

# Customer Charter

## EAST GIPPSLAND WATER

East Gippsland Water has an obligation to ensure that customers are treated fairly and reasonably. The Corporation will establish a Customer Charter that outlines the commitments, responsibilities and standards of service that East Gippsland Water will provide to customers. The Charter will also reflect the obligations to customers, as outlined in the Essential Services Commission's (ESC) Customer Service Code and includes standards and conditions of service that East Gippsland Water has committed to providing customers in the 2013 Water Price Review.

If a customer's property is connected to an East Gippsland Water, water and/or wastewater system, East Gippsland Water will provide the relevant service in accordance with the Customer Charter and the ESC's Customer Service Code.

East Gippsland Water will be assessed against the commitments made in the Customer Charter and this information will be publicly available.

The Customer Charter is approved by the ESC in accordance with the Customer Service code and is available upon request.

### References

Customer Charter Standard Operating Procedure SOP144  
Essential Service Commission Customer Service Code  
Essential Services Commission *East Gippsland Water 2013 Water Price Review* June 2013

### REVIEW

This Policy will be reviewed 3 yearly