



Customer Charter summary

Who is covered by our Customer Charter?

If you receive our water, wastewater or trade waste services you are covered by our Customer Charter.

How to pay your account

You can pay your account using a range of options including:

- direct debit
- BPAY
- on our website at www.gippswater.com.au
- Centrepay
- by mail to PO Box 348, Traralgon, VIC 3844
- in person at any Australia Post outlet or agency.

Charges and billing

We will send you three standard bills per year. The charges on your bill depend on the services provided to your property. Charges such as the water service availability charge and wastewater service availability charge are fixed charges. The water usage charge varies according to how much water is used at your property. You can receive your bill by email or in the post.

Payment difficulties

If you're having trouble paying your bill, we can tailor a support plan to suit your needs. Our specialised Customer Care team can help you with financial assistance options including flexible payment plans, payment extensions, concessions and government funded assistance.

Our flexible payment plans allow you to pay your bills in smaller regular amounts. They're flexible, so if your circumstances change, we can update your plan so that it still meets your needs. To set up or change your payment plan, contact us.

Our Customer Care team can also tailor solutions to help small businesses having difficulty paying their bill.

Concessions

If you hold a concession card, you may be eligible for a concession on your water and wastewater services. For details on how to claim this concession, contact us or visit our website.

Health or special needs

If you need a water supply for health or special needs, you can register your details with us. If there's a planned water interruption, we'll let you know at least four business days in advance.

Enquiries, complaints and disputes

We're committed to providing excellent customer service. If you have an enquiry, feedback or complaint, contact us or visit our website.

We will respond promptly and will do our best to resolve the issue to your satisfaction.

If you're not satisfied with the response, you can lodge your complaint with the Energy and Water Ombudsman of Victoria (EWOV) by phone on 1800 500 509 or by visiting www.ewov.com.au.

Information and privacy

We're committed to ensuring your personal information is protected. The information we hold about you is only used for the purpose of providing water and wastewater services and complies with privacy laws contained in the Information Privacy Act 2000.



Our maintenance obligations

We're responsible for maintaining the service pipe between the water main and your water meter, the water meter itself, and your stop tap or ball valve, provided that:

- your property is not serviced via a private extension
- your service pipe is not being used as a fire service or a combined fire/domestic service
- your water meter assembly or stop tap or ball valve is located within two metres of the property boundary fronting the water main
- your service pipe installation is compliant with all relevant plumbing code standards.

Entry onto your property

In accordance with the Water Act 1989, we may enter your property to read the water meter or when dealing with an emergency situation.

We may also enter your property with your consent, or by giving seven days' notice, for works such as:

- inspecting, testing or replacing the meter
- carrying out planned or unplanned works on the property
- restricting or reconnecting the water supply
- inspecting new drainage or plumbing connections.

If we need to carry out work on your property, we'll take all reasonable care to ensure that we restore your property as close as possible to the condition in which we found it.

Our guaranteed service levels (GSLs)

We're committed to providing high levels of customer service to you. If we don't meet the guaranteed service levels detailed below, you may be eligible to receive a financial rebate on your account.

- If 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, we will pay compensation of \$300 per day off their bill to a maximum of \$900 until their service is restored.
- If a sewerage spill is not contained in a house within 1 hour then affected customers will receive \$500.
- If a planned interruption goes longer than advised then each affected customer will be compensated by a \$50 credit to their next water bill.
- If a customer is affected by a planned interruption and not provided a minimum of five days' notification, we will credit that customer \$50 on their next water bill.
- If we're required to issue a 'boil water' alert, we will contribute \$10,000 to the affected community.

Service standards

You can expect water and sewerage services that meet the standards summarised below.

| Water service standards | Targets |
|---|-----------------|
| Maximum number of unplanned water supply interruptions a customer may experience in any 12-month period | 5 |
| Average time taken to attend bursts and leaks (Priority 1) | 35 mins |
| Average time taken to attend bursts and leaks (Priority 2) | 90 mins |
| Average time taken to attend bursts and leaks (Priority 3) | 1500 mins |
| Average duration of unplanned water supply interruptions | 90 mins |
| Average duration of planned water supply interruptions | 150 mins |
| Minimum water pressure or flow rate a customer should receive (kPa or L/min) | 137.3 kPa (14m) |

| Sewerage services standards | Targets |
|--|----------|
| Average time to attend to sewer spills and blockages | 40 mins |
| Average time to rectify a sewer blockage | 95 mins |
| Maximum time taken to contain a sewer spill | 300 mins |
| Maximum number of sewer blockages a customer may experience in any 12-month period | 3 |

We'll achieve the minimum flow rate as shown in the following table:

| Minimum flow rates | |
|-------------------------------------|----------------------------|
| Property service pipe diameter (mm) | Minimum flow rates (L/min) |
| 20 | 20 |
| 25 | 35 |
| 32 | 60 |
| 40 | 90 |
| 50 | 160 |

*A minimum pressure of 14 metres head at the meter at peak hour.

If you believe our services are below standard

If you believe that we are not meeting the service standards outlined in our Customer Charter, you can ask us to test the water quality and flow and fix any problems that we find.

Your rights to water services, wastewater services and safe drinking water

If your property is connected to our water supply or wastewater services, we will deliver services which comply with all regulatory and statutory requirements.

Our commitment to you

Our Customer Charter outlines our commitment to you and has been updated on 1 April 2024.

This is a summary of our Customer Charter. The full Customer Charter is available on our website at www.gippswater.com.au/customer-charter