

## Special needs customers

We strive to minimise inconvenience to our customers with special needs.

We keep a register of customers who require water for the operation of a life-support machine, or have other special needs assessed on a case-by-case basis.

We will contact those on our special needs register:

- as soon as possible in the event of an unplanned interruption to a service
- at least four business days prior to a planned interruption.

## Complaints

We value your feedback.

If you are dissatisfied with any aspect of our operations, please let us know. We will investigate your complaint as quickly as possible.

We will respond to a complaint made in person or on the phone within 48 hours. A written response will be provided within 10 business days.

If you are not satisfied with the outcome of your complaint, or the way it was handled, you can escalate the matter for review by a senior manager. Alternatively, you may wish to contact the Energy and Water Ombudsman of Victoria (EWOV), who can provide you with free, accessible, third party dispute resolution.

EWOV can be contacted on 1800 500 509.

## Responsibilities

We will maintain the water property service pipe up to the meter assembly, or the property boundary if no water meter is installed.

You will need to maintain all plumbing and pipe work past the water meter into your property. You will also need to provide safe access to the meter

Information on the responsibilities for backflow prevention devices, a private fire service, private extension or trunk services, Trade Waste, or property service pipes from private extensions can be found in the individual agreements or on our website.

## Work and maintenance

If we need to carry out planned maintenance that will cause an interruption to your services, we will inform you in writing of the time and approximate duration of the interruption at least two business days in advance where possible.

Where an unplanned interruption has occurred, we will endeavour to restore the water supply as quickly as possible.

## Customer keys and access

Our staff or representatives of South Gippsland Water will never enter your property without appropriate identification.

Arrangements need to be made if a gate to your property is locked, or if unrestrained animals or livestock are housed at the property and present a risk to our meter readers.

If we hold keys to your premises, they will be held in safe custody and returned to you upon notification of you vacating the property or if access is no longer required

## Actions for non-payment

If you do not contact us to arrange a flexible payment plan, and your account remains overdue, we may apply penalty interest, restrict your water supply or take legal action for non-payment of your account.

Please contact us for assistance as soon as possible to avoid any such action.

## Privacy

South Gippsland Water will keep your personal information confidential and comply with the Information Privacy Act Victoria (2000) and any guidelines issued by the Victorian Privacy Commissioner. Contact us or visit our website for a copy of our privacy policy.

*If you've recently moved to the region, welcome!  
We're passionate about providing quality services that contribute to thriving communities and a healthy environment for customers across our region.*

*The Team at South Gippsland Water.*

# CUSTOMER CHARTER SUMMARY



*We proudly acknowledge the local Traditional Owners as the original custodians of the land and water on which we rely.*

*We pay our deepest respects to their Elders, past, present and emerging. We acknowledge the continued cultural, social and spiritual connections and that Aboriginal people have with the lands and waters, and recognise and value that the Traditional Owner groups have cared for and protected them for thousands of generations.*

## Introduction

We provide sustainable water and wastewater services for our customers and community across the South Gippsland region. This brochure outlines our commitments, responsibilities and the standards for our services. It contains helpful information should you wish to contact us for assistance or with any queries.

This is a summary document. For a full copy of the Customer Charter, please visit our website or contact us to request a copy to be sent to you.

## For further information

<b>Phone</b>	1300 851 636 (general enquiry, emergency & faults)
<b>Email</b>	sgwater@sgwater.com.au
<b>Web</b>	www.sgwater.com.au
<b>Post</b>	PO Box 102 Foster, Victoria 3960
<b>Office Location</b>	14 - 18 Pioneer Street Foster

### Connect online with

   @SouthGippslandWater

 @SthGippsWater

## Our commitment to you

We work towards five Customer Outcomes:

<b>Customer Integrity</b>	We will act with honesty, respect and strive to balance affordability, value for money and fairness
<b>Reliability</b>	We will plan for the future, be reliable and minimise unplanned interruptions to services
<b>Environment</b>	Be environmentally sustainable and adapt to a future impacted by climate variability
<b>Water</b>	Provide safe, clean drinking water
<b>Wastewater</b>	Provide a safe wastewater service that contributes to the livability of our communities

## Payments

You will receive a bill three times a year, January, May and September and have at least 28 days from the date of issue to make payment. We offer several convenient ways to pay your account:

- Register for e-notices when you receive your first account by logging onto [sgwater.enotices.com.au](http://sgwater.enotices.com.au), click register, then follow the instructions.
- Direct Debit
- BPAY
- Pay by credit card
- Mail
- Post Office or online at [www.postbillpay.com.au](http://www.postbillpay.com.au)

## Concessions and assistance

We have a range of customer programs to help customers who may be having trouble paying their accounts.

You can apply for a reduced water and wastewater account if you hold an eligible concession card.

We can help through government funded programs such as the Utility Relief Grant Scheme. We offer other support including independent financial counselling.

Call our Customer Service Team on 1300 851 636 if you'd like to apply for a concession or need help to pay your account.

## Quality of services

We're proud of the high quality of water and wastewater services we supply to our customers.

We carry out regular sampling and testing to identify and rectify any problems.

Water supply and recycled water supply (if available) flow rate is dependent on the size of the pipe.

Flow rate must be measured at the meter or the tap nearest the meter assembly.

Our customers can expect a drinking water supply that complies with the Safe Drinking Water Act 2003 and the Safe Drinking Water Regulations 2015, the regulation performance requirements of the Department of Health and Human Services and the Environment Protection Authority.

For further detail consult the full version of our Customer Charter on our website.

## Service standards

We work to provide service standards as set out in our Customer Service Code and summarised below.

Water Measure	Units	Target
1 Average minutes to respond to bursts and leaks (Priority 1)	Minutes	30
2 Average minutes to respond to bursts and leaks (Priority 2)	Minutes	35
3 Average minutes to respond to bursts and leaks (Priority 3)	Minutes	500
4 Average duration of unplanned water interruptions	Minutes	110
5 Average duration of planned water interruptions	Minutes	240
6 Number of Customers experiencing more than five unplanned water supply interruptions in a year	number	0
Sewer Measure	Units	Target
7 Average time to attend sewer spills blockages	Minutes	30
8 Average time to rectify a sewer blockage	Minutes	120
9 Sewer spills contained within 5 hours	Percent	95%
10 Customers receiving more than 3 sewer blockages in the year	Number	0

## Guaranteed service levels

In the event that we fail to meet the service levels below, we will provide a rebate to your bill.

This will happen automatically. The Essential Services Commission has reviewed and approved this scheme.

Service level obligation	Details	Level of service	Rebate/ payment for breach per customer (\$)
Unplanned sewer interruptions not rectified within 5 hours	We will rebate the customer when we fail to restore sewer supply (within 5 hours of notification) to a customer's property	All	Rebate of \$100
Sewage spill within a customer's house	We will pay the customer if we cause a sewage spill within a customer's property. We will also clean up the property and provide alternative accommodation as required	All	Payment of \$1,000
Payment difficulty information disclosure	We will rebate the customer where we restrict the water supply of, or take 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	All	Rebate of \$300