

Summary of our

Urban Customer Charter

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



GMMWater

A full copy of our Urban Customer Charter is available at gmmwater.org.au/about or by contacting us on 1300 659 961

Who are we?

Grampians Wimmera Mallee Water (GMMWater) 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

GMMWater 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 are available for customers wishing to pay by instalments. Customers are not required to agree to direct debit as a condition of service.

It is important to let us know if you are having difficulty paying your account. We can then discuss flexible payment plans, our Customer Support Policy or explore possible government assistance and concession options.

You may be eligible for a government-funded concession if you hold a:

- Pensioner Concession Card
- Health Care Card
- Health Benefits Card
- Dependent Treatment Entitlement Card (for War Widows)
- Personal Treatment Entitlement Card including the TPI category.

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

For further information about concession entitlements or payment options, please contact us.

Family Violence Policy

Our Family Violence Policy will inform our decisions and actions when dealing with customers experiencing or affected by family violence. Please refer to the policy on our website or contact us for further information.

Customer Portal

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

Billing

Customer accounts are issued every three months. 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:

- any Service Availability Charges to the property.
- water usage based on consumption for each meter on the property.
- trade waste and fire service charges which apply to commercial and industrial customers only.
- any interest payable on outstanding amounts.
- any other miscellaneous rates and charges.

Payment options

- 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
- by Centrepay via Centrelink
- by instalments/payment plans.

Details of our Schedule of Tariffs, Miscellaneous and Other Charges is available on our website at gmmwater.org.au or by calling us on 1300 659 961.

Planned interruptions

We will inform affected customers in writing or by SMS of the time and duration of any planned interruption at least two business days' prior.

Our service standards

The following Service Standards have been approved by the Essential Services Commission. A full list is available on our Urban Customer Charter at gwmwater.org.au/about or by contacting us.

General

- communicate with customers in a clear, confidential and sensitive manner, taking all steps to support and assist customers.
- make available our free Customer Portal to assist customers in monitoring their water use.

Water

- Maximum number of unplanned water supply interruptions a customer should experience in any 12-month period - 5
- Average duration of unplanned water supply interruption - 100 minutes
- Average duration of planned water supply interruption - 200 minutes
- Attend bursts and leaks within an average time of:
Priority One Leaks - 30 minutes
Priority one leaks have the potential to cause substantial damage or harm.
Priority Two Leaks - 40 minutes
Priority two leaks have the potential to cause minor damage or harm.
Priority Three Leaks - 40 minutes
Priority three leaks are causing no discernible impacts on customers, property or the environment.
- Supply a minimum flow rate of 20 litres per minute for a standard 20 mm meter. Other rates apply for larger meters.

Wastewater

- Maximum number of sewer blockages a customer should experience in any 12-month period - 3
- Maximum time taken to contain a sewer spill - 300 minutes
- Attend sewerage spills and blockages within 22 minutes.
- Rectify sewerage blockages within 113 minutes.

Trade Waste

- Comply with Water Industry Standard - Trade Waste Customer Service for trade waste customers.

Guaranteed Service Levels

Under our Guaranteed Service Levels (GSL) we will automatically pay or apply a rebate to customers when specified service standards are not met.

GSL's include:

- **\$100** - Notification to customer advising drinking water is not suitable for drinking
- **\$80** - More than 5 unplanned water interruptions in a year
- **\$50** - Unplanned water supply interruptions not restored within five hours of notification
- **\$50** - Planned water supply interruption longer than notification
- **\$80** - More than three (3) sewer blockages in a year
- **\$50** - Sewer interruption not restored within five hours of notification
- **\$1000** - Sewer spill within a house caused by failure of system not contained within one hour
- **\$300** - Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying.

Who's responsible?

We are responsible:

- for maintaining water meters and will replace meters at no cost under normal maintenance conditions.
- up to and including the first stop tap and/or to your property boundary.

You are responsible for:

- the safe custody of the meter and ensuring clear access and will have to pay for its replacement should it go missing or is damaged through misuse.
- the pipe beyond the water meter leading into your property. If there is no water meter, or the water meter is not situated at the front of your property (such as units/ townhouses), you are responsible for the pipe (known as the service line) beyond the stop tap, located at the property boundary. A stop tap is the valve that controls the flow of water that enters your property.
- the maintenance of:
 - a backflow prevention device installed on the downstream side of the meter,
 - private fire services, extension/trunk services, combine sanitary drains, and property service pipes from private extensions.

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.

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: gwmwater.org.au