



CITY WEST WATER CUSTOMER CHARTER May 2011

From the Managing Director

City West Water's *Customer Charter* explains your rights and responsibilities as a *customer* and our commitments to you in providing safe and reliable water, *sewerage, trade waste* and *recycled water* services.

Our vision is to be a truly sustainable water business and our mission is to guarantee affordable and safe water for today and tomorrow.

We are committed to providing a high level of service across all of our operations. Our service standards outlined in this Charter are an integral part of our business and our Guaranteed Service Levels scheme will deliver a rebate to affected residential *customers* if we fail to meet certain service standards.

Our *Customer Committee* and *Community Liaison Committee* meet regularly and are involved in our planning and decision making. They also give us valuable feedback from the community so that we can better understand our *customers'* needs.

To learn more about water efficiency measures and about City West Water, we invite you to visit our website at www.citywestwater.com.au.

A *customer* charter summary is also available at www.citywestwater.com.au

Anne Barker
Managing Director

Contacting us

We strive to make our Charter as user friendly as possible. Any word or term that appears in *italics* has a definition in the Appendix.

Throughout the document we will refer you to our:

- website at www.citywestwater.com.au
- email address via www.citywestwater.com.au/contact.aspx or enquiries@citywestwater.com.au
- Contact Centre on 131 691 (Monday to Friday 8.30am to 5.00pm)
- water and sewerage fault hotline 132 642 or 13WATER (13 92837) 24 hours a day or via email on reportafault@citywestwater.com.au.

In addition:

- for hearing impaired *customers* we also offer the National Relay Service on 133 677
- for *customers* who speak a language other than English we offer interpreter services via 131 450
- credit card payments can be made by calling us on 131 971 or via www.citywestwater.com.au.

We also translate this charter into a variety of languages. For a copy of this charter in Italian, Greek, Vietnamese, Cantonese, Arabic, Turkish, Maltese, Macedonian, Croatian, Spanish, Tagalog (Filipino), Somalian, Arabic or in Braille please call 131 691 or click [here](#) to visit our website.

We embrace our region's diversity and endeavour to offer our *customers* as many options to access our services as possible and will welcome ways to provide better access to our organisation, in keeping with our Social Policy, Disability Policy and Disability Action Plan.

If you would like more information on our business we have a range of publications available. Please see our website or call us for a copy.

General Mailing Address: City West Water, Locked Bag 350, Sunshine Victoria 3020.

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This Charter has been prepared in accordance with the [Customer Service Code](#) and approved by the Essential Services Commission¹. A summary version is also available. Included in the Charter is information on the services we will deliver and standards we will achieve over the next two and a half years.

City West Water services

City West Water supplies water, *sewerage, trade waste* and where available, *recycled water services* to *customers* in accordance with the Essential Services Commission *Customer Service Code* and relevant laws. We service Melbourne's central business district, inner and western suburbs and are one of three retail water corporations that service Melbourne.

City West Water collects the Waterways and Drainage Charge on behalf of Melbourne Water on a quarterly basis. This charge is included in *customer* bills.

We also collect the Parks charge annually on behalf of Parks Victoria.

Please see www.melbournewater.com.au for details on Waterway and Drainage charges and www.parkweb.vic.gov.au for details on Parks charges. City West Water does not set these charges.

Customer service

City West Water *customer* service staff can provide you with the following information on request:

- account information
- bill payment options
- concession entitlements
- available programs for *customers* experiencing payment difficulties, including our hardship policy
- information about our *complaint* handling procedures
- information about the Energy and Water Ombudsman Victoria (EWOV) scheme.

If you have an *enquiry* please contact us through our website at www.citywestwater.com.au/contact.aspx or on 131 691.

¹ The Essential Services Commission is the independent economic regulator established by the State Government of Victoria, Australia to regulate prescribed essential utility services supplied by the electricity, gas, water, ports, grain handling, rail freight industries and aspects of the insurance industry.

Service standards – customer service

The following table describes our *customer* service standards and targets, which have been approved by the Essential Services Commission.

Service standard	2009–10 to 2012–13
Customer service	
<i>Complaints to EWOV</i>	0.55 per 1000 <i>customers</i>
Telephone calls answered within 30 seconds	80%
Additional service standards	
Account enquiries answered within 30 seconds	74.5%
<i>Customer correspondence</i> responded to within ten working days	100.0%

Requests for information

On request, we will provide the following documents to you in reasonable quantities:

- copies of this Charter, including copies in languages other than English or in large print
- your billing history, including water usage, charges and payments (your last three years' history is available on our computer systems so that questions may be answered over the phone)
- educational material about conserving water and use of *recycled water*
- a current price list, office location details and contact numbers
- information materials for *customers* with special communication needs
- standards and requirements for entering into a *trade waste* agreement.

Fees for information or advice

We will not charge a fee for the provision of information or advice required under this charter to *customers* or others affected by our operations.

However, for certain services, you will need to apply in writing and, subject to the applications being satisfactorily completed, we will endeavour to respond within the following timeframes:

Information required	Time frame for response
Complex <i>sewerage</i> and water applications	within 30 <i>business days</i>
Other <i>sewerage</i> and water connection applications	within 15 <i>business days</i>
Build over assets/ <i>easements</i> applications	within 20 <i>business days</i>
Commercial Trade Waste applications	within 10 <i>business days</i>
Information statements	within 5 <i>business days</i>

* Please note that the above timeframes are indicative of response time but due to some applications requiring detailed investigation the approval timeframe may take additional time. You will be notified if this is the case.

Interest and other charges

We will not charge interest except in accordance with *water law*.

We will not impose any interest in respect of outstanding amounts owed by a *customer* unless approved by the *Essential Services Commission*.

Security deposits

We will not require a security deposit (unless you have previously agreed to provide the security deposit as a pre-condition to connecting your property to our services) from a residential *customer* unless approved by the *Essential Services Commission*.

Regulatory information

We will provide to you upon request any documents about *water law*, guidelines or regulations including a copy of the *Customer Service Code*.

Privacy

City West Water collects personal information for the purposes of providing and billing water, *sewerage* and related services. We may disclose your personal information to our contractors and other parties including Melbourne Water and Parks Victoria for these purposes. Access to your personal information can be obtained by writing to City West Water at Locked Bag 350, Sunshine, 3020. We may charge you a reasonable cost for providing you with access. Our Privacy Policy is available on our [web site](#) or a copy can be obtained by calling our Contact Centre.

City West Water is committed to protecting your personal information. In relation to accessing or amending *customers'* account information, City West Water will first verify the *customer's* identity or that the person contacting City West Water has the *customer's* authority to do so.

Enquiries and complaints

If you have an *enquiry* or *complaint*, our aim is to achieve a fast and positive resolution and we will communicate with you to satisfy your concerns where possible. As a minimum, we will ensure the following:

- respond to any written *enquiry* or *complaint* within 10 *business days*
- endeavour to resolve enquiries within 30 *business days*
- inform you if the *enquiry* or *complaint* is complex which may increase the time for us to resolve it
- deal with the substance of the *enquiry* or *complaint* in our reply
- provide the reasons for our decision, including details of *water law* or policy if appropriate
- that where possible we will seek *customer* feedback on our *complaint* resolution processes in order to continuously improve.

Complaints handling

In the case of a *complaint*, our processes provide:

- the opportunity to raise the *complaint* up to the level of a senior manager within City West Water
- information about referral to the Energy and Water Ombudsman Victoria (*EWOV*) and any other relevant *external dispute resolution forum* in the event that you raise the *complaint* to a higher level and are not satisfied with our response

- we do not attempt to recover money in dispute until the dispute has been resolved.

We consider a *complaint* resolved when the following has been met:

- we have informed you of the decision on the *complaint* or any internal review of the *complaint*
- ten *business days* have passed since informing you of the decision and you have not requested a further review or lodged a claim with the *EWOV* or another *external dispute resolution forum*.

If you do lodge a claim with the *EWOV* or another *external dispute resolution forum*, we will not consider the dispute resolved until the claim has been finalised in that forum. You can contact *EWOV* on Freecall 1800 500 509.

General right to compensation

If we breach this contract or otherwise fail to perform our functions adequately, and a *customer* has suffered any financial loss as a result, then the *customer* may have a right to claim for compensation or seek rectification from us.

Water services

Your water meter

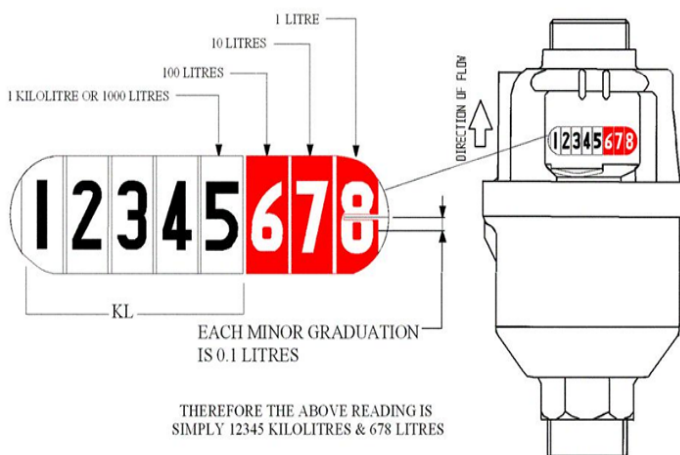
A water meter measures the amount of water that enters your property in litres and kilolitres. One kilolitre = one thousand litres.

We bill our *customers* based on the amount of kilolitres they consume. We work out the consumption by reading the meter.

When the meter on the property is not accessible our meter readers may leave behind a card for the *customer* to complete. The meter will need to be read by the *customer* and the details on the card will need to be filled and returned back to our meter reader contractors. Alternatively, the *customer* can call on 1800 186 227 (24 hours freecall) and provide a reading over the telephone. If the *customer* fails to do this the reading will be estimated based on past consumption.

How to read your water meter

A water meter is used to measure the amount of water that each property uses. It is generally located close to the front of a property, often just inside the boundary or fence line. It is also useful to know where the water meter is because a stop tap, which controls the flow of water to the house, is normally located with the water meter. In an emergency, such as a burst pipe, you can use this stop tap to turn off the water supply to the house.



Looking at a meter from the top, all meters have an engraved serial number which is unique to each meter.

It allows us to identify which meter is associated with a property.

This number appears on the back of

the *customer's* water bill. There is a series of numbers on the water meter which registers the amount of water that has passed through your meter (refer diagram).

Black/white numbers indicate kilolitres and red numbers indicate litres.

1 kilolitre = one thousand litres

Only kilolitres are used to calculate your bill.
Meter numbers are read from left to right.

Access responsibilities

You need to ensure that your water meter is accessible at all times for reading and maintenance by City West Water. Arrangements need to be made if a gate to your property is locked or if a dangerous dog is housed at the property and presents a danger to our meter readers. Call us on 131 691 to discuss the options available or see "Keys held by City West Water or its contractors" below.

Your water meter is used to measure water usage and calculate *sewage* disposal charges. We do our best to get actual meter readings at least once a year, providing the water meter on your property is accessible. Where we are unable to read your meter, we may ask you to do so, on our behalf. It is important to note that if it is not done by the requested date, we will estimate the usage.

You may, for a fee, arrange for a remote meter-reading device to be installed (as long as certain criteria are met). This will allow the water usage to be read away from the meter itself, such as on the fence line of the property. We will still require access to the meter for maintenance, replacement and calibration purposes.

City West Water entry to your property

Under *water law*, you are required to allow us to enter your property:

- to inspect, read, test or replace the meter, carry out planned works, inspect new drainage or plumbing connections, alter existing connections, or restrict the water supply
- in an emergency
- to inspect works or make any test to find out whether *water law* is being complied with
- to remove trees
- for *trade waste* inspections.

Customer notice to enter your property

Under *water law*, we will give you five working days notice of entry onto your property for works, except in an emergency or if you consent to a shorter time. If there is any concern that your meter is not legally connected or installed according to our [metering guidelines](#), then City West Water has authority to access your property without notification.

No notice is required for meter readings or *trade waste* inspections.

Times of entry

Under *water law*, we will not enter residential properties outside the hours of 7.30am to 6.00pm unless:

City West Water *Customer Charter*

- the *occupier* consents
- we have reasonable grounds for believing that *water law* is not being complied with by the *occupier*
- emergency works are required.

In the case of commercial / industrial properties, this restriction on entry times does not apply. However, we will enter the property only at times we reasonably believe the property is in operation, unless emergency works are required.

Under *water law*, we will give you five working days notice of entry onto your property for any works, except in an emergency.

No notice is required to carry out inspections for any residential, commercial or industrial inspections.

Impact on *customers'* properties

Under *water law*, we are required to ensure that, where our employees or contractors enter your property, they:

- cause as little inconvenience as possible
- only stay on the property for as long as is reasonably necessary
- remove all equipment they have brought onto the property
- remove any debris and leave the property as close as possible to its original condition.

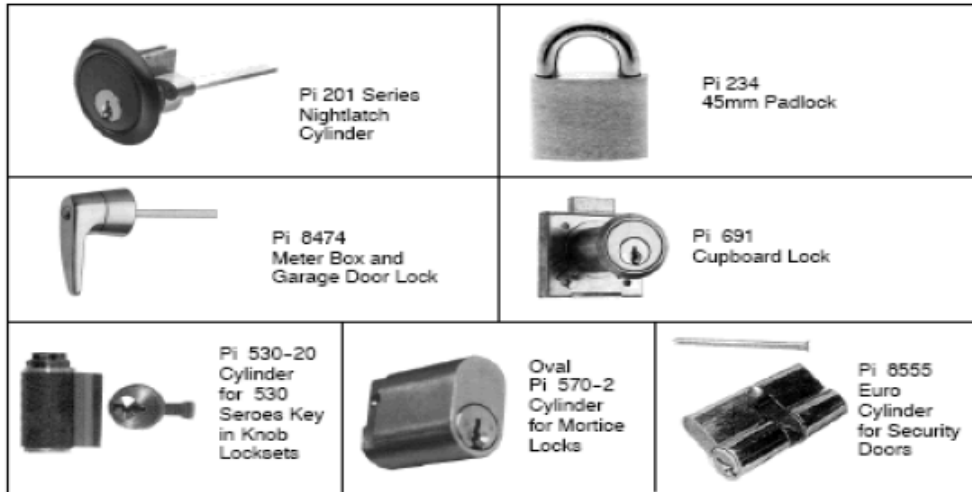
Keys held by City West Water or its contractors

When access to the meter is restricted to our contractors (eg. due to a locked gate) you can provide access to City West Water by installing one of the below:

- Fire Industry Standard 003 lock and key
- Victorian Power Industry lock and key
- key safe located next to lock with key safe code provided to City West Water
- lock with code access and code provided to City West Water.

Our meter readers carry skeleton keys for each of the different types of Power Industry Locks which allow them access to water meters.

A range of Power Industry Locks are available from major hardware stores to suit your needs. For example, gate locks, padlocks etc.



Entry when premises are unoccupied

Where our employee or contractor enters your premises when the property is unoccupied (except for the purposes of reading a meter or *trade waste* inspection), the employee or contractor will leave a notice stating the time, date and purpose of entry and details of their identity.

Identification

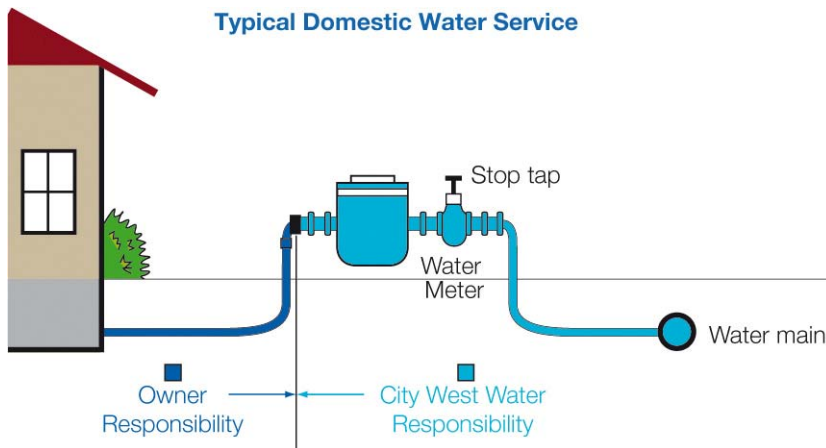
Security is important to our employees and contractors. Employees and contractors will carry identification to be produced or displayed at the time of entering your property. This can be verified by contacting City West Water on 131 691 during business hours or 132 642 out of business hours.

Notifying us of dangers

You are required to advise us of anything on your property that you know could be dangerous to our employees or contractors, such as a dangerous dog or guard dog. Call us on 131 691 to discuss options and notify us of dangers.

City West Water assets & customers' plumbing/assets

City West Water is responsible for maintaining the water meter and what is known as the *property service pipe* for services up to and including 50mm in diameter. Where there is no meter, or the meter is inaccessible, we are responsible up to and including the first stop tap at your property boundary. You are responsible for the pipe beyond the water meter leading into your property. If there is no water meter, or the water meter is not situated at the front of your property, you are responsible for the pipe beyond the stop tap, which is located at the property boundary. A stop tap is the valve that controls the flow of water that enters your property.



Owners are responsible for, and also pay all costs for the following:

- *private fire services* from and including the first valve immediately after the water supply main
- private extensions or trunk services up to and including the ferrule or ball valve at the connection to our water main
- property services from private extensions
- *property service pipes* with a diameter of greater than 50mm
- *backflow prevention* including any devices and required testing (if applicable)
- maintenance of any approved meter pit or cage, installed to protect our water meter.

Interruptions to services

At all times we aim to minimise *interruptions* to the services we provide.

Planned *interruptions* to water supply

If we need to interrupt your service for reasons such as planned maintenance or construction works, we will inform you in writing of the time and approximate duration of the *interruption* at least two *business days* in advance. We will provide you with seven days notice of construction works that could affect you. In the case of planned and unplanned water *interruptions* we will make sure that you have access to alternate supplies of drinking water.

Unplanned *interruptions* to water supply

City West Water will use all reasonable endeavours to ensure that there are no more than five *unplanned interruptions* of a *customer's* water supply each year.

Where an *unplanned interruption* of the water supply occurs, City West Water will minimise inconvenience to *customers* by:

- restoring the water supply as quickly as possible
- providing *customers* with access to alternate supplies of water as appropriate
- providing as much information as practicable.

The telephone information service will advise callers of:

- approximate duration of the *interruption*

- how to obtain alternate supplies of water, where applicable.

Special needs – water interruption

If you have *special needs* please let us know so that we can consider your circumstances and register you as a *special needs customer*. If you are on a life support or dialysis machine you will be included as a *special needs customer*.

We contact registered *special needs customers* as soon as possible in the event of an *unplanned interruption* to a service and at least 4 *business days* before a *planned interruption*. If you would like a longer period of notice, we can arrange for this as long as it is reasonably necessary and we are able to accommodate it.

In all cases we try to minimise inconvenience to our *special needs customers*.

Relevant Service standards – water interruption

The following table describes our service standards and targets, which have been approved by the Essential Services Commission. Actual performance in any given year can be affected by the weather.

Service Standard Water	2009–10 to 2012 – 13
Unplanned water supply <i>interruptions</i>	60.3 per 100 kms
Average time taken to attend bursts and leaks (priority 1)	24.3 minutes
Average time taken to attend bursts and leaks (priority 2)	34.2 minutes
Average time taken to attend bursts and leaks (priority 3)	233.8 minutes
Unplanned water supply <i>interruptions</i> restored within 5 hours	86.1%
Planned water supply <i>interruptions</i> restored within 5 hours	93.3%
Average unplanned <i>customer</i> minutes off water supply	47.6 minutes
Average planned <i>customer</i> minutes off water supply	7.8 minutes
Average frequency of unplanned water supply <i>interruptions</i>	0.31 <i>interruptions</i>
Average frequency of planned water supply <i>interruptions</i>	0.06 <i>interruptions</i>
Average duration of unplanned water supply <i>interruptions</i>	175.5 minutes
Average duration of planned water supply <i>interruptions</i>	137.2 minutes
Number of <i>customers</i> experiencing more than 5 unplanned water supply <i>interruptions</i> in the year	64 customers
Unaccounted for water	9.2%
Priority 1 bursts responded to within 1 hour	99.8%
Average time to rectify water faults	1.0 day
Water main breaks	71.5 per 100 kms
System faults calls answered within 30 seconds	93.3%

Guaranteed Service Levels – unplanned interruption to water services

We pay a financial rebate to residential *customers* if we don't achieve a pre-determined level of service. Our Guaranteed Service Levels program ensures that any rebate is credited to the *customer's* account automatically.

The table below outlines our Guaranteed Service Levels (GSL) and the rebate if these service levels are not achieved.

Guaranteed Service Level	GSL rebate if service levels are not achieved
No more than five unplanned water supply <i>interruptions</i> in a twelve month period	\$50 for each <i>interruption</i> in excess of five
<i>Unplanned</i> water supply <i>interruptions</i> to be restored within five hours	\$50 for each <i>interruption</i> longer than five hours

If our failure to meet a Guaranteed Service Level is the result of *an event caused by, or the responsibility of, the customer or a third party*, the Guaranteed Service Level rebate will not be payable. These payments are automatically provided to *customers* who experience this issue on their next water bill.

Bursts and leaks

When we are notified of a burst or leak in the water supply system, a field assessor will attend the site to determine the severity of a burst or leak.

Where the burst or leak impacts on *customers*, property or the environment, City West Water will fix the burst or leak as soon as possible. See our Water Interruption Service Standards on previous pages.

We prioritise our field work, especially during periods of high demand. If the burst or leak is causing no apparent impact on *customers*, property or the environment, we always endeavour to undertake repairs within three days.

Notifying City West Water of water main bursts or leaks

If you experience or observe a burst, leak, blockage or spill on our pipes please call our 24 hour emergency line on 132 642 or 13WATER (13 92837). We will attend the site as soon as possible and take action to rectify the situation. Our response will take into consideration all aspects of the event including the impact on our *customers*, the community, the environment, property and traffic.

If you experience a *sewage* spill on your property due to a fault in our pipes, we will ensure that damage and inconvenience is minimised and the spill is promptly cleaned up and the affected area disinfected.

When and why City West Water issues a “notice to repair”

From time to time, City West Water becomes aware of plumbing repairs required for a *customer’s* property. This may cause leaks within the property or damage your property’s plumbing, your neighbours’ or City West Water’s assets. This may also result in higher water consumption charges to the *customer* and wasted water.

To limit the impacts, the property owner may be required to undertake maintenance of their water or *sewage* pipes/services under the *Water Industry Act 1994* or the *Building Act 1993*.

City West Water may, by written notice to the owner, require the owner to repair or replace any property service to the property, which the owner is responsible for maintaining.

If you fail to comply in the time specified in the notice, the *water law* provides that we may take the action specified in the notice and charge the owner the reasonable costs for which the owner is responsible.

In the event that City West Water carries out these works and we have been advised that the property is occupied by a tenant, then the tenant will be notified accordingly.

Water quality testing

City West Water carries out water quality sampling and testing on an ongoing basis. One of the reasons we do this is to determine compliance with the *Victorian Safe Drinking Water Act 2003* and the *2004 Australian Drinking Water Guidelines*. We print these results in our annual Water Quality Report. You may request a water quality test and if the test demonstrates compliance, we may charge you a *reasonable fee*. We will advise you prior to testing that this fee may be applied. If the test finds that the water quality does not meet our standards, then we will rectify the situation as soon as possible or within a period as agreed by you and we will bear the costs.

Service standards – water quality

The following table describes our service standards and targets, which have been approved by the Essential Services Commission. Actual performance in any given year can be affected by the weather.

Additional service standards	2009 – 10 to 2012 – 13
Water quality <i>complaints</i> per 1000 <i>customers</i>	No more than 1.1 <i>complaints</i> per 1000 <i>customers</i>
Compliance with drinking water quality regulations	100%
Compliance with EPA discharge licence at Altona Treatment Plant	100%

Water connections and meter installations

You can read our *metering guidelines* [here](#).

To connect to City West Water's water supply, an application must be lodged for consent to connect. A water meter will be installed as part of the terms and conditions of connection.

The water meter(s) will be:

- supplied and owned by City West Water
- installed in accordance with City West Water's *metering guidelines*
- maintained by City West Water at no extra cost to the *customer* unless the *customer* has damaged the meter, made the meter inaccessible, or the meter has not been installed in accordance with the conditions set by City West Water.

Backflow prevention (drinking and alternative water)

Backflow is the undesired reverse flow of water within the plumbing system on a property. It may be caused by a back siphonage, backpressure or both and it can result in contaminants being drawn into the drinking water system.

You can read about backflow on our website [here](#).

The owners of any property on which there is a water service or *private fire service* must engage a licensed plumber to install an approved *backflow prevention* device matching the hazard rating of the property.

The device must be located in an accessible position at or near the property boundary at the outlet of:

- the water meter; or
- the stop valve, if a water meter is not fitted.

City West Water, may by written notice to the owner, require the owner of the property to:

- arrange for the testing of the *backflow prevention* device on an annual basis
- provide the results of the test to City West Water
- arrange for the repair or replacement of the device if it is not operating efficiently.

Disconnection from our services

A *customer* who owns a property may request City West Water to have the property *disconnected* from the water main or sewer branch to which it is connected. It is important that you discuss the requirements of *disconnection* with City West Water to ensure that you can determine if it is of benefit to you to do so. You will be required to complete an application form and further details of responsibilities and requirements will be provided to you.

Note: Any unmetered water supply must be plugged at the water main at the owners' expense. If you fail to comply with the obligations then City West Water may take actions to complete the required works and charge the owner the reasonable costs for which the owner is responsible.

Reconnection to our services

If your property is *disconnected* from the City West Water services you may apply to reconnect, subject to the City West Water terms and conditions for connection.

Our water *Flow rates*

City West Water ensures that your water supply and where *available, recycled water* supply, will be at all times at least equal to our minimum *Flow rates*. Our minimum *Flow rates* are:

Diameter of the <i>property service pipe</i> (millimetres)	20	25	32	40	50
Minimum <i>Flow rate</i> (litres per minute)	20	35	60	90	160

Some exceptions are:

- if a *property owner's infrastructure* is of a lower standard than required
- if a *service* is provided via a private water main extension
- if there is a drought or an emergency
- if there is a water shortage due to peak summer demand
- if there is an *unplanned* or *planned interruption*
- if *recycled water* is reduced due to a shortage
- if *recycled water* is reduced in accordance with our *permitted use rules*
- if supply is restricted or *disconnected* in accordance with this charter or *water law*.

The *Flow rate* is measured at the meter or the tap nearest the meter on your property.

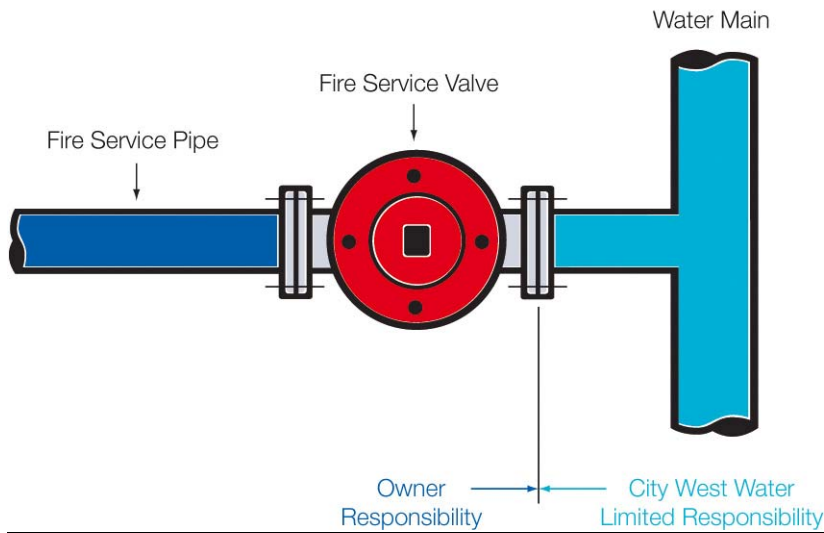
Testing water *Flow rates*

If you would like us to, please call us on 131 691 and we can organise to have your water *Flow rates* tested. If the test finds that the *Flow rate* does not meet our standards, then we will rectify the situation as soon as possible or within a period as agreed with you and we will bear the costs. If the test demonstrates compliance, we may charge you a *reasonable fee* for carrying out the test. We will advise you prior to testing that this fee may be applied.

Fire services

Private Fire Services can be found at most commercial and industrial properties, as well as some residential apartment complexes. The property owner is responsible for maintaining the *private fire service* and its components. Further information on *fire services* can be found on our website at www.citywestwater.com.au or by calling us on 131 691.

Maintenance of fire service valve



Water efficiency programs

City West Water recognises that water is a precious resource to be used sustainably now and into the future. We encourage our *customers* and community to use water wisely through a range of water efficiency programs

For more information on water efficiency for businesses click [here](#). Residents can refer to our website under the “Residential” section for information on water efficiency.

Sewer

To connect to the City West Water *sewerage* system, an application must be lodged for consent to connect.

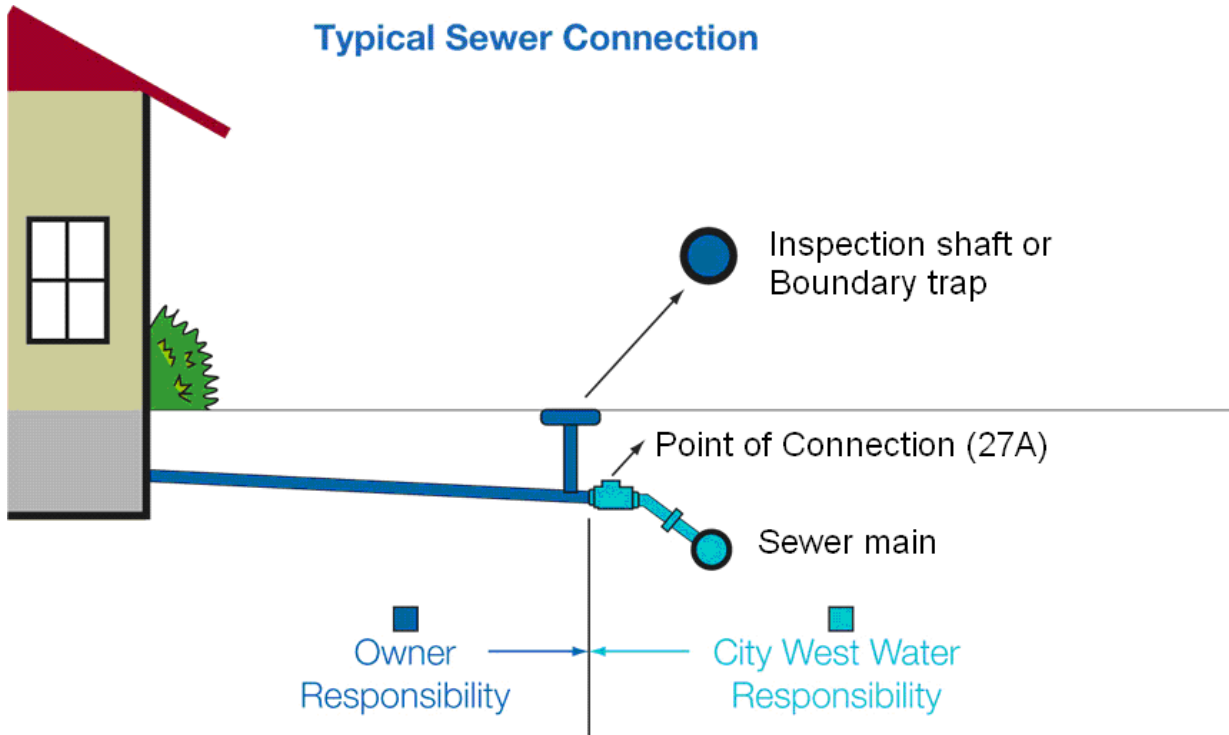
Your internal property plumbing and fixtures need to be maintained. If you are the property owner, you are responsible for the maintenance of all plumbing and fixtures up to the point where these pipes connect to our water and *sewerage* mains.

The owner of the property is required to maintain internal sanitary plumbing and fixtures servicing the property to the point of connection so they operate in an hygienic and efficient manner.

As a basic guide, you need to:

- ensure access at all times to fittings including inspection openings and City West Water access points. e.g. manholes
- gain our consent before altering any pipes connected to our network.

City West Water assets and *customers’ plumbing/assets?*



Sewerage interruptions

City West Water will use all reasonable endeavours to ensure that there are no more than three *sewerage interruptions* to a *customer’s sewerage* service each year.

Where an *interruption* to a *customer’s sewerage* service occurs, City West Water will restore the *sewerage* service as quickly as possible.

Notifying City West Water of water main bursts, leaks or sewer spills

If you experience or observe a burst, leak, blockage or spill on our pipes please call our 24 hour emergency line on 13 WATER (13 92837). We will attend the site as soon as possible and take action to rectify the situation. Our response will take into consideration all aspects of the event including the impact on our *customers*, the community, the environment, property and traffic.

If you experience a *sewage* spill on your property due to a fault in our pipes, we will ensure that damage and inconvenience is minimised and the spill is promptly cleaned up and the affected area disinfected.

Relevant service standards and guaranteed service levels – sewer service

Service standard		2009 – 10 to 2012 – 13
Sewerage		
Sewerage blockages		27.6 per 100 kms
Average time to attend <i>sewer spills</i> and blockages		23.4 minutes
Average time to rectify a sewer blockage		115.9 minutes
Spills contained within 5 hours		100.0%
<i>Customers</i> receiving more than 3 sewer blockages in the year		0 customers
Additional service standards		
Interruptions to <i>sewerage</i> services restored within 5 hours		97.6%
Sewer spills within a house contained within one hour of notification		100%
Sewer spills per 1000 properties		1.8 per 100 properties
Sewer backlog connections (number of lots)	13 (in 2011-12)	0 backlog connections

Sewer blockages

Usually the first sign of a sewer blockage is *sewage* rising back up through the gully trap in your yard or a build up in the toilet bowl. In such instances, you should check the water level in your boundary trap or inspection shaft, if you have one readily accessible. If the water level is high, it is likely to be a blockage in our pipes. If the water level is low, it is likely to be a blockage in your pipes and you will need to call a plumber. If you are not sure where your boundary trap or inspection shaft is located you can obtain a copy of the property service drains within your property boundary by calling 03 9835 5511 or visit our web site at www.citywestwater.com.au.

Tree roots and cooking by-products such as fats and oils, are major causes of sewer blockages and costly pipe repairs and we encourage you to visit our website at www.citywestwater.com.au for helpful tips on avoiding potential problems.

Guaranteed Service Levels – *interruption to sewer services*

We pay a financial rebate to residential *customers* if we don't achieve a pre-determined level of service. Our Guaranteed Service Levels program ensures that any rebate is credited to a *customer's* account automatically.

The table below outlines our Guaranteed Service Levels and the rebate if these service levels are not achieved.

Guaranteed Service Level	GSL rebate if service levels are not achieved
No more than three <i>sewerage</i> service <i>interruptions</i> in a twelve month period	\$50 for each <i>interruption</i> in excess of three
<i>Interruptions</i> to <i>sewerage</i> services to be restored within five hours	\$50 for each <i>interruption</i> longer than five hours
Sewer spills to be contained within five	\$1000 for each spill not contained in five hours

hours of notification	
Sewer spills within a house, that are a result of a failure in our pipes, to be contained within one hour of notification	\$1000 for each <i>sewer spill</i> that is not contained within one hour of notification (in-kind services to assist with clean-up, accommodation etc are in addition)

If our failure to meet a Guaranteed Service Level is the result of *an event caused by, or the responsibility of, the customer or a third party*, the Guaranteed Service Level rebate will not be payable.

When and why City West Water issues a “notice to repair”

From time to time, City West Water becomes aware of plumbing repairs required for a *customer’s* property. This may cause leaks within the property or damage your property’s plumbing, your neighbours’ or City West Water’s assets. This may also result in higher water consumption charges to the *customer* and wasted water.

To limit the impacts, the property owner may be required to undertake maintenance of their water or *sewerage* pipes/services under the *Water Industry Act 1994* or the *Building Act 1993*.

City West Water may deliver a notice to a property owner requiring you to:

- repair faults on pipes/services which are the owner’s responsibility
- maintain works on the property, or *disconnect* the property from City West Water’s system
- remedy a contravention of *water law* or a requirement made by City West Water under *water law*.

If you fail to comply in the time specified in the notice, the *water law* provides that we may take the action specified in the notice and charge the owner the reasonable costs for which the owner is responsible.

If City West Water has been advised that the property is occupied by a tenant, a copy of the notice will be forwarded to that tenant, for information.

Trade waste

City West Water has a *trade waste* management program that is aimed at working with our commercial and industrial *customers* together with the community to ensure industrial and commercial wastes are managed and treated in a safe and environmentally responsible manner.

Trade waste may only be discharged into the *sewerage* system if you have obtained our written permission and entered into a Trade Waste Agreement, or consent that outlines the conditions and requirement of discharging *trade waste* into the sewer.

Trade waste charges are structured in a similar manner to water supply and *sewerage*, comprising a fixed “*trade waste agreement fee*”, a volume charge, and quality charges (based on chemical composition of the *trade waste*).

Alternative water

Alternative water refers to water which does not come from the drinking water supply. *Alternative water* comes from a variety of sources, including treated *sewage*, stormwater, greywater, groundwater and industrial water. It is not for drinking and always treated to high standards to ensure it is safe for a specific purpose such as irrigation, garden watering or toilet flushing. These standards are established in national and state guidelines for water recycling. Using *alternative water* means we can save our precious drinking water.

City West Water is involved in a number of projects to supply *alternative water* to our *customers* in both residential and non-residential applications. Some projects, such as the Altona Recycled Water Project, are online already, while more are set to come into operation in the future.

Permitted use

We will regularly inform relevant *customers* of the permitted use of *alternative water*, *non-potable water* and our *sewerage service* which at a minimum reflect:

- health and environmental regulations
- *recycled water* regulations.

Voluntary *alternative water* use

You may collect and store rainwater for your own use. You may also recycle *greywater* on your property for non drinking purposes, or install a *composting toilet* that does not require connection to our water or *sewerage* services. It is important that you are aware of the possible health issues before considering these alternatives. Information on the safe reuse of *greywater* and rainwater is available from <http://www.savewater.com.au>. Compliance with the *Building Act* is necessary for any plumbing work and you should contact your local council for advice and information on required approvals. You can read the *Building Act* [here](#).

Recycled water and stormwater services

In some areas we supply *recycled water* or treated *stormwater* to our *customers*. *Recycled water* and *stormwater* reuse schemes are subject to stringent health standards, regulated by the Victorian Environment Protection Authority (*EPA Victoria*) and the Department of Health (DoH).

Residential *customers* will receive information on the appropriate use of *recycled water* when they move into a home connected to a *recycled water* service.

Non-residential *alternative water customers* will be required to enter into a supply agreement with us, which details rules on permitted uses prior to *recycled water* or treated *stormwater* being supplied. If the terms of the *recycled water* or *stormwater* supply agreement are breached we may discontinue your *recycled water* or *stormwater service*. We may also refuse to provide you with a *recycled water* or *stormwater service* if you have not entered into a *recycled water* agreement or have not received our consent.

You can read more on *alternative water* [here](#) if you are a plumber or developer, or [here](#) if you are a residential *customer*.

Non-residential *alternative water customers* must have an Environmental Improvement Plan (EIP) prepared in accordance with *EPA Victoria* Guidelines. This EIP must be approved by City West Water prior to receiving *alternative water* supply. Failure to adhere to the EIP may result in the *recycled water* or treated *stormwater service* being discontinued.

For all *alternative water customers* special plumbing inspections are carried out during construction to ensure *recycled water* and *stormwater* piping is not interconnected to the drinking water supply. The requirements you must meet are in our condition of consent that is issued by us after receiving a plumbing application from you, your plumber or your builder.

For residential *customers recycled water* plumbing inspections are carried out by the Plumbing Industry Commission and arranged by the plumber during house construction. For non-residential *customers* City West Water will audit *recycled water* plumbing during construction. One *alternative water* supply has begun, City West Water may conduct random audit of *customers' alternative water* use.

Development / Building

Customers need to be aware of where pipes are located before developing/excavating on their property.

If you are going to develop or undertake other service works on your property, you will need to make sure that you are aware of where the pipes are located. For information on property service drains inside your property please call 03 9835 5511, the [Melbourne One Call Service \(MOCS\)](#) on 1100 or visit our web site.

We are able to supply you with a plan of our assets including sewer connection points within your property boundary, and we will make every attempt to do this within five working days of receiving your written request and appropriate fee. The plan of your property boundaries may, on request, contain specific details of:

- pipe diameter
- pipe offset from property boundary
- pipe depth.

If the excavations are external to your property boundary, you or your contractor will need to find out where the water and *sewerage* pipes are located. The [Melbourne One Call Service \(MOCS\)](#) will be able to provide indicative pipe locations for you. The number to call is 1100 which is a free service. Please note that if you or a contractor damages a City West Water asset, you will be charged the cost to restore it to its previous working order.

'Build overs'

Under *water law* any construction over or within one metre of a water main or *sewerage* pipe requires written consent from City West Water.

To build over or within one metre to any *easement* or pipe on your property, you need to apply to '[Build or Retain a Structure Over Works and/or Easements](#)'. Application forms can be obtained [here](#) and must be approved by City West Water before any works can commence. Approval is not always granted.

For you to gain approval for a build over, we can ask property owners to correct faults in their plumbing, or remove trees that have or could damage our assets. We will ask *customers* to pay back the costs incurred by City West Water where those works are the responsibility of

the *customer*, in accordance with the *water law* the *Customer Service Code* and this *Customer Charter*.

Your City West Water account

Charges

Liability for charges

Property owners are liable for any service charge billed by City West Water as well as charges billed on behalf of Melbourne Water and Parks Victoria.

Service charges are billed to titled properties that are connected, or capable of being connected to City West Water's water and *sewerage* systems. This includes properties with an Owners' Corporation even where those properties rely on services via the Owner's Corporation.

Under *water law* tenants and caravan park residents are only liable for any water usage and *sewerage* disposal charges if:

- their supply of water is measured by a separate meter
- the property owner has notified us of the particulars of the tenant occupying the premises
- we have read the meter on receiving that notification.

If you are, or you have a tenant at a property which has a separate water meter, the responsibility for charges are as follows:

Charge	Responsibility
Water Service Charge	Owner
Sewerage Service Charge	Owner
Recycled Water Service Charge (if applicable)	Owner
Waterways and Drainage Charge	Owner
Parks Charge	Owner
Water Usage	Occupant
Sewage Disposal Charge	Occupant
Recycled Water Usage (if applicable)	Occupant

Giving notice when vacating

Under *water law*, you are required to give us at least two *business days* notice before vacating a property, so that a final/special reading of the meter can be registered. This is required to determine the final bill for water usage and *sewerage* disposal charges and, if appropriate, *trade waste* charges. Until vacating notification is provided, you remain responsible for water usage charges.

What if you do not have a separate meter?

If you do not have a separate water meter, you are likely to be part of an "Owner's Corporation". You can refer to your "Owner's Corporation" to provide you information regarding your water meter connection and charges.

What is an “Owners Corporation”?

Under the *Sub-division Act 1988* if a plan of sub-division contains “common property”, then an *Owners Corporation* is created and registered by the government Register of Titles.

“Common property” may include driveways, paths, stairs, passages, lifts, lobbies, common garden areas and other facilities set up for use by all members and *occupiers* of the units.

When there is a common facility shared by all owners/tenants in the complex such as a garden tap, laundry, air conditioner, hot water service, the water consumption consumed by these common facilities is “common water”.

When you buy a unit that is part of the *Owners Corporation*, you automatically become a member of that *Owners Corporation*. When you sell a unit, the new owner replaces you as a member of that *Owners Corporation*. Tenants cannot be members of the *Owners Corporation*.

As a member of an *Owners Corporation* you are responsible for decisions about repairs, maintenance and insurance not just for your own home but also for the property you own jointly with others.

The *Owners Corporation* can also discuss with City West Water as to how to apportion water usage when there are no separate water meters to each residence.

Exemptions from water and sewerage service charges

Some not-for-profit organisations may be eligible for a Government rebate on their water and sewerage service charges.

Click [here](#) for more information on exemptions.

Other authorities’ charges

City West Water is required to bill the Waterways and Drainage Charge on behalf of Melbourne Water Corporation on a quarterly basis .

We are also required to bill the Parks Charge annually on behalf of Parks Victoria.

Please see www.melbournewater.com.au for details on Waterway and Drainage Charges and www.parkweb.vic.gov.au for details on Parks Charges.

City West Water does not set these charges as they are determined by the respective authorities.

If your water bill appears higher than usual

When you receive your bill and it appears higher than usual, our Contact Centre staff can assist you with any queries regarding your bill. Your higher bill may be due to:

- *An estimated read due to an inaccessible water meter*
- *An increase in the number of people in your household during this period*
- *A purchase of a new water related appliance*
- *Plumbing work done*

- *Leaks or water dripping around the property/residence*

Meter testing

The owner or *occupier* of any property may request City West Water to test the accuracy of a water meter installed on the property at the applicants expense. Upon receiving this request City West Water will replace the meter for the purpose of testing and notify the applicant in writing of the results of the tests once received. You will be required to pay a testing and meter replacement fee. If the test shows that the meter is not meeting required standards of accuracy, we will replace it and refund the cost of the test. We will also refund or credit any amount you were overcharged.

Before you request that we test your meter, we encourage you to do an easy overnight meter test first. The details of the test can be found on our website at www.citywestwater.com.au under 'About Your Account > Your Water Meter'. This test can help determine the cause of the higher meter reading. It is rare that a faulty meter will register a high meter reading. It is more likely to be an internal leak and, if so, you will need to call a plumber.

Schedule of charges

We will publish our schedule of approved fees and charges on our website (www.citywestwater.com.au) as well as provide a hardcopy to *customers* on request.

Notification of price changes

We may, subject to *water law* and our approved service standards, vary charges based on a determination of the Essential Services Commission. Any variation in charges for services will be communicated to our *customers* on or with the first bill after the decision to vary those charges has been made. We may also choose to calculate a pro rata charge in the instance where the date of commencement of the new charge falls within a *billing period*.

Calculation of the sewage disposal charge

Unlike water, *sewage* disposal is not metered. It is calculated using a formula which is based on the amount of water consumed in the premises, and its objective is to accurately reflect the amount of waste water sent to sewer from the premises of the average City West Water *customer*. It may apply to City West Water for an alternative method of either measuring or estimating the volume of *sewage* disposed if they consider that the current formula substantially and systematically overestimates the volume of *sewage* disposed from their property.

If City West Water is satisfied that the use of the standard formula is likely to systematically and substantially overestimate the volume of *sewage* discharged for a property or premises, City West Water may use another formula or method for estimating the volume.

Receiving your bill

You will receive a quarterly bill and have 14 days from the date the bill is issued to make the payment. If your water or *recycled water* usage, *trade waste* or *sewage* disposal is generally high, we may bill you more frequently. If this is the case, we will call you and discuss billing options and a recommended billing frequency. It is the responsibility of the *customer* to give notice to City West Water when vacating the property. If you have any queries about the

charges on your bill, click [here](#) for an explanation on how to read your bill, contact the City West Water Contact Centre, or in the case of the Parks Victoria charge, call 131 936.

Issue of bills

We will issue bills:

- to you at the physical address or *electronic address* specified by you
- to your agent at the physical or *electronic address* if you have submitted a written request for us to do so
- to any person authorised to act on your behalf at the physical or *electronic address* specified by that person
- if no address has been specified, to the physical address of the property for which the charges have been incurred, or to your last known address.

Note: City West Water will not issue any final/closing accounts that are in credit between \$0.01 to \$5.00 or a debit charge that is between \$0.01 and \$5.00.

A list statement in which a *customer* can make a single payment for at least five properties or individual accounts is available upon request to *customers* or agents of multiple properties in the one billing district.

When a list is billed the *customer* receives a summary account as well as copies of each individual account, all in the same envelope.

Content of bills

Your bill will contain the following information:

- specifics of the account and the amount payable
- the date of issue
- your billing address and account number
- the address of the property to which the charges in the bill relate
- the date on which the meter was read, or if the reading is an estimation, a clear statement that the reading is an estimation
- any outstanding credit or debit from previous bills
- the total of any payments made by you since the last bill was issued
- the amount you are required to pay
- the date by which you are required to pay
- the ways in which you can pay the bill
- information about help that is available if you are experiencing difficulties paying
- details of our *enquiry facility*, including a 24 hour emergency telephone service number
- referral to our interpreter services
- information on concessions available and any concession to which you are entitled
- your average daily rate of water or *recycled water* use at your property for the current *billing period*
- any additional information deemed relevant by City West Water.

Click [here](#) for information on how to read your bill.

Presentation of *customer* water usage

If you are a residential *customer* with a separately metered water service, your bill will display a graph showing your water usage and where applicable *recycled water* usage. To the extent

the information is available, the graph will show:

- your usage for each *billing period* over the past 12 months
- a comparison of your usage with the same period of the previous year.

Overcharging/Undercharging

If you are undercharged:

- we will only recover the amount undercharged for a period of no greater than 12 months prior to us notifying you that the undercharging has occurred, except in the case of illegal use of water
- the amount to be recovered will be listed as a separate item on or with your bill
- you are able to pay the amount to be recovered over a time period equal to the period in which undercharging occurred, up to a maximum of 12 months
- you are able to pay the amount to be recovered through a flexible payment plan in accordance with our payment methods
- in the event of the illegal use of water or *recycled water*, we will reasonably estimate the usage. We may exercise other rights available to us which include rights under the non payment section in this charter.

If you are overcharged:

- we will let you know within 10 *business days* of becoming aware of the error, we can either refund or credit your account with the amount overcharged depending on your instructions. Note: refunds may take up to 10 working days to process.

How to pay your bill

We offer a number of convenient ways for you to pay your City West Water bill. Options include:

Direct debit - is easy and enables you to enjoy the flexibility of choosing from quarterly, monthly or fortnightly payments. Click [here](#) for a copy of the direct debit form.

BPay - enables you to make payments by phone or online. It can be arranged through your participating bank, building society or credit union.

BPayView - provides *customers* with email notification that their bill is ready for viewing online. This can be arranged through your participating bank, building society or credit union. Subscribing to BPayView saves paper and reduces our carbon footprint.

Centre pay - if you receive any type of Centrelink payment you can have an agreed instalment amount automatically deducted from your Centrelink payment.

Credit card - payments (maximum of \$10,000) can be made by Visa and MasterCard over the phone using our automated system on 131 971 or online at www.citywestwater.com.au.

By mail - to City West Water, GPO Box 262, Richmond, VIC 3121

In person - at Australia Post

Concessions

If you hold a pension, veterans or health care card you may be entitled to a concession on your water and sewerage charges. Please visit our website at www.citywestwater.com.au or call us on 131 691 for details on concessions and how to apply.

Payment difficulties

We will assist you if you are experiencing payment difficulties by making alternative payment options available to you, in accordance with your capacity to pay including:

- offering a range of payment options, including flexible payments
- redirection of the bill to another person for payment provided that person agrees in writing
- if we come to an alternative payment arrangement, providing written confirmation and sending it to you within 10 *business days* of an agreement being reached
- offering to extend the due date for some or all of an amount owing
- where appropriate, referring you to government funded assistance programs, including the *Utility Relief Grant Scheme*; or an independent financial counsellor at no cost to you.

Customer assistance program

We understand that some residential *customers* experience difficulty in paying their bills in a timely manner, and we have a policy to assist such *customers* in these circumstances. For details on our residential hardship policy, please visit our website or call us on 131 691.

If we fail to meet certain standards and processes for identifying a *customer* who may be in hardship listed below, these *customers* may be granted a hardship-related Guaranteed Service Level. This hardship *GSL* became effective 1 January 2011.

Guaranteed Service Level	GSL rebate if service level is not achieved
Restricting the water supply of, or taking legal action against, a residential <i>customer</i> prior to taking reasonable endeavours (as defined by the ESC) to contact the <i>customer</i> and provide information about help that is available if the <i>customer</i> is experiencing difficulty paying.	\$300 for each instance.

Flexible payment plans

Our flexible payment plans are designed to suit your capacity to pay. Flexible payment plans will:

- state how the amount of the payments has been calculated
- state the period over which you will pay the agreed amounts
- specify an amount to be paid in each period
- be renegotiated at your request if there is evidence of a change in your circumstances
- be confirmed in writing prior to or as soon as practicable after the plan begins.

If you have had two flexible payment plans cancelled due to non-payment in the previous 12 months, we may not offer you a flexible payment plan. In this case you will need to provide us with *reasonable assurance* that you will comply with the plan in future.

Please call our Contact Centre on 131 691 if you are having payment difficulties or would like to know more about payment options.

City West Water collection processes

Reminder notices

If payment is not made by the required date stated in the bill, we will send you a reminder notice. If you elect to receive your bill electronically, reminder notices will be sent by mail to your postal address.

Warning notices

We will send you a payment warning notice at least seven days prior to taking action for non-payment. If you elect to receive your bill electronically, a warning notice will be sent by mail to your postal address, which will:

- specify assistance that is available to you, including information about the Energy and Water Ombudsman (Victoria) (*EWOV*) and our hardship policy
- advise you that the bill is overdue and must be paid in order for you to avoid legal action or restriction of water supply
- caution that if legal or restriction action is taken, you may incur additional costs in relation to those actions.

A reminder and warning notice will not include information about meter readings, usage, previous bills or past payments.

Non-payment of bills

We may take legal action or restrict your water or *recycled water services* for non-payment if:

- more than 28 *business days* have elapsed since the issue of the bill
- you have been sent a warning notice including information on our residential hardship policy and other programs that are available to help you with payment difficulties
- we, or our agent, have attempted to make contact with you about the non-payment
- you have been notified of the proposed restriction or legal action and the associated costs, including the cost of removing a *restrictor*
- you have been offered a flexible payment plan and you have refused or failed to respond, or if you have agreed to a flexible payment plan and have failed to comply with the arrangement.

Dishonoured payment

We may recover from you an amount charged by our financial institution if:

- your cheque is dishonoured
- you have insufficient funds available when paying by direct debit.

Restrictions/legal actions

We will not begin legal action or take steps to restrict your *service* due to non-payment if:

- the amount owed is less than \$200, unless you have failed to pay consecutive bills in full over a period of not less than 12 months or
- you are eligible for and have lodged an application for a government funded concession and the application is outstanding or
- you have made an application under the *Utility Relief Grant Scheme* and the application is outstanding or
- you are a tenant and the amount unpaid is owed by the landlord or
- you have a claim against the landlord in respect of a water bill pending at the Victorian Civil and Administrative Tribunal or
- the amount in dispute is subject to an unresolved *complaint* procedure in accordance with our *complaints* policy.

The above does not restrict our rights under *water law* to pursue a debt owed by a person who is no longer a *customer*.

Additional limits on restriction

We will not take steps to restrict your service due to non-payment if:

- it is a Friday, public holiday, weekend, day before a public holiday, or after 3.00pm
- you are registered as a *special needs customer* or;
- we believe that the restriction will cause a health hazard having taken into consideration any *customer* concerns
- it is a day of total fire ban declared by the Country Fire Authority in the area in which the property is located.
- a restriction that reduces the supply of water, *recycled water* or *non-potable water* to no less than two litres per minute at the tap nearest the meter.

Removal of restrictions

We will restore a restricted *service* within 24 hours of becoming aware of the reason for restriction no longer existing.

Word definitions

available - means the person's property is a declared property in respect of that service under section 64 of the Water Industry Act 1994;

alternative water - is any water which is used in place of *potable water* from the main supply network. It includes *recycled water*, *stormwater*, rain water, *greywater* and *groundwater*.

backflow prevention - means protection against the reverse flow of liquid within a piped plumbing system which could cause contaminants being drawn into City West Water's water supply system.

billing period - means any period for which a *customer's* bill is calculated.

Building Act - means *Building Act* 1993

business day - means a day on which banks are open for general banking business in Melbourne, not being a Saturday or a Sunday.

complaint - means a written or verbal expression of dissatisfaction about an action, proposed action or failure to act by a *water business*, including a failure of the *water business* to observe its published policies, practices or procedures.

composting toilet - (sometimes called biological toilets, dry toilets and waterless toilets) are toilet systems which treat human waste by composting and dehydration to produce a useable end-product that is a valuable soil additive.

correspondence - means any written communication whether it be received through regular mail, electronic mail or facsimile.

customer(s) - means a person who is:

- (a) an owner and *occupier* of a property connected to City West Water's *system*;
- (b) an owner of a property which is connected to City West Water's *system* but is not an *occupier*;
- (c) an *occupier* of a property that is connected to City West Water's *system* and is liable for usage charges;
- (d) An agent acting on the behalf of an owner which could include a builder, a plumber etc who has signed an application to carry out work on a property.

disconnect - means to physically prevent the flow of water, *recycled water* or *sewerage*.

easement - means a defined area on a property on or under which City West Water is allowed to locate its water and *sewerage* system assets and on which the *customer* may be restricted from building or excavating without the prior consent of City West Water.

electronic address - means an email or internet address supplied by a *customer* to City West Water for the purpose of the receipt of bills and other service related communications.

enquiry - means a written or verbal approach by a *customer* which can be satisfied by City West Water providing written or verbal information, advice, assistance, clarification, explanation or referral about a matter.

enquiry facility - means a telephone call centre and may also include an on-line information facility or an over-the-counter information service.

environmental regulation - includes applicable requirements of the Environment Protection Authority and (insofar as they relate to planning and environment matters) of local councils.

essential Services Commission - means the Essential Services Commission established under the ESC Act 2001.

EWOV - means the Energy and Water Ombudsman (Victoria).

external dispute resolution forum - includes Consumer Affairs Victoria and the Victorian Civil and Administrative Tribunal.

financial year - means a year ending 30 June.

Flow rate - is the measure of the volume of water with respect to a time period.

grey water - consists of all non-toilet waste. It includes waste from showers, baths, spas, hand basins, washing machines, laundry troughs, dishwashers and kitchen sinks.

GSL - means any form of payment or compensation made to a *customer* by City West Water due to a breach of City West Water's stated obligations under a guaranteed service level scheme as approved by the *Essential Services Commission*.

health regulation - includes the Safe Drinking Water Act 2003, the Food Act 1984, the Health (Fluoridation) Act 1973 and other applicable regulations or requirements of the Department of Health.

interruption - is a loss of City West Water service to a *customer's* water, *sewerage* or *recycled water* supply.

meter assembly - means the apparatus consisting of an approved water meter, stop valve, strainer and any additional valves and piping, but does not include a *backflow prevention* device installed downstream of the outlet of the meter.

metering guideline - refers to the Water Metering & Servicing Guidelines which documents the necessary water metering and water servicing conditions required by City West Water and other metropolitan water businesses for new developments, alterations to existing developments and existing water metering arrangements.

non-potable water - means water that is the subject of a declaration made by the Minister under section 6 of the Safe Water Drinking Act 2003, known under that Act as 'regulated water'.

occupier - means a person in occupation of a property to which a service is available, including:

- (a) a tenant or caravan park resident registered as such with City West Water, for the period of such registration; or
- (b) the property owner.

Owners Corporation - means that if a plan of sub-division contains "common property", then an *Owners Corporation* is created Under the Sub-division Act 1988 and registered by the government Register of Titles. An Owner's Corporation was previously called a Body Corporate and generally manages the affairs of common property at a premises, such as an apartment complex.

permitted use rules - means City West Water's requirements under clause 12.3 of the *Customer Service Code*.

planned interruption - means a scheduled *interruption* to a *service* to a *customer* which is caused by City West Water to allow routine maintenance, construction or augmentation to be carried out.

potable water - means drinking water supplied by City West Water and defined by the ANZECC Drinking Water Guidelines as suitable for human consumption.

priority one water bursts - is an unplanned event in which water is lost that is attributable to a failure of a pipe, hydrant, valve, fitting or joint material on a City West Water asset regardless of the cause. Priority one reflects a burst which causes, or has the potential to cause, substantial damage or harm to *customers*, water quality, *Flow rate*, property or the environment.

priority two water bursts - is an unplanned event in which water is lost that is attributable to a failure of a pipe, hydrant, valve, fitting or joint material on a City West Water asset regardless of the cause. Priority two reflects a partial failure to maintain continuity of supply to *customers*.

priority three water bursts - is an unplanned event in which has minimal *customer* and supply impact, i.e. leaking meter.

private fire service - is the water service to a property used to combat an outbreak of fire. A typical fire service comprises a valve immediately after the water supply main, a main valve normally located near the boundary of a property, a non-return valve or detector check valve and various underground pipes, connected to the water supply main. The service also includes above or below ground hydrants, booster assemblies, hose reels and sprinkler systems. These surface fittings can be easily identified by their red colour. *Private fire services* can be found at most commercial and industrial properties.

property owner's infrastructure - includes the *customer's* pipes, *backflow prevention* devices and other equipment of the *customer* connected to a *system*.

property service pipe- means the pipe from City West Water's water main to the inlet of the water meter, or to the stop tap near the property boundary, where no meter is fitted or is inaccessible.

reasonable assurance - means a fair and reasonable expectation (based on all the circumstances leading to, and which are anticipated to follow an offer) that the *customer* will meet the terms of that offer.

reasonable charge/fee - means a fee or charge that is approved or specified by the *Essential Services Commission* in accordance with clause 8 of the Water Industry Regulatory Order.

recycled water - is water that has been derived from *sewerage* systems or industry processes and treated to a standard that is appropriate for its intended use.

residential customer - means a person who:

- owns and occupies a serviced residential property connected to City West Water's water and/or *sewerage* systems
- owns a serviced property which is connected to City West Water's water or *sewerage* systems; but does not occupy it – for example, a landlord or an owner of an unoccupied property
- occupies a serviced property which is connected to City West Water's water or *sewerage* systems and is liable to pay water usage or *sewage* disposal charges – for example a tenant or caravan park resident.

restrictor - means a device used to limit the flow of water entering the property.

service - means a water supply service including a reticulated *non-potable water* supply service, a *recycled water* supply service or a *sewerage* service.

sewage - the liquid and solid waste that is carried in the “*sewerage*” system - includes everything that goes down the kitchen, laundry and bathroom sink, as well as what is flushed down the toilet.

sewerage - a system of sewers that remove waste materials or “*sewage*”.

sewer spill - means a failure to contain *sewage* within the *sewerage* system, excluding; spills from emergency relief structures (manholes are not an emergency relief structure), pump station spills and spills due to house connection branch blockages.

special needs customer - can include a *customer* who has a special medical, disability, therapy or education need.

system - means City West Water’s physical infrastructure for providing a water supply service, a *recycled water* service or a *trade waste* or *sewerage* service.

trade waste - means wastewater generated by commercial, trade, experimental or industrial processes that is discharged to City West Water’s *sewerage* system.

TTY service - means a facility to enable a deaf or hearing impaired person to communicate by telephone through the use of a telephone typewriter.

unplanned interruption - means an *interruption* to *services* to a *customer* caused by a fault in City West Water’s *system* or a fault which is the maintenance responsibility of City West Water.

Utility Relief Grant Scheme - is administered and funded by the State Government (Department of Health) and provides once-off assistance to *residential customers* who are unable to pay their City West Water bills due to a temporary financial crisis.

Water law - means the relevant requirements contained in or made under the Water Act 1989 and the Water Industry Act 1994.