



Our commitment to you

Guaranteed Service Levels

We provide Guaranteed Service Levels (GSLs) as part of our commitment to deliver value to our customers. GSLs focus on key levels of service which we introduced for urban customers on 1 July 2013.

*Certified to best practice standards
ISO 9001, 14001 and 45001*

Guaranteed Service Levels for urban customers

Water

Unplanned water supply interruptions not restored within five (5) hours of notification.

Rebate \$50

Planned water supply interruption longer than notification.

Rebate \$50

More than five (5) unplanned water interruptions in a year.

Rebate \$80

Notification to customer advising drinking water not suitable for drinking.

Rebate \$100

Sewer

Interruptions to sewer supply not restored within five (5) hours of notification.

Rebate \$50

More than three (3) sewer blockages in a year.

Rebate \$80

Sewer spills within a house that are a result of failure in our system, not contained within one hour.

Rebate \$1000

Other - Rebate \$300

Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours (as defined by the Essential Services Commission) to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying.

Our urban water customers receive a rebate on their water bill for services that do not meet accepted performance standards. These standards are in line with the Essential Services Commission's Water Industry Standard and are explained in our Urban Customer Charter to strengthen the minimum standards customers can expect to receive.

GSLs are applied automatically if a customer is entitled to a rebate.

For more information on our service standards visit gwmwater.org.au/aboutus or call us on 1300 659 961.