

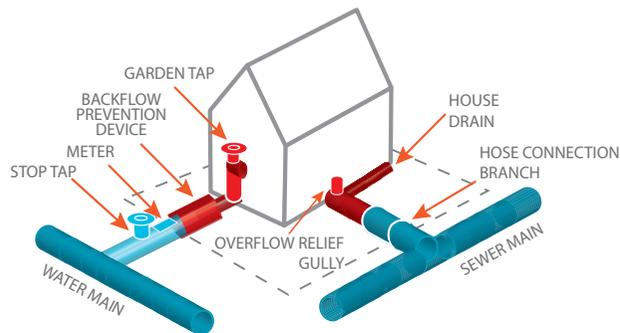
# Customer Charter (summary)

## Maintenance responsibilities

East Gippsland Water is responsible for maintaining the water supply pipe (25mm in diameter or less) up to and including your water meter, for residential properties. Where no meter is installed, we will maintain the supply pipe up to your property boundary.

We are also responsible for the maintenance of wastewater pipes up to your property boundary.

You are responsible for all plumbing and pipe work on your property, paying regard to the above, and as illustrated below.



## Enquiries and complaints

We will respond to enquiries and complaints as soon as possible within ten working days and will endeavour to resolve any dispute fairly.

If you are dissatisfied with a service provided by East Gippsland Water, please let us know. This will help us to address any areas identified as requiring attention and to improve our performance.

If you are not satisfied with our response, you may refer the matter to the Energy and Water Ombudsman (Victoria). Call 1800 500 509, or write to the ombudsman at GPO Box 469D, Melbourne, Vic 3001.

## Privacy

East Gippsland Water will keep information about customers confidential and will comply with the Information Privacy Act (Victoria) 2000 and any guidelines issued by the Victorian Privacy Commissioner.

For a copy of our privacy statement please visit our website, or contact our customer service team on 1800 671 841.

## For more information:

Phone: 1800 671 841

Email: [egw@egwater.vic.gov.au](mailto:egw@egwater.vic.gov.au)

Website: [www.egwater.vic.gov.au](http://www.egwater.vic.gov.au)



## How to contact us

Main office: 133 Macleod Street, Bairnsdale, 3875

Phone: 1800 671 841

24 hour emergency: 1300 134 202

Fax: 03 5150 4477

Email: [egw@egwater.vic.gov.au](mailto:egw@egwater.vic.gov.au)

TTY: 1800 555 677

Interpreter service: 131 450

Website: [www.egwater.vic.gov.au](http://www.egwater.vic.gov.au)



## Customer charter summary

This summary outlines our obligations to you, our customer, in supplying water, wastewater and trade waste services.

The full version of East Gippsland Water's Customer Charter is available on our website and can be obtained from our main office in Bairnsdale. A large print version is available on request.

## Service expectations

- We will supply you with high quality drinking water that complies with the Safe Drinking Water Act 2003.
- We will supply you with water at a flow rate of at least 20 litres per minute, when measured at the meter or the tap nearest the meter assembly.
- We will minimise the impact of any unplanned interruption to your water supply. We will restore the supply as quickly as possible and within 5 hours, 98% of the time. We will provide an alternative supply of drinking water in the event of a major or long-term unplanned interruption to water services.
- In the event of a planned interruption to your water supply, we will inform you in writing of the time and duration of the interruption at least two business days in advance. If you are on our special needs register, or a business, you will be notified at least four business days in advance.
- We will clear blockages in our sewer pipes within 80 minutes, on average, and contain all sewer spills within five hours.
- Water bursts and leaks will be attended to within 30 minutes, on average.

## Guaranteed Service Levels

We strive to provide a consistently high standard of service to customers and have Guaranteed Service Levels covering key areas of our business.

This means a customer receiving a significantly poor level of service may be entitled to financial compensation.

More information is available in the 'Water Plan' section of our website and from our customer service team.

## Your bill

You will receive a bill four times a year.

All charge rates can be viewed on our website.

Your bill will include:

- service charges for water and/or sewerage
- any other rates and charges that might be applicable, such as for trade waste services in relation to business customers
- a graphical illustration and comparison of your water usage over the previous 12 months (where sufficient data is available)
- water volume.

## Concessions

Customers who hold a Centrelink Health Care, Pensioner Concession, or Department of Veteran Affairs Concession Card, and who permanently live at the address given on the card, are entitled to receive a discount on their East Gippsland Water bill.

## Payment options

There are a range of options to pay your account:

- Direct debit and Easyway card.
- Online at the East Gippsland Water website.
- In person at our main office, 133 Macleod Street, Bairnsdale.
- Over the phone by credit card - call 131 816.
- At any Australia Post Office: Biller Code 0436.
- BPay: Biller Code 16063.
- By mail: PO Box 52, Bairnsdale, Vic, 3875.
- Through Centrelink (Centrepay).
- By installment: Direct debit, BPay and Easyway interest-free instalment plans are available.

## Assistance to make payments

Assistance is available to those experiencing hardship making bill payments, with consideration given to personal circumstances.

Alternative payment arrangements, including flexible payments, can be arranged on a case-by-case basis in conjunction with free, independent financial counseling, available at no cost to the customer.