



Urban Customer Charter summary

This summary of our 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 Customer Charter visit 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 or high trade waste or sewage disposal 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 and sewerage charges

Wannon Water customers are billed the following charges:

WATER CHARGES

- 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
- Fire service charge – is the charge which is billed to the owner of a property that has a private fire service connection.

SEWERAGE CHARGES:

- Sewerage service charge – is the charge which is billed

to the owner of every property or dwelling serviced by Wannon Water's sewerage system; and

- Sewage volume charge – is the price per kilolitre (1,000 litres) of sewage disposed to the sewerage system by non-residential customers.

Trade waste charges will also be billed to customers who discharge trade waste to the sewerage system.

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 customers where appropriate regarding:

- Government concessions, including concessions on water and sewerage charges;
- Flexible payment arrangements;
- Our financial hardship policy;
- Our family violence procedure; and
- Free, independent and accredited financial counselling services.

Reliability of services

Wannon Water will develop and implement plans, systems and processes to manage its assets to provide reliable services.

Wannon Water has policies, practices and procedures:

- To minimise the impact on customers of unplanned interruptions to services (including restoration as soon as possible, and the provision of information); and
- To provide customers with access to emergency supplies of drinking water in the event of an unplanned interruption to water services.

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

Wannon Water has policies, practices and procedures in relation to providing customers with access to emergency supplies of drinking water in the event of a planned interruption to water services.

Customer service targets

| WATER | |
|---|-----|
| Number of customers experiencing more than five unplanned water supply interruptions in the year (number) | 0 |
| Average time taken to attend substantial bursts and leaks (minutes) | 21 |
| Average time taken to attend minor bursts and leaks (minutes) | 30 |
| Average time taken to attend bursts and leaks with no discernable impact (minutes) | 85 |
| Average duration of unplanned water supply interruptions (minutes) | 80 |
| Average duration of planned water supply interruptions (minutes) | 135 |
| SEWERAGE | |
| Customers receiving more than 3 sewer blockages in the year (number) | 0 |
| Average time to attend sewer spills and blockages (minutes) | 35 |
| Average time to rectify a sewer blockage (minutes) | 117 |
| Spills contained within 5 hours (per cent) | 99 |

| MINIMUM FLOW RATES | TARGET | | | | |
|---------------------------------------|--------|-------|-------|-------|-------|
| Diameter of the property service pipe | 20 mm | 25 mm | 32 mm | 40 mm | 50 mm |
| Minimum flow rate (litres per minute) | 20 | 35 | 60 | 90 | 100 |

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 (refer diagrams on page 3):

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.

SEWER CONNECTION DRAIN

If the sewer main is located inside the property boundary, Wannon Water will maintain the sewer connection drain from Wannon Water's sewer main up to:

- The first inspection opening located after the sewer main; or
- One metre from the sewer main if the first inspection opening is located more than one metre from the sewer main; or
- One metre from the sewer main if there is no inspection opening.

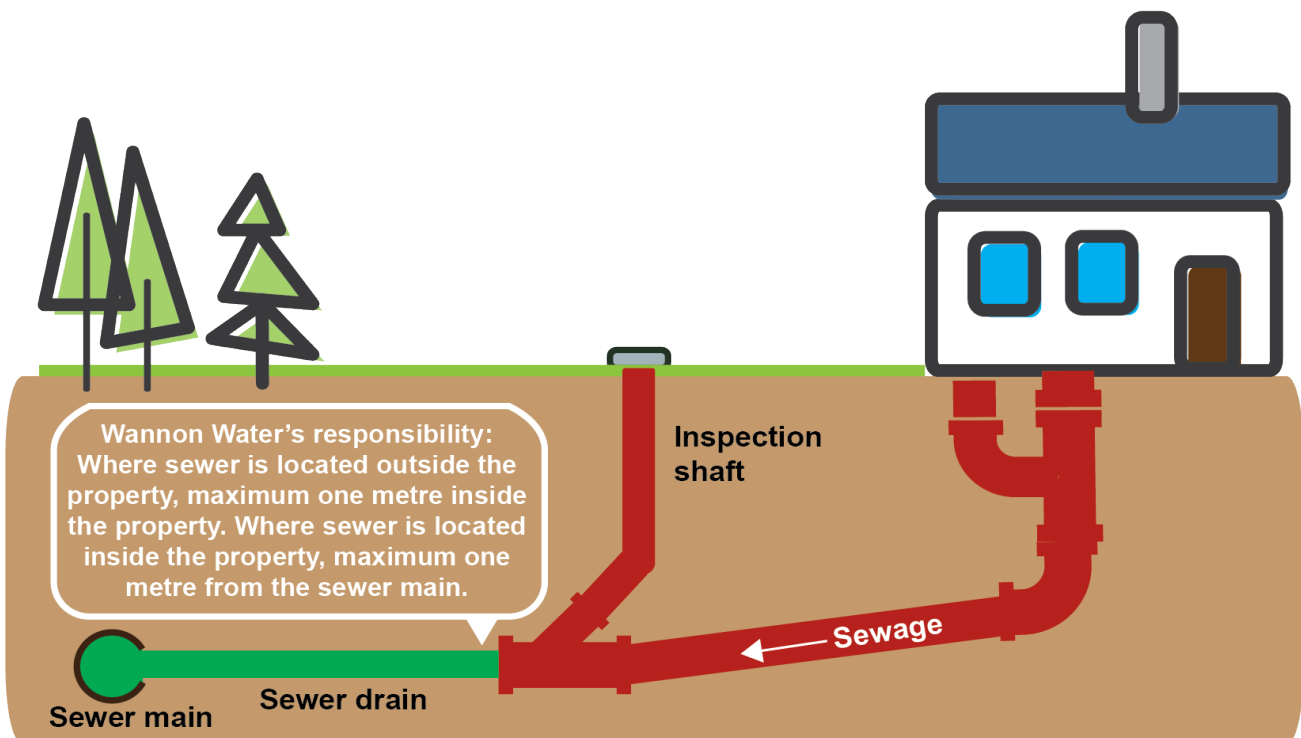
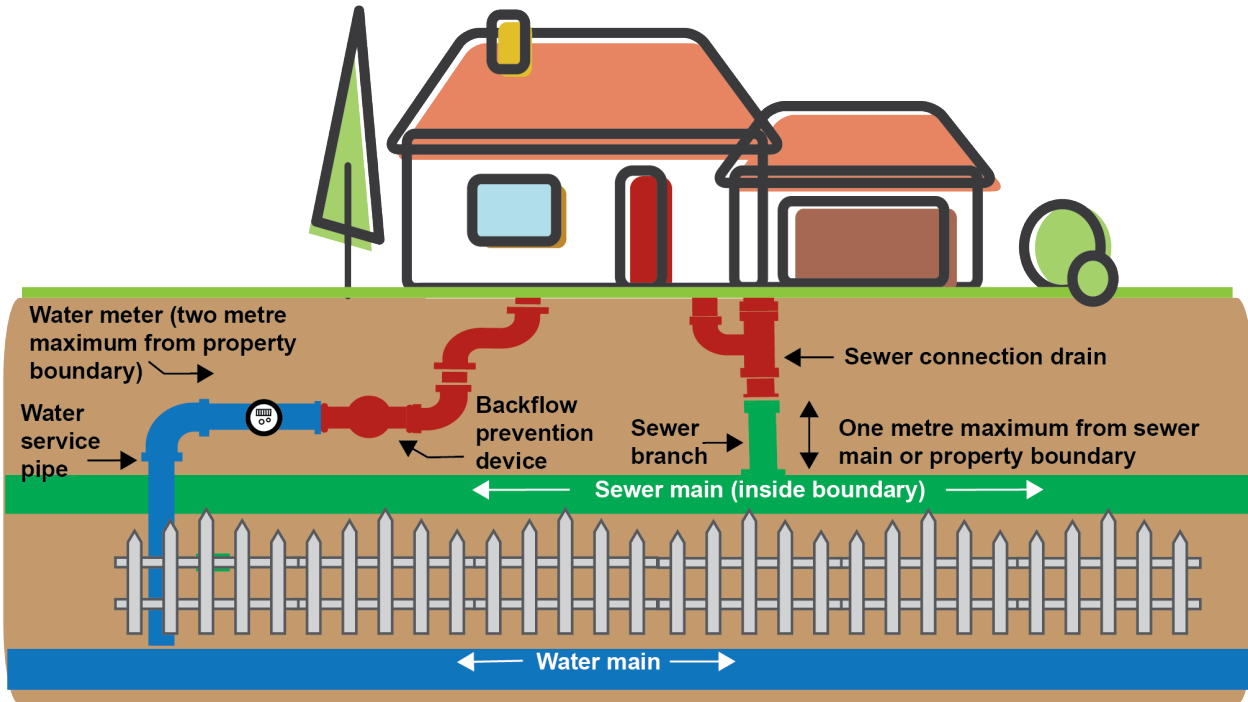
If the sewer main is located outside the property boundary, Wannon Water will maintain the sewer connection drain from Wannon Water's sewer main up to:

- The first inspection opening installed inside the property boundary; or
- One metre inside the property boundary if the first inspection opening is located more than one metre inside the property boundary; or
- One metre inside the property boundary if there is no inspection opening located within the property boundary; or
- One metre outside the building line if the sewer main is located outside the property boundary and the building line is located at or near the property boundary.

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

- Parts of the sewer connection drain that Wannon Water is not responsible for maintaining under the items above;
- Combined sewer connection drains located on another serviced property; and
- Sewer connection drains from private extensions.

- Customer's maintenance responsibility
- Wannon Water's water maintenance responsibility (subject to exclusions)
- Wannon Water's sewer maintenance responsibility (subject to exclusions)



Guaranteed service levels (GSLs)

Wannon Water offers customers the following GSL rebates as a demonstration of its commitment to ensuring that excellent customer service is its goal.

WATER SUPPLY RELIABILITY GUARANTEE

Subject to the exclusions listed below, if there are more than two unplanned interruptions to the service supplying water to the customer's property in any 12-month period, the customer will be entitled to a **GSL rebate of \$100**.

SEWERAGE SERVICE RELIABILITY GUARANTEE

Subject to the exclusions listed below, if there is a sewerage spill in a customer's house, the customer will be entitled to a **GSL rebate of \$500**.

Subject to the exclusions listed below, if there is a sewerage spill on a customer's property, the customer will be entitled to a **GSL rebate of \$100**.

HARDSHIP GUARANTEE

Subject to the exclusions listed below, if Wannon Water restricts the water supply of, or takes legal action against, a residential customer prior to taking reasonable endeavours to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying, the customer will be entitled to a **GSL rebate of \$300**.

EXCLUSIONS

The following exclusions apply to the payment of a GSL rebate:

- Where a property or house is occupied by a tenant and the tenant is a customer, only the tenant's account will be credited for the failure to meet a guaranteed service level;
- Wannon Water will not apply a GSL rebate for failure to meet a guaranteed service level if an event is caused by, or is the responsibility of, the customer or a third party.

Where customer entitlement to a GSL rebate arises, the GSL rebate will be:

- Applied automatically; and
- Credited to the customer's account or paid to the customer as soon as practicable after a customer entitlement to a GSL rebate arises.

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;
- To observe the permanent water savings measures and any water restrictions imposed by Wannon Water in accordance with water law; and
- To maintain combined sewer connection drains in accordance with water law or any independent agreement with other landowners connected to the combined sewer connection drain.

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. 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.

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 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

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 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.