



## **CUSTOMER SERVICE CHARTER**

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Peel Water Pty Ltd  
Locked Bag 4, Como WA 6952  
ABN: 54 147 181 495  
ACN: 147 181 495

# 1 INTRODUCTION

This Customer Service Charter informs the Point Grey residents of the standard of service Peel Water will provide. This Customer Service Charter also outlines the rights and responsibilities for residents and details the methods of communication between the customer and Peel Water.

Peel Water will supply the Point Grey residential development with:

- Drinking water,
- Recycled water for irrigation, and
- Sewerage services.

Peel Water is an independent water authority licensed under the *Water Services Licensing Act 1995* by the Economic Regulation Authority (ERA) to provide water and sewerage services to a controlled area as detailed in Figure 1.

Peel Water is providing the residents of Point Grey with a sustainable water supply system. The nature of the system relies on each resident to take responsibility for the quality of water produced by Peel Water.

This Customer Service Charter:

- Details the expected water quality and pressure,
- Provides information about connection,
- Defines responsibilities for maintenance,
- Outlines complaints and faults procedure,
- Clarifies account payments, and
- Explains customer rights.

Peel Water will also match the Water Corporation's pricing principles.

## 2 PEEL WATER DETAILS

Peel Water was established to service the community at Point Grey. The spectacular location of Point Grey on a peninsula of land between the Peel Inlet and the Harvey Estuary created a unique opportunity to independently service each residential lot with:

- Drinking water,
- Recycled water for irrigation, and
- Sewerage services.

The provision of these water services, outside of the standard connection to existing water service networks, makes Point Grey unique in comparison to any other development within the Peel Region.

It is commonly acknowledged that approximately 50% of the water provided to a typical residential dwelling is used externally for irrigation. The aim at Point Grey is to reduce the wastage of high quality drinking water by providing 'fit for purpose' irrigation water to each residential lot. This is achieved by recycling 100% of the wastewater produced within the development.

Peel Water not only reduces wasting high quality drinking water but also provides a long term sustainable source of irrigation water to the urban community. Recycled water is therefore seen as a valuable resource to the Point Grey community and should be used wisely.

Peel Water values all of its customers and is committed to provide sustainable, high quality water and wastewater services. The commitment is reinforced through:

- the education and adoption of water efficiency measures,
- strong asset management, and
- continual maintenance of assets.

## 3 WATER QUALITY AND PRESSURE

### 3.1 DRINKING WATER

Peel Water will ensure the quality of drinking water provided is maintained through:

- Regular maintenance of the water treatment system,
- Consistent water quality testing, and
- Reporting to DOH.

Drinking water will be provided at a minimum flow of 20 litres per minute at a pressure of 15 meters of head or 150 kilopascals (kPa). Maximum meter pressure should not exceed 1000 kPa. Peel Water may alter the water pressure during times of peak supply, however minimum flow is still guaranteed.

Peel Water has a Memorandum of Understanding with the WA Department of Health, which sets thorough guidelines for testing the quality of water. This document also ensures there is independent verification of the results.

### 3.2 RECYCLED WATER

The Point Grey development provides each customer with recycled water for external irrigation demands.

Approvals for the use of recycled water in Western Australia are strictly controlled. Peel Water incorporates many layers of control measures to prevent impacts on the environment and the health of the community of Point Grey. The quality of recycled water is continuously monitored to reassure a safe product is produced.

As you can appreciate every litre of water that enters the wastewater system has the potential to be irrigated on your property or in the public open space. Therefore, Peel Water also needs customers to be mindful of the water entering the wastewater system.

Recycled water will be supplied at a lower pressure to drinking water. This will be at approximately 10m of head or 100 kPa.

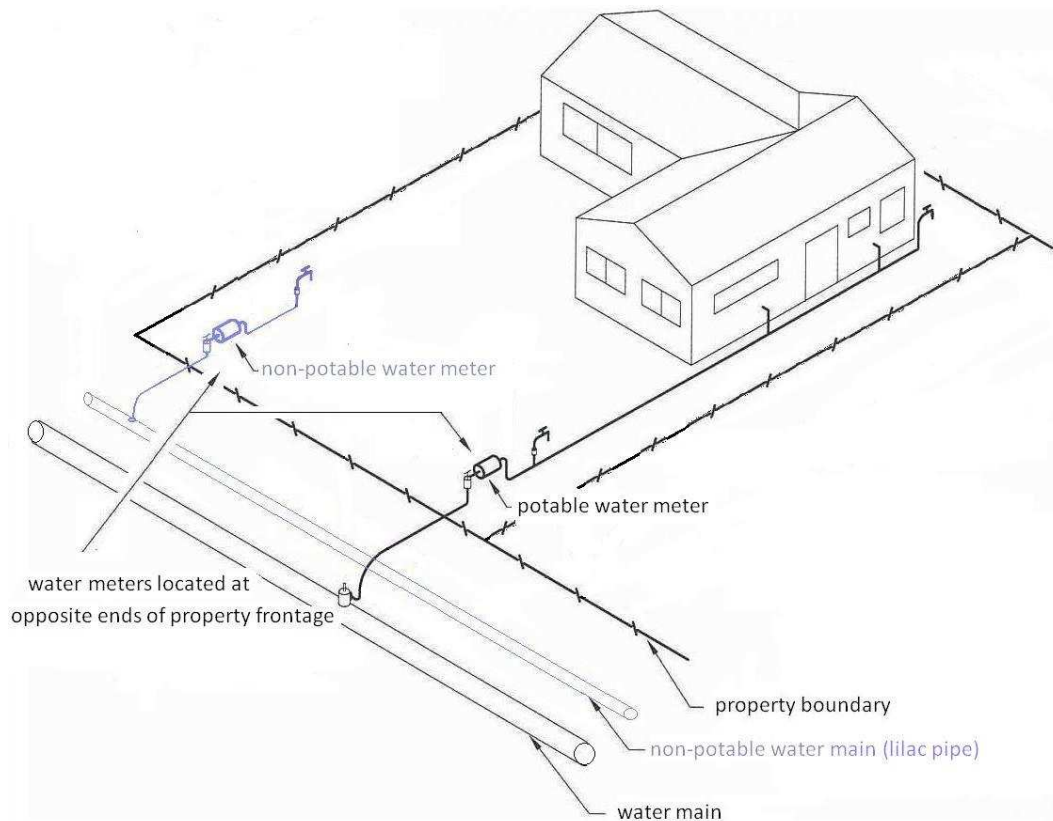


## 4 PROPERTY CONNECTIONS

As mentioned previously, drinking water and recycled water will be provided to each lot. To prevent any confusion between the two services all pipe work, meters and taps for the recycled water will all be labelled 'non-drinking water' and coloured purple.



Drinking water pipe work will be marked 'drinking water' and coloured blue, with no obvious markings on the meter.



Applications for water service connection can be made to Peel Water. You are required to provide a copy of your building plan indicating where you would prefer the meters to be installed, keeping in mind that each meter must be installed on opposite corners of the block frontage.

Peel Water will be inspecting all connections to the drinking water and recycled water systems. Once connection is made an inspection time should be booked with Peel Water, prior to occupation of the home. If you sell your home or there is a change of tenancy, you can request a special meter reading, however, this will attract a fee. All fees and charges are detailed on our website at [www.peelwater.com.au](http://www.peelwater.com.au).

## 5 AREAS OF RESPONSIBILITY

Peel Water owns and is therefore responsible for the:

- Drinking water mains pipe work,
- Recycled water mains pipe work,
- Drinking water meters, and
- Recycled water meters.

Peel water will maintain and replace any equipment up to and including the meter at the property boundary. Replacement will occur when it is required as a result of normal wear and tear. If the meter or equipment are damaged as a result of accident or negligence the repair costs will be the responsibility of the offender.

Any work completed by Peel Water on the land owner's property, where damage to property occurs, will be repaired to the previous state or better.

Pipe work and fittings from the water meter to house (or irrigation system in the case of recycled water) are the property owner's responsibility.

It is the owner's responsibility to prevent damage to the water meter, whilst maintaining access to the meter.

Peel Water prohibits the discharge of unauthorised substances into the wastewater including, but not limited to:

- Paint,
- Waste pharmaceuticals,
- Oils,
- Petroleum products, and
- Other foreign objects.

The owners have the right to request disconnection however fees will apply and an alternative water supply will need to be addressed with the local government.

### 5.1 PLUMBING WORK

All plumbing work must comply with Australian Standard 3500 and all plumbing work must be carried out by a licensed plumber registered with the Plumbers Licensing Board.

Prior to working on the recycled water system, all plumbing contractors must also undergo a recycled water system induction to ensure they understand the connection process. Plumbers can contact Peel Water on (08) 6436 2200.

## **5.2 ACCESS**

Peel Water staff are required to access each property from time to time:

- to undertake maintenance,
- to read a water meter, or
- in the event of an emergency.

Western Australia legislation enables Peel Water staff to enter its customer's property. Peel Water staff are obliged to present authorised identification upon request. Where possible, Peel Water will notify the owner or tenant 7 days prior to any disruption to supply or the need to access the property. A timeframe and deadline will be provided for any disruption or disturbance.

## **5.3 RIGHTS**

Upon connection of a water service described in this customer service charter, Point Grey landowners are bound by the Peel Water customer contract. The Department of Water is currently in the process of referring certain statutory rights and obligations to Peel Water which will enable it to provide the water services set out in this customer service charter. Once this process is complete, Peel Water will amend the customer service charter to set out these rights and obligations.

The terms and conditions of the customer contract will incorporate these statutory rights and obligations and enable Peel Water to charge fees for the services provided at Point Grey. These fees will be regulated by Peel Water benchmarking itself with the service market (i.e. other water service providers). This benchmarking ensures the residents at Point Grey are not disadvantaged by Peel Water being the Licenced Service Provider.

Each land owner has the right to:

- Be informed of decisions, maintenance and construction to the water system,
- Be notified of any disruption to the service,
- Have their issues dealt with in a reasonable timeframe, and
- Be able to comment on the effectiveness of the service delivery from Peel Water.



## 6 ACCOUNT PAYMENTS

Peel Water will issue accounts every six months. This account will detail:

- A fixed service charge and a variable charge for drinking water consumption,
- A fixed service charge and a variable charge for Recycled water consumption, and
- A fixed service charge for sewerage connection.

All fees and charges are detailed on our website at [www.peelwater.com.au](http://www.peelwater.com.au). If we have overcharged you, you may choose:

- to use the credit for future charges; or
- refund the amount.

If, by error, you are undercharged, you will be required to pay the shortfall. Any overdue accounts will incur an interest penalty. Property owners can request in writing that accounts be placed a tenant's name. However, these charges ultimately remain the owner's responsibility.

Please contact us to discuss any issues regarding paying your account, as payment plans can be arranged.

If there is a change of ownership or address, please let us know immediately.

The Point Grey community and environment objectives are supported through the three underlying principles of:

- Equity, to ensure all users are charged fairly through a transparent pricing system;
- Full cost recovery, to ensure Peel Water can operate and maintain the water utility in a financially responsible manner; and
- User Pays Charging, to encourage customers to find efficient and effective systems to minimise costs.

### Excess charges

As water is such a valuable asset to the community, the price of water increases when you use more than is determined reasonable by Peel Water. These charges will vary between drinking water and recycled water.

The excess charge fees are detailed on the website at [www.peelwater.com.au](http://www.peelwater.com.au).

If a meter is faulty, consumption charges will be estimated and based on an average of past consumption. If your account is unusually high, because there is an undetected water leak within your property, then you may qualify for an ex-gratia allowance of up to 50 per cent. The conditions of such arrangement are detailed on the website. If you believe your meter is faulty, we can arrange for it to be tested, however, a fee applies if no fault is found.

### **Pensioner rebates**

Pensioners may qualify for a discount on supply fees and charges. Generally, pensioners can claim up to half of the annual supply fee and the first 350 kilolitres of water used each year.

Seniors and Commonwealth Seniors Health Care cardholders can claim between 25 and 50 per cent off the supply fee and 50 per cent off the first 150 kilolitres used. This includes private tenants who hold these cards.

The rebate does not apply to State Housing Commission tenants.

## 7 COMPLAINTS AND FAULTS PROCEDURE

### 7.1 CUSTOMER ENQUIRIES

Peel Water contact details are shown in the 'Contact us' section below (section 7.4). Please call us to report faults, enquire about accounts or with questions, feedback or suggestions.

Any telephone call will usually be answered the same day or, if some investigation is required, no later than the next business day. Responses to letters and e-mails are guaranteed within 10 working days.

### 7.2 COMMUNICATION

Peel Water has an obligation to communicate with its customers. There are a number of ways that communication will occur, including through notification by mail, email and through the website.

At least once every 6 months, Peel Water will provide the customers of Point Grey with information updates regarding water services through the website and through billing information sent to customers.

Peel Water business hours are from 8:30am to 5pm Monday to Friday

### 7.3 EMERGENCY CONTACT DETAILS

Peel Water also has an obligation to respond to emergencies that impact customers at Point Grey.

In an emergency (including emergencies after hours), if you require assistance, please contact Peel Water.

General enquiries, faults, emergencies: (will be directed to Peel Water Customer Service Manager)

**Tel: (08) 6436 2200**

If the event occurs outside of business hours, the phone will be redirected to the Site Manager, however still contact the main telephone number

**After hours: (08) 6436 2200** (the call will be redirected to the Site Manager)

Upon notification of an emergency, Peel Water will provide a customer with a response timeframe. Peel Water will also provide the customer, within one hour of the emergency being notified, a resolution timeframe.

## 7.4 RESPONSE TIMEFRAMES

Peel Water's standard response timeframes are as follows:

**Odours** – 4 hours during office hours (6 hours - outside business hours)

**Sewage overflows** – 2 hours during office hours (4 hours - outside business hours)

Please be aware that the above timeframes are subject to change depending on the gravity of the emergency or problem.

## 7.5 CONTACT US:

### Peel Water

Locked Bag 4  
COMO WA 6892  
Level 2, Melville Parade  
COMO WA 6004  
Phone number: (08) 6436 2200

Website: <http://www.peelwater.com.au>

Business Hours: 8.30am to 5.30pm Weekdays (excluding public holidays)

Please be advised that all complaints should, in first instance, be directed to the Site Manager for Peel Water. It is a requirement that all complaints, even those made by telephone or in person, be subsequently lodged in writing (via mail or email) to Peel Water. This ensures there is a record of the event and that the complaint is resolved within 15 working days.

If a customer is not satisfied with the service provided by Peel Water the customer may refer their complaint to the Department of Water **at any stage** of the complaint, however it is important that the complaint is initially dealt with by Peel Water.

If you desire to contact the Department of Water, please direct your concerns to:

Customer Services Officer  
Department of Water  
Water Services Branch  
PO Box K822  
PERTH WA 6842

The Atrium  
168 St George Terrace  
PERTH WA 6000  
Phone number: (08) 6364 7600  
Website address: [www.water.wa.gov.au](http://www.water.wa.gov.au)  
Email address: [WISBcomplaints@water.wa.gov.au](mailto:WISBcomplaints@water.wa.gov.au)