

# Your Customer Charter Summary

## 2011 - 2012



### Your bank details

If you are unsure about the information required to complete this section, please contact your financial institution.

Name/s which appear on your bank account:

Name of your financial institution:

BSB number (6 digits):

Bank account number:

### Complete this section only if you are paying by Credit Card

Please note: cards accepted by City West Water (Please tick one)

Mastercard  Visa

Cardholder's name:

Card number:

Expiry date:

Cardholder's signature:

Date:

I/we acknowledge that this Direct Debit arrangement is governed by the terms of Client Service Agreement received from:

Name of Debit User:

Debit User ID number:

City West Water

044592

Signature:

Date:

### Direct Debit drawing not on a business day

If the due date for payment falls on a non-business day or public holiday, the debit will be made on the next business day. Please ensure sufficient funds are in your account should this occur.

### Your responsibilities

Please ensure you have enough funds in your nominated account to cover each direct debit, as additional fees may be payable if a transaction is dishonoured by your financial institution. A fee may also be charged to your City West Water account in the case of a dishonoured direct debit payment. It is your responsibility to ensure that the authorisation given to draw on the nominated account is identical to the account signing instruction held by the Financial Institution where the account is based.

We reserve the right to cancel the Direct Debit Pay Plan drawing arrangements if three or more drawings are returned unpaid by your nominated Financial Institution and to arrange with you an alternate payment method.

### Change of bank account details

It is the responsibility of City West Water customers to advise if their nominated account is transferred or closed.

### Privacy and Security

We will keep the personal details you have provided on this form strictly confidential and for use only for City West Water's purpose of establishing and maintaining your direct debit arrangement. Only information necessary for establishment of direct debit will be shared with your nominated financial institution. The information may also be used for billing and other administrative purposes by City West Water and for marketing of City West Water products and services unless you do not want to receive such material.

### Bursts or Leaks

When we are notified of a burst or leak in the water supply system, an assessor will attend the site to determine how severe the burst or leak is. 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.

If the burst or leak is causing no apparent impact on customers, property or the environment, we will endeavour to undertake repairs within three days.

### Providing quality water services

We are proud of the high quality of water we supply to our customers. We regularly test drinking water quality to check that it meets our high requirements and complies with standards in Victoria's Safe Drinking Water Act 2003. We will also test your water meter, water quality and water flow rates upon request.

### Repairs to your Domestic Water and Sewerage Services

Many householders are unsure about who has to pay for repairs if there is a leaking water service or a blockage in the sewer. We are responsible for the supply of water and sewerage services and the maintenance of these systems up to the point of connection to your property.

We are also responsible for maintenance of the water meter and the property service pipe which connects the water main with the water meter.

Private fire services and domestic services 50mm and greater are the responsibility of the customer.

Where there is no meter, we are responsible up to and including the first stop tap inside your property.

A stop tap is the valve that controls the flow of water that enters your property.

More information about responsibilities is listed in our full Customer Charter at [www.citywestwater.com.au](http://www.citywestwater.com.au). Alternatively you can contact us on 132 642 and one of our representatives will be happy to assist you.

### What you can expect on your bill

Our charges are for water, sewerage, trade waste and, where available, recycled water services and usage.

Also included on your bill will be a quarterly charge on behalf of Melbourne Water and an annual charge on behalf of Parks Victoria.

You will receive a quarterly bill and have 14 days from the date the bill is issued to make the payment. We will not take legal action or restrict your water supply unless 28 days has elapsed since the issue of your bill. We will also send you notices or make contact with you before this action takes place. Further information regarding this can be found in our full Customer Charter.

### Easy ways to pay your bill

We offer a number of convenient ways for you to pay your City West Water bill. Here are some of your options:

- **Direct debit** is easy and enables you to enjoy the flexibility of choosing from quarterly, monthly or fortnightly payments directly from a nominated bank account
- **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 you with email notification that your bill is ready for viewing online. This can be arranged through your participating bank, building society or credit union. Subscribing to BPayView contributes to our paper reduction and the reduction of our carbon footprint
- **Credit Card** payments (maximum of \$10,000) can be made by Visa and Mastercard over the phone by calling 131 971 or at [www.citywestwater.com.au](http://www.citywestwater.com.au)
- **By Mail** to City West Water, GPO Box 262, Richmond, VIC 3121
- **In Person** at Australia Post.

### Payment Difficulties

If you are a residential customer having payment difficulties we offer flexible payment options and hardship assistance. If you would like to know more about our assistance programs, please call us on 131 691.

### Concessions

We offer a Government concession on water and sewerage charges to customers who hold a pension, veterans or health care card. For details on concession entitlements, visit our website [www.citywestwater.com.au](http://www.citywestwater.com.au) or call us on 131 691.

### Enquiries

You can contact us by phone, email, in writing or in person:

- for emergencies please call our 24 hour hotline on 132 642
- fill out an enquiry form at [www.citywestwater.com.au/contact.aspx](http://www.citywestwater.com.au/contact.aspx)
- for account and general enquiries call us Monday to Friday, 8.30am to 5.00pm on 131 691
- in writing to Locked Bag 350 Sunshine Victoria 3020.

### Do you require special access to City West Water's services?

We are committed to providing accessible services to our customers. City West Water's interpreter service is available on 131 450. Hearing impaired TTY facility is available on (03) 9313 8699.

Some of our publications and bills are available in alternative forms such as in Braille and larger type for sight impaired customers. Please call us on 131 691 for assistance.

### Do you have a concern or complaint about our services?

If you have a complaint relating to our services, please contact us on 131 691. Through our complaint process we aim to resolve your concerns. We will communicate with you throughout any issue. If you feel that the matter has not been satisfactorily resolved, please let us know and we will raise the issue at senior management level. If you are still not satisfied with the outcome, you can contact the Energy and Water Ombudsman Victoria (EWOV) on 1800 500 509.

### Privacy

We are committed to protecting the privacy of your personal information, and in accordance with privacy legislation, collect personal information for the purposes of providing water, sewerage and related services.

We may disclose your personal information to our contractors and other third parties for these purposes.

For a copy of our Privacy Policy visit [www.citywestwater.com.au](http://www.citywestwater.com.au).

City West Water is your water company. We are owned by the Victorian Government and provide water, sewerage, trade waste and recycled water services to customers in Melbourne's CBD, inner and western suburbs. You will find important information about our services in this Customer Charter Summary.

A more detailed version of the Customer Charter can be found on our website [www.citywestwater.com.au](http://www.citywestwater.com.au) or can be sent to you by calling us on 131 691.

This Summary has been prepared in accordance with the Customer Service Code and approved by the Essential Services Commission<sup>1</sup>. Included in this Summary is information on the services and standards we will deliver.

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



## Our Services

The following table describes our key service standards and targets, which have been approved by the Essential Services Commission (ESC).

Service Standard	2009-10 to 2012-13
<b>Water</b>	
Unplanned water supply interruptions	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 interruptions restored within 5 hours	86.1%
Planned water supply interruptions restored within 5 hours	93.3%
Average unplanned customer minutes off water supply	47.6 minutes
Average planned customer minutes off water supply	7.8 minutes
Average frequency of unplanned water supply interruptions	0.31 interruptions
Average frequency of planned water supply interruptions	0.06 interruptions
Average duration of unplanned water supply interruptions	175.5 minutes
Average duration of planned water supply interruptions	137.2 minutes
Number of customers experiencing more than 5 unplanned water supply interruptions in the year	64
Unaccounted for water	9.2%

## Our Services (continued)

Service Standard	2009-10 to 2012-13
<b>Sewerage</b>	
Sewerage blockages	27.6 per 100 kms
Average time to attend sewer spills and blockages	23.4 minutes
Average time to rectify a sewer blockage	115.9 minutes
Spills contained within 5 hours	100%
Customers receiving more than 3 sewer blockages in the year	0
<b>Customer Service</b>	
Complaints to EWOV	0.55 per 1000 customers
Telephone calls answered within 30 seconds	80%

Flow rates	Diameter of property service pipe				
	20mm	25mm	32mm	40mm	50mm
Minimum flow rate (litres per minute)	20	35	60	90	160



## Guaranteed Customer Service Levels

We endeavour to meet your expectations of our services. In fact, if we fall below the Guaranteed Service Levels (GSL) listed below, we will pay you.

Guaranteed Service Level	Payment (if GSL is not met)
No more than 5 unplanned water interruptions in 12 months	\$50
No more than 3 sewerage interruptions in 12 months	\$50
Unplanned water interruptions to be restored within 5 hours of notification	\$50
Sewerage interruptions to be restored within 5 hours	\$50
Sewer spills to be contained within 5 hours of notification	\$1000
Sewage spills within a house, that are a result of a failure in our pipes, to be contained within 1 hour of notification <small>(in-kind services to assist with clean-up are in addition)</small>	\$1000
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours (as defined by the ESC) to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying	\$300

## Unplanned Water Interruptions

Sometimes you may experience an interruption to your water supply. Our aim is to ensure that there are no more than five unplanned interruptions to your water supply each year.

Where an unplanned interruption of the water supply occurs, we will try to restore the water supply as quickly as possible.



### Direct Debit Terms & Conditions

Direct Debit arrangements are subject to agreement by City West Water. City West Water will advise you, in writing the details of the Direct Debit Pay Plan drawing arrangements (amount; frequency; commencement date) or if we are going to change or vary any of the direct debit conditions at least 14 calendar days prior to the first drawing.

### Call the City West Water Customer Service Centre on 131 691 to:

#### Defer a direct debit

You will need to provide us with two working days notice to arrange the deferral or contact your financial institution.

#### Stop an individual direct debit

You will need to provide us with two working days notice to arrange the stop or contact your financial institution.

#### Alter the payment schedule

You can change or amend the amount of your direct debit, frequency of the payment or add another property to direct debit with two days notice.

#### Suspend the direct debit

Arrangements may be made to have the direct debit suspended for a period of time with two days notice.

#### Terminating the direct debit request completely

If at any time you are dissatisfied with direct debit or would prefer to make a payment by another method, you can withdraw from the scheme; however cancellations must be made in writing two days prior to cancellation. Simply send a letter of authority to:

Direct Debit Officer, City West Water,  
Locked Bag 350, Sunshine, Vic 3020

#### Disputing any direct debit transaction

You are entitled to query your City West Water bill at any time or contact your financial institution.

To dispute a direct debit amount, call 131 691 and our direct debit officer will follow up and resolve your enquiry within five working days.

### Please complete and return to:

The Direct Debit Officer, City West Water  
Locked Bag 350, Sunshine, VIC 3020

Name of customer giving the Direct Debit Request:

City West Water account number:

Address of property being billed:



Postal address (if different):



Daytime contact number:

Mobile number:

Your arrangement (please tick one)

#### Option 1:

Please debit the total bill amount on a quarterly basis on the date my City West Water bill is due

#### Option 2: For Tenants and Owner Occupiers only

Please call us first on 131 691 to arrange for a set amount to be debited from your bank/credit union/ credit card account on the following basis:

\$

per week  per fortnight  per month

Start date DD/MM/YYYY: