

- Summary of our

Rural Customer Charter

At your service 24 hours a day, seven days a week



A full copy of our Rural Customer Charter is available at gwmwater.org.au or by contacting us on 1300 659 961

Who are we?

Grampians Wimmera Mallee Water (GWMWater) services an area of 6.2 million hectares.

We provide water supply services to approximately 33,000 urban properties in 71 towns, with wastewater services provided to 28 of these towns.

Services provided to our 11,000 rural customers include pipeline domestic and stock supplies to approximately 14,700 properties, groundwater diversions and Supply-by-Agreement supplies.

We also manage eight bulk water supply reservoirs in the Grampians.

Customer payment support

GWMWater is committed to providing support to those customers who are finding it hard to pay their water account in accordance with our Customer Support Policy.

Payment plans

It is important to let us know if you are having difficulty paying your account. We can discuss flexible payment plans with you. Payment plans are available for customers wishing to pay by instalments. Customers are not required to agree to direct debit as a condition of service.

Concessions

Customers with a primary meter may be eligible for a concession on their water account if a government funded concession card is held.

Not-for-profit organisations

Not-for-profit organisations required to pay service charges may be eligible for a State Revenue Office Rebate.

Details of our Schedule of Tariffs, Miscellaneous and Other Charges is available on our website at gwmwater.org.au/charges or call us on 1300 659 961.

For further information about concession entitlements or further details on payment options, please visit gwmwater.org.au/billing or contact us.

Family Violence Policy

Our Family Violence Policy informs of our decisions and actions when liaising with customers experiencing or affected by family violence.

Visit gwmwater.org.au/fvp or contact us on 1300 659 961 for more information.

Customer Portal

We provide a free Customer Portal to rural pipeline customers to assist them with monitoring and managing their water use. Visit gwmwater.org.au/portal to find out more.

Billing

Rural domestic and stock pipeline customers are billed quarterly. Other customer groups, including diversion and groundwater customers will be billed at least annually. Accounts are due for payment within 28 days from the date of issue.

We issue your account to:

- the physical or electronic address specified by the customer.
- a customer's agent or any person authorised to act on behalf of the customer at the physical or electronic address specified by that person.
- a customer's banking institution for BPay View online banking services.

We bill you for:

Pipeline customers

- primary and/or standard meter charges.
- capacity charges based on a property's water allowance.
- water usage based on consumption.

Other rural customers

- licence fees, fixed charges and usage as applicable.

Payment options include:

- at our Horsham office at 11 McLachlan Street
- at a licensed Australia Post Office
- by mail with cheque or money order addressed to PO Box 481, Horsham, Victoria 3402
- by B-Pay
- by Direct Debit
- by credit card phone 13 18 16 or visit postbillpay.com.au

>

How to contact us

11 McLachlan Street, (PO Box 481) Horsham 3402

Billing / General Enquires: 1300 659 961 (bh)

Difficulties / Faults (24 hrs): 1800 188 586

Website: www.gwmwater.org.au

Our service standards and who's responsible

The following Service Standards and obligations that apply under the Rural Customer Charter have been approved by the Essential Services Commission.

GWMWater is responsible for and will:

- will limit rural pipeline supply interruptions of more than three (3) days.
- where a rural pipeline supply interruption exceeds three (3) days, we will cart non-potable water to the homestead at no cost to the customer. Water carting required within the first 72 hours of the interruption or for stock or other purposes is the responsibility of the customer at their cost.
- communicate with customers in a clear, confidential and sensitive manner, taking all steps to support and assist customers.
- where we deliver water directly to a customer, and the purpose of water use is known by us, we will endeavour to inform customers of material changes in the water quality supplied.
- maintain a supply during major water quality incidents, unless unsafe to do so, and notify customers directly by SMS (where contact details are available), on our website and social media pages, or through local media.
- take all steps to support and assist customers ensuring that any restrictions on water supply and legal action is a last resort.
- we will implement our quality improvement programs to maintain systems in accordance with approved service standards, subject to Water Legislation.

In addition to the general system obligations, we will maintain the property service pipe up to:

- the meter assembly.
- if no meter is installed; the property boundary.

Customer maintenance and connection obligations include but are not limited to:

- the water supply being directly connected from the piped metering point to a storage with sufficient capacity for 72 hours peak demand.
- a minimum air gap of 100 mm must be maintained between the tank filling inlet and tank overflow.
- being responsible for all infrastructure on the downstream side of the meter assembly.
- providing free access to the meter.
- a backflow prevention device installed on the downstream side of the meter.
- private fire services, extension/trunk services and property service pipes from private extensions.

Planned interruptions

We will inform affected customers of the time and duration of any planned interruption to a water supply service at least five (5) business days in advance.

Allowances and water trading

Customers may permanently or temporarily trade standard water allowances ensuring a minimum of 100 kL for any given property with an installed meter. Trade will only be constrained by the extent that water can be supplied from a common water source and/or any hydraulic capacity constraints of the rural pipeline network.

The customer's right to this water is registered in the Victorian Water Register. Where there is a domestic residence, customers have been allocated a further primary allowance of 730 kL.

Trades are subject to trading rules. In order to facilitate trade, customers may engage the services of a water broker to buy or sell water in the market.

Excess water charges

Where a customer is potentially going to overuse their total water allowance, we will communicate this and provide a period of time for the customer to correct their position.

Where a customer fails to correct their position by amalgamating or water trading, water used above their allowance will be charged at an excess rate in accordance with our schedule of charges.

Bulk water allocation

We will make seasonal allocations progressively throughout the year in accordance with the allocation rules defined by the bulk entitlement order. Details of bulk entitlements are located gwmwater.org.au/bulk-entitlement

Your privacy

Our staff have the right to enter your property at any time for purposes including reading meters or in the event of an emergency. A GWMWater representative will not enter a customer's property without appropriate identification.

We will not disclose information about you without your consent, unless we are required by law, or to reduce a serious or immediate threat to life or health.

Communication assistance

We provide access to an interpreter service and a TTY (teletypewriter) service for speech and hearing impaired customers. To access the Translating and Interpreting Service (TIS National), contact 131 450 or if you require assistance in interpreting this Customer Charter please contact TIS National on the above number. For deaf, hearing or speech impaired customers contact 133 677 and quote 1300 659 961.

Complaints and disputes

Please contact us if you have a complaint or enquiry. Your complaint will be reviewed by a manager and you will be contacted within 10 business days. If you are still dissatisfied you can contact the Energy and Water Ombudsman (Victoria) on 1800 500 509.