

More information on our guarantees

We recently asked you, our customers, what you value, and what expectations we should be aiming to meet. You provided us with some valuable insights into the service levels that you expect. You also told us that you want to be able to hold us to account.

We listened. And we're taking action.

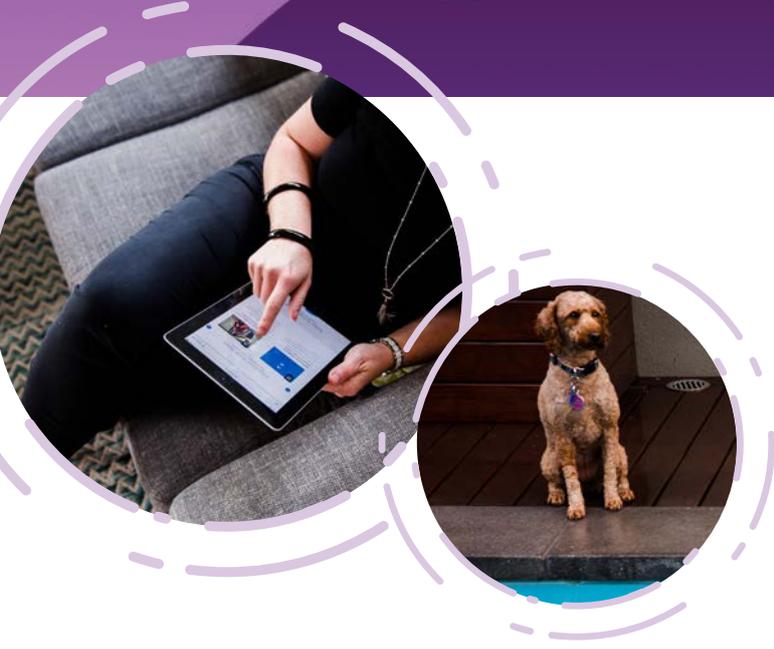
To demonstrate our commitment to you we're introducing guarantees about the services you said were important. If we fail to meet one of our guarantees, we'll be penalised. Depending on the guarantee, a failure on our part will lead to us providing a credit or making a payment to the affected customers, or making a donation to a fund administered by our Community Consultative Committee.

While these guarantees don't cover every element of our service, we have developed at least one guarantee for each customer value so that you can hold us accountable.



Customer value	Customer experience	Our Promise	Output	Guarantees/compensation
1. Do your job well	Provide safe, pure drinking water. Always.	We will reliably deliver safe drinking water that meets or exceeds regulatory standards.	Water quality meets the <i>Safe Drinking Water Act</i> .	If we are required to issue a "boil water" alert, we will contribute \$5,000 to a fund administered by our Community Consultative Committee.
			Sewer spills within a house caused by Gippsland Water will be contained within one hour.	If a sewerage spill is not contained in a house within 1 hour then affected customers will receive \$500.
	Respond to needs and deal with interruptions promptly.	We will do what we say, put our customers first and act in their best interests as quickly as possible.	Planned interruptions will be carried out in a timely manner.	If a planned interruption goes longer than advised then each affected customer will be compensated by a \$50 credit to their next water bill.
2. Be easy to deal with	Keep me informed in ways that suit me.	We will be timely in communications and use ways of communicating that suit our customers.	Affected customers advised of planned interruptions.	If a customer is affected by a planned interruption and was not provided a minimum of five days notification, we will credit that customer \$50 on their next water bill.
3. Be affordable and fair	Make allowances for those who struggle to pay their bills.	We will provide support and choice for customers and flexible payment arrangements.	Protect customers in hardship from having their services restricted for non payment.	If a customer in genuine hardship is restricted for non payment Gippsland Water will pay compensation of \$300 per day to a maximum of \$900 until service is restored.
4. Prepare and protect	Conserve and preserve the natural environment from which we take and return water.	We will do no harm and act to improve the environment.	We will not take more water than we are allowed. Water returned to the environment meets all standards.	If we receive a sanction from a regulator for harm to the environment we will contribute \$5,000 to a fund administered by our Community Consultative Committee.
5. Be involved	Be engaged in our community.	We will be visible and support our community to advance the health and prosperity of the region we serve.	Investment in programs for the benefit of our communities.	We commit to investing a minimum of \$30,000 per year in programs that support the wellbeing of our communities.

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The fine print.

When do these guarantees come into effect?

Pending approval from the Essential Services Commission, our guaranteed service levels will come into effect from 1 July 2018 except for the guarantee that planned interruptions will not last for longer than advised. We plan to introduce that guarantee no later than July 2019.

As each guarantee comes into effect we'll communicate that to you, so that you can hold us to account.

Providing timely credits

If we fail to do what we promised and one of our guaranteed service levels is triggered, we will automatically provide the affected customer/s with credits on their account within six months of the incident.

Notifying you about our performance

As they come into effect, we will begin to report on our performance against these guaranteed service levels in our annual report and on our website. The information we report will include the number of times each type of compensation has been triggered, and the total amount of compensation we have paid. We will also report on the amount of money we have invested in programs that support the wellbeing of our communities.

Deciding where the money goes

If we receive a sanction from a regulator for harm to the environment we will contribute \$5,000 to a fund administered by our Community Consultative Committee (CCC). We will work with the CCC to develop a framework for this proposal and advise you of the outcome of that discussion.

Where does the money come from?

We know that it doesn't make sense to charge our customers for our mistakes. That's why the funds to pay for any compensation will come from efficiencies within our business. We'll be tightening our belts, rather than passing the cost on to you. And you can rest assured that we'll do our best to provide a great service and keep the number of times we fail to meet our promises to an absolute minimum.



Contact Us

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