

SEWER

If the sewer main is located inside the property boundary, we will maintain the sewer connections drain from East Gippsland Water's sewer main up to the first inspection opening after the sewer main, one metre from the sewer main if the first inspection opening is located more than one metre from the sewer main or one metre from the sewer main if there is no inspection opening.

If the sewer main is located outside the property boundary, East Gippsland Water will maintain the sewer connections drain from East Gippsland Water's sewer main up to the first inspection opening installed inside the property boundary, one metre inside the property boundary if the first inspection opening is located more than one metre inside the property boundary; one metre inside the property boundary if there is no inspection opening located within the property boundary; one metre outside the building line if the sewer main is located outside the property boundary and the building line is located at or near the property boundary.

The property owner is responsible for parts of the sewer connection drain that East Gippsland Water is not responsible to maintain (as above), combined sewer connection drains located on another serviced property and sewer connection drains from private extensions.

To determine who is responsible for clearing a sewer blockage customers, plumbers or contractors are required to contact East Gippsland Water for advice. East Gippsland Water will attend the site to determine who is responsible for clearing the blockage.

East Gippsland Water will not be responsible for any costs incurred by works carried out by the plumber prior to calling East Gippsland Water.

Enquiries and complaints

East Gippsland Water will respond to enquiries and complaints as soon as possible within ten working days or tell the customer when they will receive a reply if the enquiry or complaint is complex.

East Gippsland Water will use reasonable endeavours to resolve in good faith any dispute directly with its customers and others affected by its operations.

If you are not satisfied with our response, you may refer the matter to the Energy and Water Ombudsman (Victoria). Call 1800 500 509, visit their website at www.ewov.com.au, email ewovinfo@ewov.com.au or write to the ombudsman at Reply Paid 469, Melbourne VIC 8060.

Privacy

East Gippsland Water will keep personal information about customers confidential.

East Gippsland Water complies with the *Privacy and Data Protection Act 2014* (Vic) and the 10 information privacy principles contained in the Act. East Gippsland Water also complies with the *Privacy Act 1988*.

East Gippsland Water use the information we collect to provide you with the service you request and to seek feedback on the services that we provide. Your personal information may be provided to a third party acting on our behalf, who are also required to act in accordance with the legislation above.

East Gippsland Water may disclose your information to other parties as required by law, or to contractors, who are required to comply with our privacy obligations. If we wish to use your personal information for other purposes, such as marketing, we will seek your consent.

Information in relation to your privacy can be located on our website at egwater.vic.gov.au or for a copy of East Gippsland Water's Privacy Policy by contacting us on 1800 671 841.

Contact details

Bairnsdale Office:

133 Macleod St, Bairnsdale VIC 3875

Postal: PO Box 52, Bairnsdale VIC 3875

Phone: **1800 671 841**
(8.30am-5.00pm, Monday to Friday)

1300 134 202
(24-Hour Emergencies, Service Difficulties and Faults)

Email: egw@egwater.vic.gov.au

Website: egwater.vic.gov.au

Telephone Interpreter Service (TIS): 13 14 50

Telephone Typewriter Service (TTY): 1800 555 677



East Gippsland Water

Customer Charter (Summary)



This summary outlines the commitments, responsibilities and service standards that East Gippsland Water will provide to its customers that have been considered and approved by our independent water regulator for Victoria, the Essential Services Commission.

The full version of East Gippsland Water's Customer Charter is available on our website or a printed version can be obtained from our Bairnsdale Office on request.

Acknowledgement

East Gippsland Water acknowledges the Gunaikurnai, Monero and Bidwell people as the Traditional Custodians of the land and water on which we live and work. We pay our respects to Elders past and present. We commit to working respectfully to honour their ongoing cultural and spiritual connection to this country. We recognise their role and value of culture in our community.

Service standards

East Gippsland Water will provide its customers with a set of minimum service standards which its customers can expect to receive. These include, but are not limited to:

- We will provide our customers with high quality drinking water that meets the requirements of the *Safe Drinking Water Act 2003* and *Safe Drinking Water Regulations 2015*
- We will supply customers with a minimum water supply flow rate of 20 litres per minute, when measured at the meter or tap nearest to the meter assembly
- We will attend to water bursts and leaks within 35 minutes, on average
- In the event of an unplanned interruption to your water supply, we will attempt to inform affected customer via SMS; and restore supply within 75 minutes, on average. In the event of a major or long-term unplanned interruption, we will provide customers with access to emergency supplies of drinking water
- In the event of a planned interruption to water supply, we will inform affected customers by their preferred method of communication, including SMS, of the time and duration at least two business days in advance
- We will attend and clear sewer blockages within 80 minutes, on average and contain all sewer spills within five hours, on average.

Guaranteed Service Levels

East Gippsland Water strives to provide a consistently high standard of service to its customers and, as a result, have committed to guaranteeing minimum service levels covering key areas of our business.

We pay (or rebate) a pre-determined amount to affected customers when we breach specified service level commitments.

More information is available on our website or can be obtained from our Bairnsdale Office on request.

Your bill

East Gippsland Water issues a physical or electronic (email) invoice to your nominated address four times a year (approximately every 90 days).

An invoice issued by East Gippsland Water will separately itemise each charge, including but not limited to:

- Any service charge to the property (i.e. water and/or sewerage)
- Any rates and other charges (i.e. trade waste)
- Water volume
- Any interest payable on outstanding amounts
- All current charges can be viewed on our website.

Concessions

Customers who hold a Centrelink Health Care, Pensioner Concession or Department of Veterans' Affairs Gold Card, may be entitled to receive a rebate on their East Gippsland Water invoice, for their principal place of residence.

Customer support and assistance

East Gippsland Water have a Customer Support Policy which enables us to identify, contact and engage with all customers who may be experiencing payment difficulties or need information or assistance.

The assistance provided may include, but not limited to, payment difficulties assistance and family violence assistance. Please contact our Bairnsdale Office for more information.

Payment options

East Gippsland Water will accept payments from customers:

- In person at:
 - East Gippsland Water's Bairnsdale Office, 133 Macleod St, Bairnsdale VIC 3875
 - Any Australia Post Office: Biller Code: 0436, Customer ID: unique number as shown on bill.
- By direct debit arrangement in accordance with any agreement between East Gippsland Water, the customer and the customer's bank
- Electronically through our website egwater.vic.gov.au
- By post addressed to East Gippsland Water, PO Box 52 Bairnsdale VIC 3875
- By BPay: Biller Code 16063; Customer Reference: Customer number as shown on their bill
- In advance as agreed to by East Gippsland Water
- By Credit Card over the telephone, call 131 816
- By deduction through a provider of income support such as Centrepay; call 1800 671 841 for further details.

Maintenance responsibilities

WATER

We will maintain the water service pipe from East Gippsland Water's water main up to the first meter installed after the water main, or the property boundary if the first water meter is more than two metres inside the property boundary, or the first accessible stop valve.

The property owner is responsible for parts of the water service pipe that East Gippsland Water is not responsible to maintain (as above), backflow prevention devices, fire services, private extensions and the maintenance, repair and replacement of any meter, meter pit lid or meter cage, including replacement of a damaged (incl. vandalised, run over, etc) meter.

The meter stop valve is a mechanical device and should not be relied upon for long term isolation, particularly in the instance of internal pipework leaks.