

# Customer charter

We value you and what you have to say. We listen and act on your feedback. Our Customer Charter was developed based on what you told us you needed, wanted and expected.

We're committed to...



## Keeping services reliable and affordable

We deliver a safe and reliable service, 24 hours a day, 365 days a year and continue to work hard to keep bills as low as possible.

### We heard that..

above all else, you want safe and clean drinking water.

water and wastewater services should be reliable and affordable for everyone.

### We will..

- continue to provide you with high quality drinking water – one of the best in the world.
- continue to monitor and maintain an effective wastewater network.
- ensure bills are transparent and accurate.
- continue to work hard to keep bills as low as possible.
- promote our financial assistance programs and provide help should you need it.

### Please help us by..

- letting us know of any issues with the supply, taste or odour of your drinking water. To report an issue, [click here](#).
- letting us know of any water leaks in your community. To report a leak, [click here](#).
- contacting us early, before things get too stressful if you need help paying your bills. To find out how we can help, [click here](#).



## Being proactive and easy to deal with

You matter to us. We value your time, respect you and your individual circumstances, and won't treat you like a number.

### We heard that..

you want to be proactively informed about any issues affecting your water and wastewater services.

we need to be easy to deal with, maintaining a standard of customer service that meets or exceeds your expectations.

### We will..

- proactively reach out on things that matter and relate to you, be open and transparent and keep you in the loop.
- ensure there are many ways to contact us and when you really need to talk to someone, know that there will always be a local at the other end of the line.
- continue to focus on cultural diversity by providing interpreters and translated information.
- respect your preferences and your privacy if you let us know that you do not want us to contact you.
- continue to welcome your feedback and manage complaints in a fair and respectful way.

### Please help us by..

- providing and/or updating your contact details like email and mobile number (via our website) so we can contact you promptly if there's something important you need to know about and/or plan for. [Log in](#) to your My Account or to sign up for SMS alerts [click here](#).
- providing honest, helpful feedback and communicating any issues respectfully. To provide feedback, [click here](#).



## Planning for the future and keeping the environment as a top priority

We have an important role to play in ensuring the quality of life for future generations and we take this seriously.

### We heard that..

the protection of our waterways and the environment is essential now and for future generations.

you need a water network that reaches all customers, is resilient to drought and will deliver long-term water security.

### We will..

- engage with you and make decisions for long-term sustainability with the community in mind
- safeguard and enhance our natural waterways, habitats, and recreation areas for improved liveability for our communities.
- continue to manage wastewater effectively with the environment top of mind.
- work to reduce our carbon emissions and maintain our commitment to turning waste into energy.
- continue to support, promote, and educate about water conservation.
- continue to seek out new innovative ways to meet the demands of a growing population.

### Please help us by..

- letting us know of any wastewater overflows in parks and bushlands so we can get on to it straight away. We're open 24 hours a day, 7 days a week. Call **13 20 90**.
- not putting the wrong things down the toilet, drain or sink, to help avoid overflows into homes, backyards and local waterways. For more information, including tips, [click here](#).
- being wise about how much water you use. For more information, including tips, [click here](#).