



# Rural Customer Charter summary

This summary of our Rural Customer Charter informs you about the services we offer, and the rights and responsibilities of Wannon Water and you, the customer.

To read the full Rural Customer Charter visit [www.wannonwater.com.au](http://www.wannonwater.com.au) or call 1300 926 666 to request a copy.

## Billing cycles

Wannon Water will issue bills once every three months (four times per year) or more frequently if agreed with the customer.

Wannon Water may bill customers with high water usage more frequently.

## Issue of bills

Wannon Water will issue a bill to:

- the customer at the physical or electronic address specified by the customer; or
- the customer's agent at the physical or electronic address specified by the customer if the customer has made a written request to Wannon Water; or
- any person authorised to act on behalf of the customer at the physical or electronic address specified by that person.

If no address has been specified, Wannon Water will send the bill to the physical address of the property in respect of which the charges have been incurred, or to the customer's last known address.

## Water charges

Wannon Water rural customers are billed the following charges for water services:

- water service charge – is the charge which is billed to the owner at every property or dwelling serviced by Wannon Water's water supply system; and
- water usage charge – is the price per kilolitre (1,000 litres) of water delivered to the property as measured by the water meter (or estimated where there is no water meter) which is billed to the occupier of the property connected to the water system; and
- water surcharge – is the price per kilolitre (1,000 litres) of water delivered above the customer's maximum annual usage limit and is in addition to the water usage charge.

## Payment methods

Wannon Water accepts payment from customers:

- by direct payment from your bank account using a direct debit facility;
- by deduction through a provider of income support such as Centrepay;
- in advance as agreed to by Wannon Water;
- in person at any post office or post office agency;
- by internet using Australia Post's website or by using BPay;
- by telephone on either 13 18 16 or through your financial institution's BPay facility using a credit card, cheque or savings account; or
- by mail to PO Box 1158, Warrnambool 3280.

Wannon Water will not require customers to agree to direct debit as a condition of service.

## Concessions and assistance

Wannon Water will assist rural customers where appropriate regarding:

- government concessions, including concessions on water charges;
- flexible payment arrangements;
- our family violence procedure; and
- a rural financial counsellor.

## Reliability of services

Wannon Water will develop and implement plans, systems and processes to manage its assets to ensure that services are provided on a reliable basis.

Wannon Water will use reasonable endeavours to minimise the impact of unplanned interruptions to services.

Wannon Water will inform affected customers of the time and duration of any planned interruption to a service at least five business days in advance.

## Maintenance obligations

Subject to water law, Wannon Water will implement programs to maintain its systems in accordance with its approved service standards. In addition to this general system obligation, Wannon Water will maintain the following customer works where the relevant service is available:

### WATER SERVICE PIPE

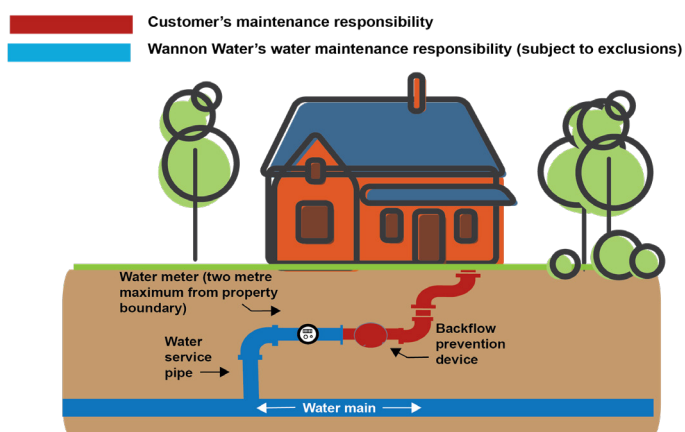
Wannon Water will maintain the water service pipe from Wannon Water's water main up to:

- the first water meter installed after the water main; or
- the property boundary if the first water meter is more than two metres inside the property boundary or there is no accessible stop valve; or
- the first accessible stop valve where the first water meter or part of the water service pipe is within or beneath the walls of a structure built on the serviced property or where there is no water meter.

Subject to water law, the property owner is responsible for:

- parts of the water service pipe that Wannon Water is not responsible for maintaining under the three items above;
- backflow prevention devices;
- fire services;
- private extensions or trunk services, or water service pipes from private extensions; and
- the installation, maintenance, repair and replacement of any meter pit, pit lid or meter cage.

A summary of the relevant maintenance responsibilities is set out in the following diagram:



## Customer obligations

Wannon Water will use reasonable endeavours to keep each customer informed of the customer's material obligations under water law including:

- to pay charges incurred after vacating a property unless Wannon Water is given at least 48 hours' notice of the customer vacating a property;
- to ensure that each water meter is accessible by Wannon Water;

- to maintain the property owner's infrastructure upon notice by Wannon Water;
- to remove trees upon request of Wannon Water;
- to seek the consent of Wannon Water for any building or construction work which might interfere with a service or system;
- to not alter any works connected to Wannon Water's works without Wannon Water's consent; and
- to observe the permanent water savings measures and any water restrictions imposed by Wannon Water in accordance with water law.

## Enquiries and complaints

If you have an enquiry or a complaint, please contact Wannon Water on 1300 926 666 or send an email to [info@wannonwater.com.au](mailto:info@wannonwater.com.au). We will try to resolve your enquiry or complaint at the first point of contact. If you request a written response, we will take no more than 10 business days to respond to your enquiry or complaint.

If we are unable to satisfy your complaint, we will provide you with information about referral to the Energy and Water Ombudsman (Victoria) (EWOV). The Ombudsman can be contacted on 1800 500 509, by writing to GPO Box 469D, Melbourne, 3001, or by visiting [www.ewov.com.au](http://www.ewov.com.au).

## Privacy

Wannon Water complies with the *Privacy and Data Protection Act 2014* and the 10 information privacy principles established under the Act. A copy of Wannon Water's Privacy Policy can be obtained from our website at [www.wannonwater.com.au](http://www.wannonwater.com.au) or by telephoning 1300 926 666 and requesting a copy.

## Enquiry facility

**TELEPHONE:** Contact Wannon Water's Customer Service Centre on:

- **1300 926 666** for account and billing enquiries, connection to a service and general enquiries 8:15am – 5:00pm Monday to Friday
- **1300 926 666** for water supply and sewerage service difficulties and faults after hours

**EMAIL:** [info@wannonwater.com.au](mailto:info@wannonwater.com.au)

**MAIL:** Wannon Water, PO Box 1158, Warrnambool, 3280

**IN PERSON:** Visit the nearest Wannon Water Customer Service Centre at the addresses listed below:

- 66 Gray Street, Hamilton
- 15 Townsend Street, Portland
- 25 Gateway Road, Warrnambool

**INTERNET ACCESS:** Customers may log on to Wannon Water's website at [www.wannonwater.com.au](http://www.wannonwater.com.au) and gain access to information on a wide range of issues related to Wannon Water. Customers who do not have access to the internet at home may log on to Wannon Water's website at their local library.