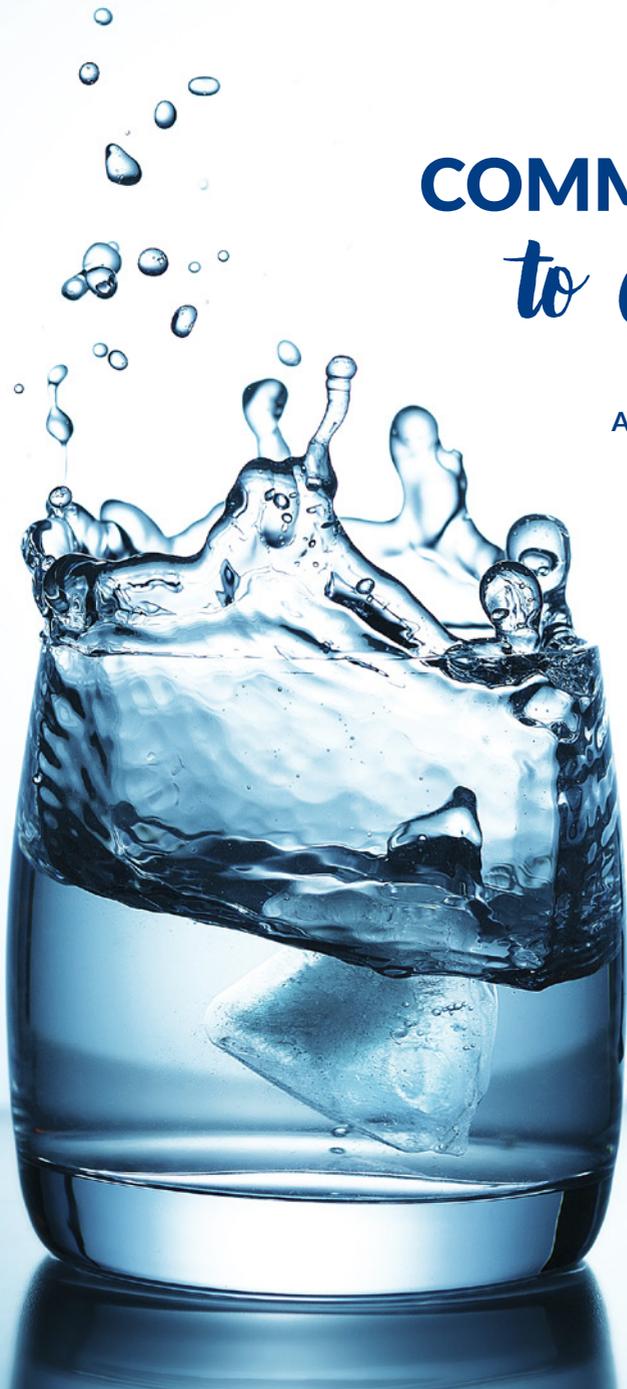




"YOUR LOCAL WATER SUPPLIER"
AQWEST

COMMITMENT *to customers*

AQWEST IS COMMITTED
TO PROVIDING
SUSTAINABLE,
HIGH-QUALITY
DRINKING WATER
THAT CONSISTENTLY
MEETS OR EXCEEDS
OUR CUSTOMERS'
EXPECTATIONS.



September 2018

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5 MacKinnon Way,
 Bunbury WA 6230
 Ph: (08) 9780 9500
 Emergency number 24 hrs/7 days a week for supply faults (08) 9791 3272
 Email: aqwest@aqwest.com.au
www.aqwest.com.au

AQWEST is a Government Trading Enterprise responsible for supplying drinking water to Bunbury and parts of East Dalyellup and the Preston Industrial area.

Our Commitment to Customers document provides a clear understanding of what you can expect from us and what you need to do as one of our customers.

When we developed the standards for this document, we referred to the *Water Services Code of Conduct (Customer Service Standards) 2018* and used the conditions specified in our Operating Licence, which is issued by the Economic Regulation Authority.

We believe that managing a sustainable water supply will deliver the community economic, social and environmental benefits.



Accessing Information

We want to make sure that all of our customers can access information and communicate with us as easily as possible. To achieve this:

WE WILL:

- Provide customers, that do not have English as their first language, with free access to interpreter services for accounts, payments and general enquiries.
Interpreter Service 131 450.
- Provide assistance to customers with hearing or speech impairment.
Teletypewriter (TTY)
(National Relay Service) 133 677.
- Provide large-print versions of any of our publicly available documents.
- Provide customers with their personal account information at no charge.

YOU NEED TO:

- Let us know if you have any special needs.
- Let us know if you have difficulty accessing any information, facilities or services.
- Keep us informed of any changes in your personal circumstances that may affect how you can access information.

Water Quality

We are committed to providing sustainable, high-quality drinking water that consistently meets or exceeds your expectations. We regularly monitor water quality to ensure it continues to meet our high standards.

WE WILL:

- Supply drinking water that is safe to all of our customers.
- Carefully monitor the quality of drinking water supplied to your meter.
- Respond within two hours, or at an agreed time, to any reports of water quality problems.
- Provide information on our website and via media bulletins, of any planned changes to our system that are likely to affect the quality of your water.
- Advise if you need to make alternative arrangements for drinking water, in the unlikely event that your water quality deteriorates.
- Make water quality results available on our website, see our Water Quality Report.

YOU NEED TO:

- Let us know as soon as possible if there is a problem with the quality of your drinking water.
- Ensure all internal plumbing from your meter is maintained in good order and complies with plumbing standards.

Service Installation

Should you require a new water service to a vacant lot or additional services to unit developments:

WE WILL:

- Install or activate a standard water service within 10 business days, or on an agreed day, once the conditions for connection (including fees and charges) have been met.
- Maintain the water service up to and including the meter outlet on the property.

YOU NEED TO:

- To apply for a connection, visit our website to download an application form. This form will outline how to apply for the connection, the applicable fees and what we require you to do and comply with before a connection can be made.

GOING FORWARD YOU NEED TO:

- Ensure all internal plumbing is maintained in good order and complies with plumbing standards.
- Keep the area around the water meter clear of vegetation and maintain the clear space of at least 300mm horizontally and 1200mm vertically.
- Contact us if your meter is damaged or not functioning.
- Not enclose the meter behind a fence or wall.
- Ensure easy and safe access to the meter at all times.

Pressure and Flow

Water pressure and flow is measured at the point of delivery to your property (the outlet of your meter).

WE WILL:

- Provide water at a minimum flow rate of 20 litres per minute with a minimum of 15 to a maximum of 100 metres static pressure at your water meter.
- Conduct water pressure or flow tests and take steps necessary to rectify any problems.

YOU NEED TO:

- Notify us as soon as possible if you notice a significant reduction in your water flow or pressure.
- Ensure your reticulation system is designed for the minimum pressure and flow rate.



Discoloured Water

We strive to provide water of a consistent aesthetic appearance, but there may be times during the year when water may not be quite as clear, for example, when the season changes between winter and summer. At these times, you may start using reticulation to water your garden and generally use more water. When the velocity of water in the pipes increases, this may disturb small particles that may have settled and then they are flushed through the pipes.

WE WILL:

- Rectify any problems once we are notified, or we become aware of the situation.
- Provide a cleaning powder kit with instructions on how to remove the stain if you have discoloured water stains on clothing.
- Negotiate an appropriate settlement, on a case-by-case basis, if items are irretrievably damaged and replacing them is not viable.

YOU NEED TO:

- Notify us as soon as possible so we can quickly return your water to its usual high quality.
- Contact Aqwest's Customer Services office on (08) 9780 9500 to arrange a cleaning powder kit.
- For more information, refer to the website: www.aqwest.com.au.

Hidden Water Leaks and Bursts at your property

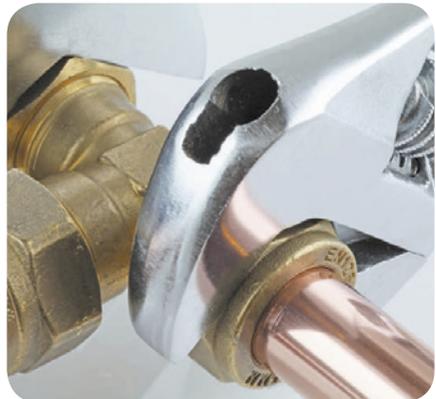
We may offer a reduction in charges if you have undetectable (hidden) leaks repaired, or experienced an increase in water consumption which is subsequently found to have resulted from a burst.

WE WILL:

- Within 15 business days, assess any application for a leak allowance against eligibility criteria.
- Notify you of the result of the application. Advise the reason(s) if the application is declined.

YOU NEED TO:

- Engage a licensed plumber to rectify any leaks in the pipework on your property.
- Engage a licensed plumber to complete a Claim for Ex Gratia Leak Allowance form.



Entry to Your Property

We may need to enter your property to carry out inspections, meter reading, stop water running to waste or routine maintenance and repair work on the meter. This will be done during normal business hours, except when responding to an emergency.

WE WILL:

- Provide at least 48 hours notice in advance of all planned work that may require entry to your property (except meter reading and maintenance).
- Inform the occupier of the land or premises of work being done during an emergency, or leave an information card when the occupier is not present.

Planned Interruption to Water Supply

We work hard to minimise interruptions to your water supply, but occasionally we need to carry out planned maintenance to ensure the water supply network remains in great condition.

WE WILL:

- Provide 48 hours notice if we need to interrupt your water supply for planned work.
- Provide seven days notice or make arrangements for nonresidential properties.
- Arrange an alternative temporary supply of drinking water upon request if water is interrupted for more than six hours.

YOU NEED TO:

- Notify us as soon as possible if you require water to operate life support equipment or require water for a special need.

Unplanned Interruption to Water Supply

Sometimes your water supply can be disrupted due to matters that are beyond our control. If this happens:

WE WILL:

- Respond within two hours to make repairs and clean-up if there is water flooding at your property due to a failure in our system.
- During an emergency, keep you informed of the status of the work being undertaken.

YOU NEED TO:

- Call our 24-hour emergency contact telephone number (08) 9791 3272 for burst water mains, etc.

Staff Identification

WE WILL:

- Provide our employees and contractors with suitable identification.
- If necessary show it to you or to any person present at the time of access.

YOU NEED TO:

- Allow our employees or contractors entry to your property.

Property Reinstatement

WE WILL:

- Assist with reinstating or replacing property or equipment lost or damaged as a result of our actions or failure of our system.
- Reinstate your property as close as possible to its original condition if damage does occur due to our activities.



Water Efficiency

WE WILL:

- Use our website (www.aqwest.com.au) and other media to provide information to help you save water inside and outside of your home.
- Provide instructions on how to read your water meter and keep a consumption chart.
- Provide a watering roster.

YOU NEED TO:

- Use water wisely to ensure water consumption is kept as low as possible to help us to preserve our precious water resources.

Reading Your Meter

We read your water meter three times a year. From these readings, we prepare an account of your water usage. The first account of the financial year contains the fixed charges.

WE WILL:

- Read your water meter.
- Provide a detailed account.
- Accept and respond to any queries in a timely way.
- Replace your water meter as required and capture the consumption reading on the old meter.

YOU NEED TO:

- Provide a clear space of at least 300mm around (horizontally) and 1200mm above (vertically) your water meter.
- Clear sand, mulch and prune overhanging shrubs.
- Ensure easy and safe access to the meter at all times.
- Read your water meter on a weekly basis and record the results on the consumption chart provided. Anomalies may reflect hidden water leaks for which you will need to engage a licensed plumber to investigate.

If you intend being absent from your property for an extended time, consider turning off the water at the meter when you leave (if there is no garden reticulation or water dependent appliances) and turning it on when you return. Run your taps for a minute or two, capture the water from this flushing and use it in the garden.

Special meter readings can be arranged to determine outstanding charges for a period that is not the same as the usual billing cycle, i.e. at change of ownership or tenancy, but this attracts a fee that must be paid before the special reading.

Water Use Charges

Water charges are based on a pay-for-use system. To charge for water used we must read your meter or provide an estimate of water used. If you have a dispute regarding these charges, you can request a check read or a meter test.

WE WILL:

- Review your bill on request and respond to your enquiry within 15 business days.
- Test your meter if you consider it is not accurately measuring water passing through it. There is a fee to test the meter and this must be paid before the test.
- After the fee has been paid, conduct the test within 10 business days of receiving your request, or at an agreed time.
- Estimate water use, if necessary, and provide a reason for the estimate (usually past average consumption).
- Notify you if your consumption is significantly higher than normal.

YOU NEED TO:

- Notify us immediately if you would like us to review your bill. Please state the reasons for the disputed amount.
- Pay your account.

Maintaining Our Assets

In order to maintain our assets, we need to perform planned maintenance from time to time. Unforeseen events may result in unplanned maintenance being required.

WE WILL:

- Notify you 48 hours in advance if there is a planned interruption.

Damage to Awest property

Under the Water Services Act 2012 and Regulations it is unlawful to tamper with, interfere or deliberately damage AQWEST's infrastructure including pipes, meters and fittings.

YOU NEED TO:

- Advise us immediately if damage is done to any Aqwest property (metre or service line) on your property.
- Report deliberate damage or suspected criminal activity relating to our assets or services.

Pensioner and Senior Concessions

If you hold a valid Pensioner Concession Card, State Concession Card or a WA Seniors Card (with or without a Commonwealth Seniors Health Card) you could be entitled to a rebate or concession on your account.

To find out if you are eligible, or to apply for a concession you can visit our website www.aqwest.com.au or email accounts@aqwest.com.au, or telephone (08) 9780 9500.

Billing and Payment Assistance

WE WILL:

- Issue accounts or notifications of accounts to the owner of the property or their nominated agent at the last notified postal or email address.
- Provide accounts by email, Bpay View or post.
- Provide information about the Hardship Utilities Grant Scheme (HUGS) if you have difficulty paying your account. Conditions apply.
- Provide information about our Financial Hardship Policy.
- Provide the opportunity to make regular payments in advance
- Offer flexible payment plans for people experiencing payment difficulties or in financial hardship.

YOU NEED TO:

- Notify us immediately if you change your postal or email address, or ownership.
- Notify us immediately if you need a few more days to pay, or are unable to pay your bill in full by the due date. One of our customer service representatives will handle your enquiry in confidence, and with fairness and compassion.
- Notify us if you are experiencing financial difficulties.

Payment Options

We provide various ways for you to pay your bill so it is quick and efficient.

WE WILL:

- Accept payment by Bpay from cheque, savings or credit card. Please contact your financial institution to participate. Accept payment by direct debit from cheque or savings accounts.
- Accept payments online or by phone through BPoint.
- Accept payments via Centrepay if you receive a Centrelink payment.
- Accept payment by direct debit.
- Accept payment in person using EFTPOS, cash, cheque or money order.
- Accept payment by mail using cheque or money order payable to AQWEST.

YOU NEED TO:

- Pay your bill by the required date.
- Contact us immediately if you have difficulty paying your bill.



Contact Us

WE WILL:

- Respond to any general email or written enquiries within 10 business days.
- Contact Aqwest at: PO Box 400 Bunbury WA 6231. Office: 5 MacKinnon Way Bunbury WA 6230. Email: aqwest@aqwest.com.au.

YOU NEED TO:

- Provide as much information as possible relevant to your enquiry to help us respond quickly.

Complaints

WE WILL:

- Work with you to endeavour to resolve your complaint within 15 business days from the day you notify us.
- If we can't resolve your complaint within 15 business days or a mutually acceptable time, we will provide you with advice on how to refer your complaint to the Energy and Water Ombudsman.

Ph: 1800 754 004

Address: Level 2, Albert Facey House, 469 Wellington Street, Perth WA 6000.

Postal Address: PO Box Z5386, St Georges Terrace, Perth WA 6831.

YOU NEED TO:

- Provide full details of your complaint to help us respond.



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Email: aqwest@aqwest.com.au

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