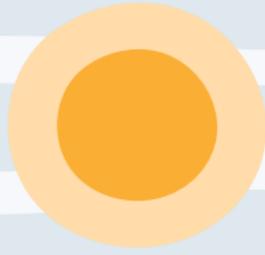




City West Water™



Welcome to the neighbourhood!

# Customer Charter Summary

## 2018 - 2023

Hi! Let's read  
about some of our  
promises to you.



## A little bit about us

As a new resident, business owner or non-residential customer, you may not know a lot about City West Water. We're your water company. Every time you turn on your tap, flush your toilet or water your garden you're using our services.

We provide water and sewerage services to over one million people living and working in Melbourne's western suburbs and CBD. That's a really big area and it includes major sites and locations such as the MCG, Melbourne Airport, Werribee and Melbourne Zoos and the Melbourne Museum.

We purchase bulk water from our wholesaler Melbourne Water. We also collect a Waterways and Drainage Charge on behalf of Melbourne Water to help care for the waterways and drainage systems in Melbourne and a Parks Charge on behalf of Department of Land, Environment, Water and Planning.

### Did you know we look after....

...enough water and sewer mains to cover a trip to Broome and back - with a few kilometres to spare!



# Our promise to you: our key services standards

We aim to supply our customers with uninterrupted water and sewerage services. However, service interruptions can happen. Sometimes these are due to planned works to improve our services. Other times it can be unplanned due to a water burst or damaged pipes.

To help ensure no customers experience unacceptable levels of service reliability, there is a set of Essential Services Commission (ESC) approved service standards that we strive to meet or beat. You can find them in the following tables:

**Table 1: ESC approved service standard for water and sewer network performance**

Approved service standard	Performance target for 2018 to 2023
<b>Water</b>	
Customers experiencing more than 5 unplanned water supply interruptions in the year	0
Average time taken to attend bursts and leaks (priority 1)	32 minutes
Average time taken to attend bursts and leaks (priority 2)	40 minutes
Average time taken to attend bursts and leaks (priority 3)	4 hours and 12 minutes
Average duration of unplanned water supply interruptions	2 hours and 5 minutes
Average duration of planned water supply interruptions	2 hours and 13 minutes
<b>Sewerage</b>	
Customers experiencing more than 3 sewer blockages in the year	No more than 6 customers*
Average time to attend sewer spills and blockages	31 minutes
Average time to rectify a sewer blockage	2 hours and 30 minutes
Spills contained within 5 hours	100%

\* Annual average over the period 1 July 2018 to 30 June 2023.

We understand that interruptions to your water and sewerage services can be an inconvenience.

If you are a residential customer and you experience service levels less than the guaranteed service level (GSL) thresholds (see Table 2, below), a rebate will be automatically applied to your next bill.



**Table 2: Payments to residential customers for breach of guaranteed service levels**

Guaranteed service level threshold	GSL payment
More than 5 unplanned water supply interruptions within any 12 month period	\$200
More than 3 unplanned water supply interruptions within any 12 month period	\$100
More than 3 sewer blockages within any 12 month period	\$100
Unplanned water supply interruption not restored within 5 hours of notification	\$100
Sewer blockages not restored within 5 hours of notification	\$75
Sewage spill in a house, caused by CWW or a failure of the business' system(s), not contained within 1 hour of notification	\$3,000
Sewage spill not contained within 5 hours of notification	\$75
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 difficulty paying.	\$300
Failure to give at least 2 business days' notice of a planned water supply interruption	\$75
Planned water supply interruptions during peak hours (5am to 9am and 5pm to 11pm)	\$50
Sewage spill in a house, caused by CWW or a failure of our system(s)	\$1,000

## Concessions and other ways we can help

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 the [Apply for a concession](#) page on our website for more information on applying for a concession or call **131 691** for details on concessions and how to apply.



We can help:

Customers who speak a language other than English

**9313 8989**

Customers who are hearing or speech impaired

**133 677**

Customers who are sight impaired

Call **131 691** if you require a copy of our customer charter in large print.

### Customers with special needs

If you or a member of your household relies on some form of life-support device (e.g. dialysis machine) or have other special needs dependent on continuous supply of water, we can register you as a special needs customer and put in place some measures to assist you. Call **131 691** for further information.

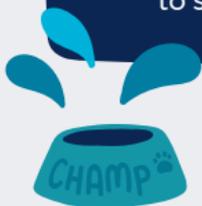
## Responding to hardship and family violence

We understand that from time to time some of our customers will experience financial hardship or may be affected by family violence.

We're committed to helping you through these difficult times.

Our comprehensive financial hardship and family violence policies outline how we can best work with you if you're experiencing difficulty in paying your bill, or have additional needs for managing your account.

Visit [citywestwater.com.au/policies](http://citywestwater.com.au/policies) to see how we can help you.



# Different types of charges

There are two types of charges: variable and fixed. What's the difference between the two?

- A **variable charge** is for the amount of water you use or the amount of wastewater you dispose of. Your water meter tells us how much water you've used, in litres. It is payable by the occupier of the residential premises.
- A **fixed charge** is a set amount regardless of your water use or wastewater disposal. These charges contribute to the cost of running and maintaining our extensive water and sewer network which supports the services in your home or business. It includes our water mains, service tanks, water meters as well as Melbourne Water's water mains, aqueducts, treatment plants and reservoirs. It is paid by the owner of the premises.

## If you're an owner-occupier you will be billed for:

- Usage of drinking water and (where available) recycled water; disposal of wastewater - variable amount depending on volume
- Connecting to the drinking water network (and recycled water network where available) and wastewater disposal network - fixed amount per quarter for each connected service.
- Waterways and Drainage Charge, which we bill on behalf of Melbourne Water - fixed amount per quarter.
- Parks Charge, which we bill on behalf of Department of Environment, Land, Water and Planning - fixed amount per annum, billed in the first quarter of each financial year.

The Parks Charge helps maintain and improve our beautiful parks and facilities such as our zoos, Royal Botanic Gardens and the Shrine of Remembrance.



## If you rent, you will only be charged for:

- Drinking water usage (and recycled water, where available).
- Wastewater disposal.

(that's you!)

## Our customers first

Our customers are more than just someone who pays a bill. Our customers are anyone who lives in, works in or visits our service area. Everything we do and every decision we make starts with our customers.

We strive to make our services:

- **Safe:** the safety of our people and the community is our highest priority.
- **Affordable:** our services are affordable and fair. Our customers see value for money.
- **Reliable:** we provide water and waste water services 24/7. If things go wrong we fix them quickly and keep our customers informed.
- **Accessible:** we give our customers choice in how and when they contact us.
- **Easy to deal with:** we understand our customers' needs and provide a smooth customer experience.

## Our commitment to you

This Customer Charter Summary is our commitment to making us a 'customers first' organisation.

It outlines your rights and obligations based on the Customer Service Code issued by the Essential Services Commission (ESC). The ESC is the economic regulator of the Victorian water industry and their responsibility is to protect the interests of water and sewerage customers.

Want more information? You can access and read our residential, business and trade waste charters at [citywestwater.com.au/about\\_us/customer\\_charter](http://citywestwater.com.au/about_us/customer_charter)



## When will you receive your bill?

We send out bills on a quarterly basis. We'll send out a physical paper bill, but we're even happier to send it to you electronically.

For more information on your bill, see the 'Billing' page of our website at [citywestwater.com.au/billing](http://citywestwater.com.au/billing).

We'll also send a bill to your agent or any person authorised to act on your behalf if you have submitted a request for us to do so.

**For real estate agents:** A 'List Statement', from which a single payment for at least five properties or individual accounts can be made, is available upon request to customers or agents of multiple properties in a single billing district.



I receive my bill via email.  
eBilling is convenient and  
lets me go paper free!

# How to pay your bill

We offer plenty of convenient ways for you to pay your bill.



**Easyway payment plans:** talk to us about smoothing your bill and paying by regular instalments to reduce the impact of a larger bill.



**Direct debit:** is easy and enables you to enjoy the flexibility of choosing from quarterly, monthly or fortnightly payments.



**BPAY:** enables you to make payments by telephone or online.



**BPAYView:** provides you with email notification that your bill is ready for viewing online.



**Centrepay:** 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 or online.



**By mail:** cheques can be sent to City West Water, GPO Box 262, Richmond, VIC 3121.



**Post Billpay:** in person at any post office, online at [postbillpay.com.au](http://postbillpay.com.au) or by calling 131 816.

Visit [citywestwater.com.au/billing](http://citywestwater.com.au/billing) or contact us on **131 691** for more details on paying your bill.



# Maintenance and access to your property

It can often be confusing knowing who is responsible for maintaining your water meter.

City West Water is (in most circumstances) responsible for maintaining:

- the water meter and the property service pipe leading in to your water meter – this is the pipe that leads to your water meter from the street
- the sewer connection leading from your boundary trap (close to property boundary) into our sewer main.

The property owner is (in most circumstances) responsible for maintaining:

- the pipes leading from the water meter to your property
- all wastewater plumbing and fixtures up to the point where these pipes connect to our sewer.

As a basic guide, you need to:

- ensure access at all times to fittings including meters, inspection openings and CWW access points, e.g. manholes
- gain our consent before altering any pipes (water or wastewater) connected to our network.

Our water metering and servicing guidelines on our website provides diagrams and more details.



# Enquiry and handling complaints

If you have feedback, questions or complaints, we would love to hear from you so we can continue to improve our services.

**Phone**      **131 691** (Customer Service, Monday to Friday 8.30am to 5pm)

**Email**      [enquiries@citywestwater.com.au](mailto:enquiries@citywestwater.com.au)

**Mail**      City West Water  
Locked Bag 350  
Sunshine, Victoria 3020

**Web**      our [Contact us](#) webpage

Although we will attempt to address any customer concerns the first time you contact us, complaints regarding our water, sewerage or billing services or our facilities may also be made through the Energy and Water Ombudsman of Victoria (EWOV), a not-for-profit, independent and impartial dispute resolution service. However, EWOV expects that:

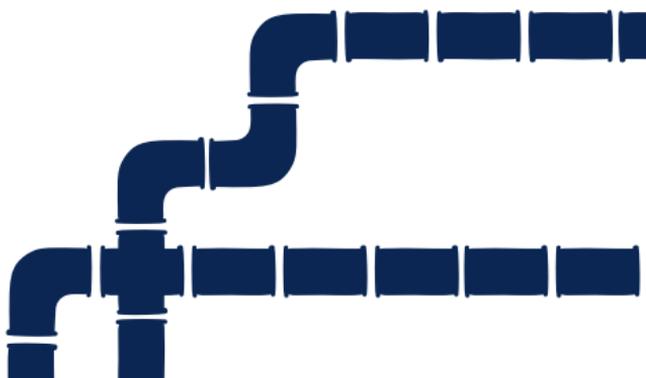
Before you complain to [EWOV], you must give [us] a reasonable opportunity to resolve the dispute itself. If you've tried but you can't sort the problem out, [EWOV] can help you and [us] to reach a resolution.

Some enquiries and complaints will be referred to us by EWOV.

# Your privacy

We value your privacy and understand the responsibilities that come with being custodians of your personal information.

You can read our comprehensive privacy statement on the [Privacy](#) page of our website. It covers the collection of personal information, information use and disclosure, data collection and your access to or correction of your personal information which we hold.





City West  
Water™

## How to contact us

### Mail

City West Water  
Locked Bag 350,  
Sunshine, Victoria 3020

### Website

[citywestwater.com.au](http://citywestwater.com.au)

### Customer Service

(for account, billing or  
general enquiries)

phone **131 691**  
(Monday to Friday, 8.30am to 5pm)  
or email  
[enquiries@citywestwater.com.au](mailto:enquiries@citywestwater.com.au)

### Faults & Emergencies

(for faults/emergencies  
in our water or sewer  
networks)

phone **132 642** or email  
[reportafault@citywestwater.com.au](mailto:reportafault@citywestwater.com.au)  
(24 hours a day, 7 days a week)

### Connections & Technical Services

(for plumbing works  
associated with  
building approvals  
and property  
development)

phone **1300 299 228**  
(Monday to Friday 8.30am to 5pm)  
or email  
[connections@citywestwater.com.au](mailto:connections@citywestwater.com.au)

Jump onto our [website](http://citywestwater.com.au) or  
social media pages for all  
the latest news and info  
from your water company.



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