

- think your meter is faulty we will do an onsite test at no charge. If you want an offsite independent test, we will arrange one and you will not pay for the test if the meter is faulty.

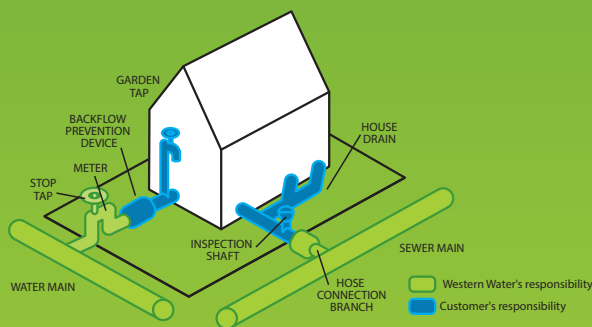
Maintenance responsibilities

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 Ombudsman Victoria (EWOV), on 1800 500 509 or by mail to Reply Paid 469, Melbourne, 8060 if you are not satisfied with our response.

Your privacy

We will comply with the *Privacy and Data Protection Act 2014* and privacy guidelines as contained in Western Water's Personal Privacy Charter.

Customer Service Charter Summary



PO Box 2371, Sunbury DC VIC 3429
 Phone: 1300 650 422 Fax: 9218 5444
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For more information call 1300 650 422
 or visit us at WesternWater.com.au



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.

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 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 2 hours.
- we will clear sewer blockages in our pipes within 47.2 minutes.

99% of planned interruptions will be complete in less than 5 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.

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 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 payment options available to you.

Copies of our Customer Support and Collections Policy is available on our website. Western Water will credit any government concessions to which a customer is entitled, if advised of the entitlement by the customer.

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.