

Customer Charter Summary



Complaints

If you are dissatisfied with any aspect of our operations or the actions of our employees, please let us know. We will manage your complaint as quickly as possible. If you would like a written response, we will take no longer than 10 business days to respond. If it relates to water quality, we will respond within three business days.

If you are not satisfied with the outcome of your complaint, or the way it was handled, you can escalate the matter for review by a senior manager. Alternatively, you may wish to contact the Energy and Water Ombudsman of Victoria (EWOV), which can provide you with free, accessible, informal and fast dispute resolution.

EWOV can be contacted on FREE CALL 1800 500 509.

Privacy

Westernport Water must keep your personal information confidential and comply with the *Privacy and Data Protection Act 2014* (Vic) and the Health Privacy Principles contained in the *Victorian Health Records Act 2001*.

Special needs customers

Westernport Water keeps an up to date register of customers who require water for the operation of a life-support machine, or other special needs that are assessed on a case by case basis. We will contact those on our special needs register as soon as possible in the event of an unplanned interruption to a service; and at least four business days prior to a planned interruption. In all cases we will endeavour to minimise inconvenience to our customers with special needs.

Customer keys and access

Arrangements need to be made if a gate to your property is locked, or if unrestrained animals or livestock are housed at the property. 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.

Payments

You will receive a quarterly bill and have 28 days from the date of issue to make payment. The due date and payment options are clearly displayed on each account. We offer a number of convenient ways to pay your account:



Direct Debit: Automatically transfer payments from a savings or credit card account. Contact 1300 720 711 to arrange for a Direct Debit (periodic or whole account) application to be sent to you.



BPAY: Contact your participating financial institution online or by telephone to make this payment direct from your cheque, savings or credit card account. Biller code: 93682 Ref: 8 Digit Account Number



Pay by credit card via 1300 720 711 or go to our 'Pay my Bill' page on our www.westernportwater.com.au



Mail: Return the bottom of your account with your cheque or money order to: Westernport Water, 2 Boys Home Road, Newhaven VIC 3925



Please present your account intact at any Australia Post Office or online at www.postbillpay.com.au. Billpay code: 0847 Ref: 11 Digit Account Number



In Person: Present the account intact to our office at 2 Boys Home Road, Newhaven. Payments may be made by Cheque / EFTPOS / Credit Card

Actions for non-payment

We may apply penalty interest, restrict your water supply or take legal action for non-payment of your account. Please contact us for further information about the assistance available to avoid any such action.

Contact us



1300 720 711 (Accounts & Enquires)
1800 24 90 90 (24hr Emergency Service)
133 677 5956 4100 National Relay Service (TTY Text Phone)



[facebook.com/westernportwater](https://www.facebook.com/westernportwater)



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Introduction

This brochure outlines the commitments, responsibilities and standards of water and wastewater services provided to our customers. It also contains helpful information should you wish to contact us on any matter related to our services or if you are seeking advice.

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.



Charges and accounts

We prepare a schedule of fixed and variable tariffs and charges on an annual basis in accordance with the *Water Act 1989* and with the approval of the Essential Services Commission.

The charges include fixed annual access charges for water, recycled water and wastewater (billed quarterly in advance), charges for water and recycled water usage (billed quarterly in arrears), and trade waste disposal and other miscellaneous services.

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 Customer Support 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.

Quality of services

We are proud of the high quality of water we supply to our customers. Our customers can expect a drinking water supply that complies with the *Safe Drinking Water Act 2003* and the *Safe Drinking Water Regulations 2015*. We carry out regular water sampling and testing to identify and rectify any problems.

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 Size	Minimum Flow Rate
20 mm	15 litres per minute
25 mm	30 litres per minute
32 mm	60 litres per minute
40 mm	90 litres per minute

Service standards

Water - Approved Service Commitment	2023-28
Maximum no. of unplanned water supply interruptions a customer should experience per year	4
Ave. time taken to attend bursts and leaks (priority 1)	30 mins
Ave. time taken to attend bursts and leaks (priority 2)	35 mins
Ave. time taken to attend bursts and leaks (priority 3)	300 mins
Ave. duration of unplanned water supply interruptions	85 mins
Ave. duration of planned water supply interruptions	157 mins

Sewerage - Approved Service Commitment	2023-28
No. of customers receiving more than 3 sewer blockages in the year	0
Ave. time to attend sewer spills and blockages	35 mins
Ave time to rectify a sewer blockage	150 mins
Maximum time taken to contain a sewer spill	300 mins

Guaranteed service levels

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, we will provide a credit as noted below:

Guaranteed Service Level Obligation	Credit If Not Achieved
We will limit unplanned interruptions to no more than 4 in any 12-month period.	\$75
All water quality complaints will receive a response within three business days after notification (noting resolution may take longer).	\$100
We will not restrict the water supply of a residential customer, or take legal action, prior to taking reasonable endeavours to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying.	Annual water access charge fee or \$350 for tenants
We will contain sewage spills within a house resulting from the failure of our pipes within one hour of notification (GSL is in addition to clean-up costs)	Annual wastewater access fee or \$550 for tenants
We will contain sewage spills onto property within five hours of notification	\$350

Concessions and assistance

We have a range of payment options available to assist you if you are having trouble paying your account. Please ask us for a copy of our Customer Support Policy or search for it on our website.

www.westernportwater.com.au

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 counsellor and Referral Services for Family Violence.

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 up to the meter assembly, or the property boundary if no meter is installed.

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.

Planned interruptions

If we are required to carry out planned maintenance or construction works that will cause an interruption to your services, we will inform you in writing of the time and approximate duration of the interruption at least two business days in advance where possible. We will provide you with seven days notice of construction works that could affect your services.

Where an unplanned interruption has occurred, Westernport Water will endeavour to restore the water supply as quickly as possible.

Worker identification

We will not enter a residential property outside the hours of 7.30am to 6.00pm unless you consent, emergency works are required, or we have reasonable grounds for believing that water law is not being complied with. When entering your property, our employees and contractors are required to always carry and display current identification.