



An Overview of our

Customer Charter

Urban Customers

We are at your service – 24 hours a day – 7 days a week

Our Customer Charter

Our Customer Charter gives us the opportunity to show how committed we are to customer care and the provision of quality water and environmental (sewerage) services through the pursuit of excellence in service delivery. It also states our obligations under the *Water Act 1989* and your rights as a customer receiving either a drinking or regulated (untreated) water supply and, where applicable, environmental services. This is a summary of our Customer Charter for GWMWater's urban customers only. *A full copy is available to all customers upon request or through our website at www.gwmwater.org.au.*

Who are we?

GWMWater has one of the largest geographic footprints of all the water businesses in Victoria. Our activities cover some 62,000 square kilometres, servicing approximately 72,000 people living either on farms or in one of our 71 urban centres.

We collect, store, treat, transfer and distribute water and wastewater, often over long distances to meet our customer's needs and expectations. Our water services and operational responsibilities include use in and around homes, in business, on farms, waterways, for environmental purposes, recreational and sporting uses for community benefit.

We operate water and wastewater treatments plants in many of our 71 towns, utilise desalination technology, operate numerous recycled water schemes and run pipelines, channels, dams, weirs and pump stations to service our customers. We also have responsibilities for groundwater, irrigation and a number of waterways.

Our Commitment...

We believe you have the right to quality water and environmental services. We acknowledge those rights and strive to achieve them through conforming with government standards and providing a quality service. While resources and/or community preferences may sometimes prevent us from providing a drinking quality water supply and environmental services to all towns, we remain committed to providing all customers with quality water and, where appropriate, environmental services in the future. We are also committed to developing and delivering effective water conservation programs across the region.

Your rights include:

Delivery - Water that meets minimum flow rates and reasonable pressure requirements.

Reliability - A reliable, continuous water service. We will provide you with two-business days notice before a planned interruption. GWMWater aims to minimise the number of unplanned water supply interruptions so that no customer will experience more than five water supply interruptions in a year and restore water supply following unplanned interruptions within 100 minutes. We will also aim to minimise the number of sewer blockages so that no customer will experience more than three blockages in a year, attend to bursts, leaks, blockages and spills within 30 minutes, clear sewer blockages and contain sewer spills within three hours.

Effectiveness - An effective and reliable environmental service if you live in a declared sewerage district. We are committed to operating our sewage systems to avoid odours and overflows.

Consultation - We will consult with our customers on issues that affect the quality of the services that we provide through a variety of forums, including our various customer committees.

Water Quality - Not all our towns are supplied with water of drinking quality. In towns receiving a drinking water supply, we aim to provide drinking water that meets government standards. These standards aim to provide drinking water that is clear and free of bacteria, unpleasant odours and objectionable tastes. *Details of your town's water quality is available upon request or through our website www.gwmwater.org.au.*

Care - Towns receiving a regulated water supply will receive regular reminders from us that the water is unsuitable for food preparation and other human consumption purposes. In conjunction with local government, appropriate signage will be placed throughout these towns to ensure that people who may come in contact with the water supply are aware of its quality. We will periodically consult with these communities about the quality of their towns' water supply and to establish community preferences in respect to future water quality.

Note: A number of Out-of-District Agreements also exist with customers who reside outside declared water districts. Some of these customers also receive a regulated water supply from GWMWater.

Monitoring - We will regularly sample and test water supplies to identify any potential public health and water quality concerns.

Privacy - GWMWater will not disclose information about you without your consent, unless we are required by law, or to reduce a serious or immediate threat to life or health. *Full details of GWMWater's Privacy Policy is available by contacting 1300 659 961 or visit our website at www.gwmwater.org.au.*

Water supply – who is responsible

We - are responsible for maintaining the water meter and property service pipes running from our water main to the meter.

You - are responsible for the plumbing of the meter on your side and ensuring easy access to that meter.

We - will replace the property service pipe between the water main and the meter at our cost. Where the pipe is made from galvanised iron you may be required to contribute up to \$500 towards the cost of replacement.

Environmental services – responsibilities

You - are responsible for maintaining all plumbing and fixtures to the connection point.

We - will maintain connection points installed by us, or on our behalf by contractors and developers.

Access

GMMWater staff have the right to enter your property for purposes including reading meters or in the event of an emergency. We must carry identification for your perusal.

Complaints and disputes

Please phone our Customer Contact Centre on 1300 659 961 if you have a complaint or enquiry. If our response does not satisfy you, you can have the complaint reviewed by a senior manager. The senior manager will examine the complaint and we will inform you of other avenues where you can take your complaint if you are still dissatisfied, including the Energy and Water Ombudsman (Victoria) who can be contacted on 1800 500 509.

We will bill you for:

- Availability charges to provide water and/or environmental services;
- Water use based on consumption and for non-residential customers, a linked rate for wastewater disposal;
- Trade waste charges, which apply to some commercial and industrial customers only; and
- Other miscellaneous services provided by GMMWater.

Full details of GMMWater's schedule of approved fees and charges is available by visiting our website www.gmmwater.org.au or contacting us on 1300 659 961.

We send:

Customer accounts every three months, as soon as possible after we have read your meter. Accounts must be paid within 28 days from the date of issue. Full details of how to pay your account are detailed on the bottom section of each account. Options include:

- (a) in person at any licensed Australia Post Office;
- (b) by mail with cheque or money order made payable to GMMWater and addressed to PO Box 481, Horsham Victoria 3402;
- (c) by BPay;
- (d) by Direct Debit
- (e) by Credit Card phone 13 18 16 or visit postbillpay.com.au.

It is important to let us know if you are having difficulty paying your account. We can then discuss alternative ways of payment, flexible payment plans, our hardship policy or explore possible government assistance and concession options.

You may be eligible for a government-funded concession if you hold:

- (a) a Pensioner Concession Card;
- (b) a Health Care Card;
- (c) a Health Benefits Card;
- (d) a Dependant Treatment Entitlement Card (for War Widows); or
- (e) a Personal Treatment Entitlement Card including TPI (Total and Permanent Disability) category.

Not-for-profit organisations which are required to pay service charges may be eligible for a rebate.

For further information about concession entitlements or further details on payment options, contact us on 1300 659 961.

A full copy of GMMWater's Urban Customer Charter and approved standards are available upon request by contacting GMMWater on 1300 659 961 or by visiting our website www.gmmwater.org.au.

How you can contact us:

Customer Contact Centre (office hours only) 1300 659 961	Difficulties and Faults (24 hrs a day, 7 days a week) 1800 188 586
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Or you can visit us:

Regional Administration Centre: 11 McLachlan Street
(PO Box 481) Horsham 3402
Facsimile: (03) 5381 9881
Email: info@gmmwater.org.au
Website: www.gmmwater.org.au

Additional Service

If you require access to translation and/or interpretation services contact 13 14 50 and ask to be connected to 1300 659 961.

Deaf, hearing impairment or speech/communication impairment customers may call the National Relay Service (Telephone Typewriter Service) by dialling 13 36 77 and quoting 1300 659 961.