, Sunbury VIC 3429

Mailing Address

Western Water

PO Box 2371

Sunbury Victoria 3429

