

Read the full  
Customer Charter at:

[www.gippswater.com.au/customer-charter](http://www.gippswater.com.au/customer-charter)

# Customer Charter update

1 March 2026



Gippsland  
Water

## Summary of updates

The Customer Charter explains the level of service you can expect from us when it comes to water and wastewater services. It also outlines your rights and responsibilities as a customer – and ours too.

In mid-2025 we proposed changes to the Charter and shared these with customers for feedback. We also improved the layout and order of information in the Charter to remove duplication and make it easier to read and understand. These changes take effect from March 2026. Here's what's changed:

We'll now issue your bill within three business days after reading your meter, rather than two. This ensures we have time to complete quality assurance checks, review your water consumption and issue potential leak notices. This doesn't affect the amount of time you have to pay your bill.

Over-the-counter payments will no longer be available at our Traralgon office. This was outdated information. We hadn't taken these payments since COVID-19 restrictions.

You can pay in person at Australia Post and can still come into our Traralgon office to ask questions or get help.

We added that if a sewer spill happens in someone's house because tree roots on your property have damaged the sewer main, the guaranteed service level doesn't apply.

We've made it clear that we will meet all regulatory requirements for supplying drinking water to customers. The previous Charter only mentioned the *Safe Drinking Water Act 2003*.

We've made it clear that we'll always leave areas where we've completed work in a safe condition - whatever that requires. The previous Charter only mentioned fencing and lighting.

We made it clear that we're responsible for the pressure sewer control panel. This change is only relevant to customers who have a pressure sewer system.

We made it clear that if customers put fats, oils, greases, wipes and cotton buds (and other items in the owner's manual that can't go down the sewer) down a pressure sewer system, we'll pass on the cost of repairs. This change is only relevant to customers who have a pressure sewer system.

We've made it clear that we'll maintain all property service pipes that we're responsible for – the previous Charter only mentioned galvanised iron service pipes

We added that after completing work, we'll repair any affected driveway or footpath – the previous Charter only mentioned the street.

We moved information about Priority 1, 2 and 3 unplanned interruptions to Section 9 as it was more relevant.

We've removed the reference to access emergency supplies of water if required or requested. When an unplanned interruption occurs, we'll take the most appropriate course of action, in line with the situation and our policies, practices and procedures. Things we may consider include the safety of our staff and community and logistics when determining if, when and how water can be provided.

We've made it clearer that there are two different plans where we may restrict water use - one for drought management and one for emergency management.

We've made it clear that sometimes easements won't be on your property's title plan. You should always contact us before constructing extensions, garages, sheds and other structures to know the location of services.