

# customer charter



We value our customers and strive for excellence in service delivery.

The aim of our Charter is to provide our residential customers with a clear understanding of the standards of service that you can expect from us, and your rights and responsibilities.

## water quality

We will:

- Supply water that is safe for you and your family to drink.
- Provide information on water quality to assist in your selection of household appliances.
- Continuously monitor and assess the quality of drinking water supplied.
- Respond within two hours, or at an agreed time, to any reports of poor water quality.
- Provide information, using media bulletins, of any planned changes to our system likely to affect the quality of the water we supply to you.
- Advise you of any need to make alternative arrangements for drinking water in the unlikely event that your water quality deteriorates.
- Water quality sample results are available at [watercorporation.com.au](http://watercorporation.com.au) or by calling 13 13 85.

## installation of services

We will:

- Install or activate the water service within 10 business days, or on an agreed day, once the Conditions for Connection (including fees and charges) are satisfied.

## flow and pressure (At the outlet of your meter)

We will:

- Provide water at a flow rate of at least 20 litres per minute.
- Provide water within a standard pressure range (other than those areas which are exempt in our Operating Licence).

## meter tests

We will:

- Conduct a test if you believe your meter is not accurately measuring the water passing through it. The test will be conducted within 10 business days of receiving your request and payment of the fee, or at an agreed day and time.

## planned interruption to water supply

We will:

- Provide you 24 hours notice if we need to interrupt your water supply for planned work.

## unplanned interruption to services

We will:

- Respond within two hours to undertake repairs and clean-up if there is water flooding or a wastewater overflow at your property due to a failure of our system.

- Keep you informed during an emergency of the status of the work being undertaken.
- Respond to urgent water faults within two hours.

**We may need to interrupt, suspend or restrict our services due to accidents, emergencies, health or safety risks or other unavoidable causes.**

## wastewater

We will:

- Remove the wastewater from your property and treat it to a high quality, to protect public health and the environment.
- Maintain and operate the wastewater service up to the property connection point.
- Routinely monitor the quality of our treated wastewater before it passes back to the environment.

## odours

We will:

- Investigate and advise you of the outcome of an odour complaint, within 24 hours or on the following business day.

**Please contact us on 1800 068 570 if you have an odour complaint. We take all complaints about odours from our Wastewater Treatment Plants seriously and will act promptly to address the problem.**

## entry to your property

We will:

- Provide advance notice of all planned work that may require entry to your property.
- During an emergency, inform the occupier of the land or premises of work being undertaken, or leave an information card where the occupier is not present.

We may need to enter your property to carry out inspections, routine maintenance and repair work on our systems.

## identification of our staff

- Should we need to enter your property, our employees or contractors will carry identification that will be shown to you (or to any person present at the time of access).



water for all, forever



## reinstatement of your property

We will:

- Assist in the reinstatement or replacement of property or equipment lost or damaged as a result of our actions or failure of our systems.
- Reinstatement your property as close as possible to its original condition if damage does occur due to our activities.

## contacting us

We will:

- Respond to any general written enquiries within 10 business days.
- Respond to email enquiries within five business days.
- Answer 70% of calls to our General Enquiry numbers within 30 seconds.

## complaints

We will:

- Investigate and resolve all complaints about our products or services within 15 business days of you contacting us.

If, after we have provided our response, you are still not satisfied, you may refer your complaint to the Consumer Assistance Area at the Department of Water. Information regarding Customer Complaint Resolution is available at [watercorporation.com.au](http://watercorporation.com.au)

The Customer Services Officer at the Department of Water can be contacted on 6364 7600 or by email [WISBcomplaints@water.wa.gov.au](mailto:WISBcomplaints@water.wa.gov.au)

## pensioner and senior concessions

If you hold a valid Concession Card, you could be entitled to a rebate or concession.

To find out whether you are eligible, or to apply for a concession, visit our website at [watercorporation.com.au](http://watercorporation.com.au) or call 1300 659 951.

## billing and payment assistance

We will:

- Issue an Annual Service Charges account every July for all properties where water, wastewater and / or drainage services are available.
- Read your meter and issue accounts for Water Use at least every six months in the metropolitan area and every four months in country areas.

Contact us immediately if you are unable to pay your account in full by the due date.

Our Customer Service Representatives and Case Managers are committed to handling your enquiry in confidence and with fairness and compassion.

For further information on how we can assist, you can view a copy of our Financial Hardship policy at [watercorporation.com.au](http://watercorporation.com.au) or call us on 13 13 85 (TTY users call the National Relay Service on 13 36 77) to request a copy. Brochures in other languages are available on request.

## service commitment scheme

We are committed to delivering the levels of service outlined in this Charter. We have implemented a Service Commitment Scheme, to provide a formal means of assistance to you where any commitment has not been met.

Details of the scheme are available at [watercorporation.com.au](http://watercorporation.com.au) or by calling us on 13 13 75.

## your responsibilities

### water

- Be aware that certain appliances may be unsuitable or not perform efficiently with some types of water.
- Ensure all internal plumbing is maintained in good order and in compliance with plumbing standards.
- Contact us on 13 13 75 if you have any concerns or enquiries about water quality, or if you notice a significant change in your water flow or pressure.

### wastewater

- Dispose of household waste correctly.
- Do not flush foreign objects other than toilet paper into the wastewater system through toilets, sinks, baths and showers, as they can cause blockages.
- Keep overflow relief gullies and access chambers (wastewater manholes) that may be on your property, free of obstruction.

### our assets

- Advise us immediately if damage occurs to any of our assets on your property, or report deliberate damage or suspected criminal activity relating to our assets, by calling us on 13 13 75.
- If you are planning to build a new home or carry out renovations, submit your building plans to us for approval prior to commencing work. This helps us to protect pipes and infrastructure from damage.
- Provide reasonable access to your water meter, to enable our employees to read and maintain the meter safely and efficiently.

### billing and payments

- Notify us of a change of address or ownership or any change to your land use.
- Contact us immediately if you are unable to pay your account in full by the due date.

## contacting us

Account Enquiries	13 13 85
Faults, Emergencies and Security	13 13 75
National Relay Service	13 36 77
Interpreter Service	13 13 85

Building Services and Subdivision Enquiries	13 13 95
Land Development Enquiries	(08) 9420 2099
Pensioner and Senior Applications	1300 659 951
Waterwise Helpline	13 10 39

Website [watercorporation.com.au](http://watercorporation.com.au)

Email [customer@watercorporation.com.au](mailto:customer@watercorporation.com.au)

Elements of the Charter are varied for farmland customers, commercial customers and services provided by agreement in accordance with our Operating Licence.

The *Service Standards* and *Your Responsibilities* listed are a summary only.

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The complete Charter is available at [watercorporation.com.au](http://watercorporation.com.au) or can be requested by calling 13 13 85.

The Charter is available in alternative formats on request.