

Sydney
WATER

Our contract with you




We supply drinking water, recycled water, wastewater services and some stormwater services to more than five million people in Sydney, the Illawarra and the Blue Mountains.

This is a summary of our *Customer Contract*, which is part of our *Operating Licence*, under the *Sydney Water Act, 1994*.

The full *Customer Contract* is legally binding and you can find it at sydneywater.com.au/licence or by calling **13 20 92**.





We're committed to providing high quality products and services that improve our customers' lives

Our *Customer Contract* outlines our obligations to you. It also details your responsibilities as a customer. This document is only a summary.

What will Sydney Water do?

We'll:

- supply drinking water that complies with the *Australian Drinking Water Guidelines*
- supply drinking water at the point of connection to our water system, that meets our minimum pressure standard of 15 metres head
- supply recycled water for non-drinking purposes, where available
- collect and treat your household wastewater
- provide stormwater drainage, if your property is in a declared stormwater drainage area or the Rouse Hill stormwater catchment
- collect and treat trade wastewater, if you have a trade waste agreement with us
- consider requests for an agreement for the provision of services, separate to the *Customer Contract*
- meet the terms of any other agreements you have with us that are separate from the services covered by the *Customer Contract*.

What if there's a problem with Sydney Water's service?

Sometimes we may need to interrupt or limit our services to your property. These supply interruptions may be for planned maintenance or unplanned emergency work.

For planned interruptions we'll:

- give residential customers at least two days written notice

- give non-residential customers at least seven days written notice, unless you agree to another period
- try to limit any planned interruption to less than five hours at a time.

If we need to do unplanned repairs, we'll restore the service as quickly as possible.

If we need to work on our assets that are on or adjacent to your property, unless different arrangements are agreed to, we'll leave the area in as close to the condition it was in before the work started.

When will you get a rebate if there's a problem with your service?

In most cases, if you are entitled to a service rebate, we'll automatically provide it to your Sydney Water account.

If your water services are interrupted by planned work for over five hours, we'll apply a \$20 rebate.

If your water services are interrupted by unplanned work for over five hours, we'll apply a \$40 rebate.

If you have three or more **unplanned** water service interruptions in a year, each lasting over one hour, we'll rebate your full water service charge (less any concessions) for the following 12 months.

If your water pressure is lower than our standard, at the point of connection for one hour continuously, we'll apply a \$40 rebate. We'll only pay this for one event each quarter and not when it's because of a supply interruption.

If wastewater overflows onto your property because our wastewater system has failed, we'll give you a \$75 rebate. If it happens again within 12 months, we'll give you a \$150 rebate.

If wastewater overflows onto your property more than twice in a year because our wastewater system has failed, we'll rebate your full wastewater service charge (less any concessions) for the following 12 months.

If a problem in our water system stops us supplying clean water suitable for normal household purposes,

we'll apply a \$40 rebate.

If NSW Health issues a boil water alert due to a Sydney Water fault, we'll apply a \$50 rebate.

If you don't receive a rebate you are entitled to, call us on **13 20 92**.

If we do anything that damages your property, you may be able to claim compensation from us. See the full *Customer Contract* to find out how to claim.

What if you have a problem with your wastewater system?

If there is a blockage or fault in your wastewater pipes that are on your property, you must arrange for a licensed plumber or drainer to clear or repair it at your cost.

As a free service, we may repair your collapsed wastewater pipes under a footpath or roadway. A licensed plumber must confirm that the fault cannot be repaired without excavating the roadway or footpath.

If our wastewater system is blocked, call us as soon as possible. We'll clear the blockage, but if you've caused it, we may charge for repairs.

We'll do all we can to reduce wastewater overflows on your property caused by a failure of our system. We'll try to minimise the inconvenience to you and make sure the area is properly cleaned.

What if you're connected to a pressure wastewater system?

You have different connection requirements, and operation and maintenance obligations, depending on whether you have pressure sewerage equipment that is owned by us or you.

These requirements and obligations are set out in Schedule A and illustrated in Figures 5 and 6 of Schedule B of the full *Customer Contract*.

Who looks after the pipes and fittings?

You're responsible for maintaining all water pipes and



fittings between our water main and the building/taps on your property.

If you contact us, we'll repair your water pipes between our water system and the meter, up to one metre inside your property boundary for free. For units, this is the master strata property boundary.

You're responsible for maintaining all wastewater pipes and fittings between your property and Sydney Water's wastewater system.

If you share a private joint water or wastewater pipe, you must maintain that pipe. How you split these costs is between you and whoever shares it with you.

When can Sydney Water enter your property?

At times, we may need to enter your property to maintain our systems, to read, fit, exchange or maintain a water meter or ensure compliance with this contract or other applicable laws. Our staff and authorised contractors will wear ID badges.

You must make sure we can safely enter your property during the day. In emergencies, we may need to enter your property at night.

We'll give you at least two days written notice when we need to enter your property for planned work unless you agree to a shorter notice period.

We won't give you notice:

- in an emergency
- to exchange, fit or read a meter
- to conduct a water restriction investigation
- to investigate a health or safety issue
- to conduct a general property inspection
- if giving notice would defeat the purposes of entry.

If we need to enter your property, we'll try to cause as little inconvenience as possible. We'll remove our rubbish and equipment and aim to leave your property, as near as possible, in the condition that it was in on entry. If we damage anything, you may be entitled to compensation.

What if something goes wrong with the water meter?

The meter measures how much water we supply to you. We'll provide a meter, unless you make other arrangements with us. If the meter is damaged or stops, we'll estimate your water use based on your previous bills. If there is no meter, you must pay an unmetered service charge.

Sydney Water will maintain the meter and replace it if necessary. If you damage the meter, we may charge you to repair or replace it.

We may require some customers to install a backflow prevention containment device on the meter outlet to prevent contamination of the water supply.

If the water or wastewater charges change during the meter reading period, we'll apply the new price on a pro rata basis.

We must always have access to read or maintain your water meter. If we can't get to your meter, we may need to estimate your water use to issue your bill.

What about defective or illegal services?

If your water, wastewater or stormwater services are defective or unauthorised and we believe they could seriously affect our systems, we may ask you to fix them.

If you don't fix the faults by the date we set, we may fix them ourselves and charge you for the work.

What if I want to do some building work on my property?

You must get approval from us if the work occurs over or next to our assets or when the work needs approval from a council or a certifier. You must get our approval before doing the work.



Who can have a rainwater tank?

We encourage all customers to use water wisely by installing water efficient fixtures, appliances and equipment. Rainwater tanks can provide another source of water for non-drinking purposes. To avoid contaminating the drinking water supply, our approval is needed if you wish to connect a rainwater tank to our water supply.

What can't you do?

You must not:

- wrongfully take, use or divert water supplied by us
- interfere with water meters
- wrongfully discharge any substances into our water, wastewater or stormwater systems
- use a fire service other than for firefighting or testing of the service.

How can you pay your bill?

We usually send residential customers quarterly bills. We may send monthly bills if you're a non-residential customer with high water use.


You can choose to receive your bill by post or electronically. You'll find the various payment options on your bill including paying in person, by mail, via the internet or by Direct Debit.

We will charge a card processing fee for card payments. This will be advertised on our website and on the bill. We may charge you a fee if your bill payment is dishonoured or declined. We may also charge you interest or a fee if you don't pay your bill by the due date.

What happens if you can't pay your bill on time?

If you're having difficulty paying your bill, call us and we'll discuss payment options with you, including negotiating more time for you to pay or an amount you can afford on an agreed payment plan.





If you're a residential customer, we'll offer you additional options, such as our payment assistance scheme credits. These may be issued by an accredited agency or us.

What do we offer pensioners?

If you have either a Pensioner Concession Card from Services Australia, or a Department of Veterans' Affairs Gold Card with TPI/ TTI/EDA or war widow/widower, call us to arrange a concession.

Who sets the prices?

The New South Wales Government's Independent Pricing and Regulatory Tribunal (IPART) sets prices.

When will Sydney Water disconnect the water supply?

If you don't pay your bill by the due date and haven't made other arrangements with us, we may restrict or disconnect the water to your property.

We won't restrict or disconnect your water supply for non-payment, unless we have:

- given reasonable notice to the occupier of the property that we intend to restrict or disconnect the supply
- informed you about our policies on assistance options for payment difficulties and actions for non-payment.

We may also restrict or disconnect your water supply if:

- your private plumbing is defective or unauthorised
- you fail to comply with this contract or other agreements you may have with us
- you discharge trade wastewater into our wastewater system without an agreement
- you haven't installed a backflow prevention containment device within the required timeframe

- you fail to provide access to our water meter
- you use recycled water improperly.

How can you talk to Sydney Water?

If there's a problem with our water, wastewater, recycled water or stormwater systems, call our faults and leaks service on **13 20 90**.

For general information about Sydney Water and our services, or to ask about your bill, call us on **13 20 92** between 8am-5:30pm, Monday to Friday.

We supply a free interpreter service for people from non-English speaking backgrounds. Call **13 14 50** to request an interpreter.

For telephone typewriter (TTY) services, call the National Relay Service on **13 36 77**.

What if you're not happy with Sydney Water's service?

We want to know if you're not happy about our service. If you'd like to make a complaint, contact us by:

- calling **13 20 92** between 8am-5:30pm, Monday to Friday
- writing to PO Box 399, Parramatta NSW 2124
- visiting the Contact us page at [sydneywater.com.au](https://www.sydneywater.com.au)

If we can't resolve your complaint immediately, we'll respond within:

- two working days, if you phoned us
- five days, if you emailed or wrote to us.

We will respond to let you know what we're going to do to resolve your complaint and when.

If you're not satisfied with our response, you can ask for a manager to review it.

If you're still not satisfied you can ask the Energy and Water Ombudsman NSW (EWON) to consider your complaint at any time, at no cost. You can also engage the NSW Civil and Administrative Tribunal (NCAT) or other legal avenues.

How can you get more involved?

We appreciate your input and value your opinion.

We have a Customer Council of key organisations that represent our customers and we'll be increasing our engagement with customers directly.

To know more, visit sydneywater.com.au/engagement or call **13 20 92**.

What does Sydney Water do with your personal details?

We respect the privacy of your personal information. We will only use it as allowed under the *NSW Privacy and Personal Information Protection Act 1998 (NSW)* and the *NSW Health Records and Information Privacy Act 2002*.

Visit sydneywater.com.au/privacy to find out more about how we handle your information.



Contact us

Sydney Water

General enquiries

Call **13 20 92**

(8 am to 5.30 pm Monday to Friday)

Visit sydneywater.com.au

Email us at:

CustomerService@sydneywater.com.au

Mail to:

PO Box 399

Parramatta NSW 2124

To report leaks and faults

Call **13 20 90**

Energy and Water Ombudsman New South Wales

Freepost to:

Reply Paid 86550

Sydney South NSW 1234

Enquiries:

Freecall **1800 246 545**

Visit ewon.com.au

Email omb@ewon.com.au

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a product for sale.

