

Customer Charter Summary



CONCESSIONS & ASSISTANCE

We have a range of payment options available to assist you if you are having trouble paying your account. Please ask our Customer Relations Coordinator for a copy of our Residential Hardship Policy or visit our website.

We can also provide referral to government funded assistance programs such as the Utility Relief Grant Scheme and other support such as an independent financial counselor.

We will assist each customer on a case by case basis and in confidence.

ACTIONS FOR NON PAYMENT OF YOUR ACCOUNT

We may apply penalty interest, restrict your water supply or take legal action for non payment of your account.

Please contact the Customer Service team for further information about assistance available to avoid any such action.

QUALITY OF SERVICES

We are required to comply with all applicable requirements of health and environment regulation.

We will ensure that your water supply and recycled water supply (if available) is at least equal to the minimum flow rate shown in the table below:

Exceptions are noted in the full version of the Customer Charter.

The flow rate must be measured at the meter or the tap nearest the meter assembly.

Property Service Pipe Diameter (mm)	Minimum Flow Rate Litre per Minute
20	15
25	30
32	60
40	90

RELIABILITY OF SERVICES

We will comply with the Service Standards specified in our Essential Services Commission approved 2013-2018 Water Plan.

A list of Service Standards appears in the full version of the Customer Charter and a list of the key Service Standards is included overleaf.

PAYMENTS

We allow 28 days from the date of issue of the account to the due date for payment. The due date and payment options are clearly displayed on each account.

We offer a number of convenient ways to pay your account.



Please present the account intact at our office at 2 Boys Home Road, Newhaven. Payments may be made by Cash / Cheque / EFTPOS / Credit Card.



Tear off payment slip and mail with your cheque or money order in the reusable envelope to: **Westernport Water, 2 Boys Home Road NEWHAVEN VIC 3925**



Please present the account intact at any Australia Post Office. **Billpay code: 0847 Ref: 11 Digit Account Number**



Pay by credit card through **1300 720 711** or go to our Payment & Charges page on our website 24 hours 7 days **www.westernportwater.com.au**



Contact your participating financial institution by Internet or telephone to make this payment direct from your cheque, savings or credit card account. **Biller code: 93682 Ref: 14 Digit Account Number**



Contact us on **1300 720 711** to arrange for a Direct Debit (periodic or whole account) application to be sent to you. We also accept Direct Debit via Visa or MasterCard.



Contact us on **1300 720 711** to arrange for an application form to be sent to you. We do not require you to agree to direct debit as a condition of service.

CONTACTING US



Accounts and Enquiries: 1300 720 711
24-hour Emergency Service: 1800 24 90 90



Office and correspondence: 2 Boys Home Road
NEWHAVEN VIC 3925



Email: **westport@westernportwater.com.au**
Internet: **www.westernportwater.com.au**



Fax: 03 5956 4101



National Relay Service (TTY Text Phone):
133 677 5956 4100

INTRODUCTION

Our Customer Charter outlines the commitments, responsibilities and standards of service that we provide to our customers.

This summary has been prepared as a ready reference and it will also help you if you wish to contact us on any matter related to our services or if you need information or advice from us.

For a full copy of the Customer Charter please visit our website or contact us and request a hard copy to be sent to you.

In addition, we will keep a copy at our office for inspection during business hours.

CHARGES

We prepare a schedule of fixed and variable tariffs and charges on an annual basis in accordance with the *Water Act 1989*, our approved service standards and any relevant determination by the Essential Services Commission.

The charges include fixed annual access charges for water and wastewater, charges for water usage, tradewaste disposal and other miscellaneous services.

We publish this information in local newspapers (circulating in our service area) prior to the tariffs and charges being introduced. It is also available on our website and supplied to customers as an insert to the first account after the tariffs and charges have been introduced.

ACCOUNTS

We issue accounts 4 times each financial year.

KEYS HELD BY WESTERNPORT WATER

If we hold keys to your premises, they will be held in safe custody and returned to you upon notification of you vacating the property or if access is no longer required.

INFORMATION

Please contact us for information or advice on the following matters:

- ◆ Account information and payment options
- ◆ Concession entitlements
- ◆ Programs for customers experiencing payment difficulties, including our Residential Hardship Policy;
- ◆ Our complaint handling procedures
- ◆ The Energy and Water Ombudsman (Victoria) Scheme.

Unless otherwise stated in the Customer Charter, we will not charge a fee for the provision of information or advice to customers affected by our operations.

COMPLAINTS

If you are dissatisfied with any aspect of our operations or the actions of our employees please let us know. We will handle your complaint as quickly as possible.

We are a member of the Energy and Water Ombudsman (Victoria) Scheme (FREECALL number 1800 500 509).

We hope that you will discuss your issues with us in the first instance.

PRIVACY

We keep information about you confidential and we comply with the Information Privacy Act (Victoria) 2000 and any guidelines issued by the Victorian Privacy Commissioner. Please contact us for a copy of our Personal Privacy Charter.

SPECIAL NEEDS CUSTOMERS

We keep an up to date register of customers who require water for the operation of a life-support machine; or other special needs that will be assessed on a case by case basis.

We will contact customers on our Special Needs Register as soon as possible in the event of an unplanned interruption to a service; and at least 4 business days before a planned interruption unless a longer period of notice is requested by the customer in which case that longer notice must be given if it is reasonably necessary and able to be accommodated by Westernport Water.

WORK AND MAINTENANCE

We will implement programs to maintain our systems in accordance with our approved Service Standards and the *Water Act 1989*.

In addition to this general system obligation we will maintain:

- ◆ The property service pipe if it is 25mm in diameter or less up to:
 - The meter assembly; or
- ◆ If no meter is installed, the property boundary.
- ◆ Any galvanised iron property service pipe for which we have maintenance obligations (as above) if it is leaking.

If we replace a galvanised iron property service pipe at a single residential property it may only require you to pay for the first \$500 (excluding GST) of the cost of the replacement. For further details please ask our Customer Service team for a copy of our Main to Meter Policy.

We are not responsible for the maintenance of a backflow prevention device installed at the outlet of the meter, a private fire service, private extension or trunk services or property service pipes from private extensions.

WORKER IDENTIFICATION

Our representatives will not enter your property without appropriate identification.

A representative of Westernport Water entering a property except for the purpose of reading an accessible meter must either:

- ◆ Notify any occupant present of the representative's purpose for entry; or
- ◆ If no occupant is present at the property, leave a notice stating the representative's identity and the date, time and purpose of entry.

PLANNED INTERRUPTIONS

We will inform affected customers in writing of the time and duration of any planned interruption to service at least two business days in advance.

As well, we have policies and procedures in relation to providing you with access to emergency supplies of drinking water.

SERVICE STANDARDS

Approved Service Commitment	Standard
Unplanned water supply interruptions per 100km	40
Unplanned water supply interruptions restored within 5 hours	100%
Planned water supply interruptions restored within 5 hours	100%
Average unplanned customer minutes off water supply	50
Average planned customer minutes off water supply	90
Average frequency of unplanned water supply interruptions	0.5
Average frequency of planned water supply interruptions	0.5
Average duration of unplanned water supply interruptions	120 minutes
Average duration of planned water supply interruptions	120 minutes
Numbers of customers experiencing at least 1 unplanned interruption in the year	1,500
Customers receiving more than 3 sewer blockages in the year	0
Average time to attend Priority 1 bursts and leaks from notification	30 minutes
Average time to attend Priority 2 bursts and leaks from notification	1.5 hours
Average time to attend Priority 3 bursts and leaks from notification	7.5 hours
Average time to rectify a sewer blockage	1.5 hours
Sewer spills contained within 5hrs	100%

GUARANTEED SERVICE LEVEL

Westernport Water has implemented a guaranteed service level scheme which has been approved by the Essential Services Commission. In the event that we fail to meet the guaranteed service level, Westernport Water will provide a credit to your account as noted below:

Approved service level obligation	Approved Payment
No more than 5 unplanned water interruptions within any 12 month period.	\$50
Sewage spill within a house, caused by the business or the failure of the business' system(s), contained within one hour of notification	\$500
Sewage spill onto property contained within five hours of notification	\$250