

### FEES AND CHARGES

AQWEST's accounts are issued every four months and are made up of a fixed service charge and a variable charge for water consumption.

Prices are approved annually by the Minister for Water Resources.

### WATER RESTRICTIONS

On occasion, AQWEST may restrict supply.

This could happen:

- ? When there are limitations on supply
- ? During drought periods (there is a state-wide ban on the use of sprinklers between 9am and 6pm); or
- ? To ensure a continuous supply during short-term problems with the network, treatment plants or bores

Restrictions may also apply if an account is unpaid and no alternative arrangements have been made. AQWEST will provide notice in writing at least 48 hours before restricting supply.

Complaints about sprinkler usage between 9am and 6pm may be lodged directly with AQWEST or with the Bunbury Office of the Department of Water on (08) 9726 4111.

#### MORE INFORMATION:

The Customer Service Charter is available from AQWEST, or can be viewed at [www.aqwest.wa.gov.au](http://www.aqwest.wa.gov.au)

#### AIM

To achieve on-going success based on service excellence and compliance to statutory requirements.

#### ROLE

To provide sustainable, high-quality water services at minimum long term cost.

THE EMERGENCY NUMBER IS (08) 9791 3272

Service Faults Response  
Major pipe fault Within 2 hours  
Minor leaks Within 4 hours  
Non-urgent issues 2 working days

Phone: (08) 9780 9500  
Fax: (08) 9780 9509  
E-mail: [aqwest@aqwest.wa.gov.au](mailto:aqwest@aqwest.wa.gov.au)  
Web site: [www.aqwest.wa.gov.au](http://www.aqwest.wa.gov.au)  
24-hr Emergency Service: (08) 9791 3272

Postal address  
PO Box 400, Bunbury WA 6231

Street address  
5 McKinnon Way, Bunbury WA 6230  
Office hours  
8.30am to 5.00pm, Monday to Friday

**Contact Department of Water**  
Phone: (08) 6364 7600  
Fax: (08) 6364 7601  
Website: [www.water.wa.gov.au](http://www.water.wa.gov.au)

**Contact Economic Regulation Authority**  
Phone: (08) 9213 1900  
Fax: (08) 9213 1999  
Email: [enquiry@era.wa.gov.au](mailto:enquiry@era.wa.gov.au)  
Website: [www.era.wa.gov.au](http://www.era.wa.gov.au)



# Customer Service Charter

## SUMMARY

May 2007



### WATER QUALITY

AQWEST conducts regular tests to ensure water quality meets the standards set by the WA Minister for Health.

AQWEST has a Memorandum of Understanding with the WA Department of Health which sets rigorous rules for testing the quality of Bunbury's water, and ensures independent verification of the results.

### WATER SUPPLY

The supply network is designed to deliver water 24 hours a day, every day.

AQWEST is responsible for the provision of all services and maintenance to and including your meter. Beyond the meter, the property owner is responsible for all other pipes, fittings and water appliances.

A licensed plumber is required to carry out any repairs or modifications to the supply system within the property boundary.

Plumbers are regulated by the Plumbers Licensing Board, which can be contacted on (08) 9282 0478.

### WATER PRESSURE

AQWEST guarantees a minimum flow of 20 litres per minute at a pressure of 150 kilopascals (kPa).

### NEW CONNECTIONS

Customers who apply to have a service connected in areas where mains pipes already exist will be connected within 15 business days. Where a service is not available, a quotation will be provided within 10 business days.

### INTERRUPTIONS TO SUPPLY

On occasion, it is necessary to interrupt supply to carry out maintenance or upgrading works.

Our commitment in relation to planned interruptions is to:

- ? Provide at least 24 hours notice
- ? Minimise interruption time; and
- ? On request, make alternative arrangements for drinking water for interruptions over 6 hours.

During emergencies, it may be necessary to interrupt supply without notice.

On these occasions, AQWEST will endeavour to keep interruptions to a minimum.

### PROPERTY ACCESS

AQWEST officers are legally allowed to enter private property to obtain meter readings. Please help our readers by maintaining easy access to meters.

AQWEST staff carry ID cards at all times.

### SERVICE FAULTS

AQWEST provides an emergency on-call service 24 hours a day, 7 days a week. Advice will be provided within an hour about how an emergency will be dealt with.

### CUSTOMER ENQUIRIES

Customer service staff are available during business hours and our aim is to respond to enquiries as quickly as possible. Our standards of service are:

Customer Contact	Response
Personal enquiries	Next day
Telephone calls	Next day
Emails	10 working days
Correspondence	10 business days

### CUSTOMER COMPLAINTS

Complaints can be lodged with the Chief Executive Officer who will investigate and report within 21 days.

If this response is unsatisfactory, the matter should be referred to the Department of Water which can order urgent or serious matters be heard by an independent Arbitrator. The Arbitrator's decision, including the awarding of costs, is binding on all parties.

Customers may also seek resolution through legal avenues.

### PAYMENTS AND ACCOUNTS

Customers experiencing trouble making payments should call to organise special arrangements. Rebates of up to 50 per cent are available to pensioners and seniors.

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