

GUARANTEED SERVICE LEVELS

PRICE SUBMISSION 2018-2023



East Gippsland Water provides a very high level of service. Occasionally we have problems and customers who receive a significantly poor level of service may be compensated as part of our new five-year business plan (Price Submission).

Of the six guaranteed service levels, or GSLs, we have set for the period of 2018-2023, four were selected by our independent customer committee, one by our Board of Directors and a mandatory one as defined by the Essential Services Commission.



Our six GSLs are

Bill payment difficulties	<p>East Gippsland Water will not restrict a residential customer's water supply or take legal action against the customer before all reasonable efforts have been made to contact them and provide information about help available if they are experiencing difficulties. (This is defined by the Essential Services Commission – the water industry regulator).</p> <p>If East Gippsland Water fails to do this a rebate of \$300 will be applied to the customer's account.</p>
Sewage spill	<p>In the event of a sewage spill within a customer's house, which is caused by East Gippsland Water, there will be a \$1,000 cash payment to the home-occupier affected.</p>
Planned interruptions to the water supply	<p>East Gippsland water will notify customers of planned interruptions to their water supply at least 48 hours in advance.</p> <p>If the organisation fails to do this a rebate a \$65 will be applied to the accounts of affected customers.</p> <p>In the event that a planned water supply interruption exceeds the period specified in the notice, affected customers will have a \$65 rebate applied to their account.</p>
Environmental sustainability	<p>East Gippsland Water is striving for a 21% reduction in greenhouse gas emissions by 2025 and will provide a six-monthly update on progress.</p> <p>There will be a written public apology if this is not provided.</p> <p>The corporation has committed \$90,000 a year (over the period of the Price Submission) to support local school and community groups with grants for native vegetation planting and habitat creation projects across the East Gippsland region.</p> <p>The allocation of funds for this program is to be reported on at least annually with any balance safeguarded for use on the program in the subsequent year.</p>

The following exclusions apply to these GSLs:

- 1. If the event is caused by, or is the responsibility of the customer or third party;*
- 2. Where a property or house is occupied by a tenant and the tenant is a customer, only the tenants account will be accredited for the failure to meet the GSLs.*

For more information

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