



Customer Charter Summary

Our Contract to You

At Busselton Water, we feel that we are able to provide service to your complete satisfaction. To prove that we mean what we say about better service, a simple-to-understand Customer Charter backs this commitment.

This binding document applies automatically to each and every one of Busselton Water's customers. It sets out for you, your rights and the standards of service you can expect from Busselton Water.

This is a summary of the full Customer Charter document, which is available, free of charge, from the Administration Centre (1 Fairbairn Road, Busselton).

SUPPLYING YOUR WATER

Busselton Water will supply you with clean, healthy drinking water meeting NHMRC Guidelines and quality criteria determined by the Minister for Health. In some areas, untreated water will be supplied for non-drinking purposes.

Water pressure and flow rates will meet or exceed recommended industry standards, being a minimum static pressure of 15M, a maximum static pressure of 100M, and flow rates of 20 litres per minute.

Busselton Water gives 24 hours notice to domestic and 7 days notice to commercial and industrial customers, of any planned interruptions to water supplies for maintenance purposes. Should these interruptions exceed 6 hours, Busselton Water may provide you with drinking water if requested.

OUR RESPONSIBILITY FOR SERVICES

Busselton Water is responsible for maintenance of the pipes and fittings from the water main up to and including the meter. BW will be on site within two hours to repair any fault that may cause significant water loss or possible damage to property.

Busselton Water may enter your property to carry out investigations or work on the water system. This should normally occur during business hours and the occupier will be notified in advance except in cases of emergency.

CUSTOMER OBLIGATIONS

You are responsible for the installation of water services that connect your property to Busselton Water mains. You must engage a licensed plumber to carry out all modifications to pipes and fittings connecting to the mains system.

Should you change your address or sell your property, please let us know so that mailing lists and other records can be adjusted.

WATER METERS

It is important that your water meter is accessible for reading and maintenance. Busselton Water's water meters are generally very accurate, but can be tested on request. A fee applies for this service, which is refundable if test results fall outside an accuracy of plus or minus 5%. Your account, if the water meter has over-recorded will be adjusted.



BUSSELTON WATER

You can also obtain the complete Customer Charter by calling our 24 hour contact number **(08) 9781 0500** or on Busselton Water's website **www.busseltonwater.wa.gov.au**

The emergency customer service

telephone number is
9781 0500
(diverted after hours)

RESPONDING TO ENQUIRIES AND COMPLAINTS

Busselton Water will respond to your enquiries and complaints courteously and efficiently. Where a matter cannot be dealt with immediately, face-to-face and telephone enquiries will be answered within 24 hours; letters of complaint will be answered within two working days. If you have an enquiry or complaint which needs to be referred to the Board, a response will be provided within 10 days of the next monthly Board meeting, following the receipt of your letter.

Where complaints are not resolved to your satisfaction within 15 business days, you may refer your complaint to the Department of Water (DoW) for investigation.

DoW Telephone: (08) 6364 7600,

Email: WIScomplaints@water.wa.gov.au

RIGHT TO INTERRUPT SUPPLY

Busselton Water may sometimes need to interrupt, postpone or limit the supply of water services to your property if there is a fault in the system. Inspections, maintenance or repairs are needed or if there is some other occurrence beyond the control of Busselton Water.

Busselton Water has the right to introduce water restrictions if there is a likelihood of water shortages. Details will be published in the local Busselton newspaper.

WATER EFFICIENCY MEASURES

We all know how important it is to use our precious water wisely and climate change means finding ways to use it even more wisely. This is why the Board of Busselton Water resolved to adopt the statewide water efficiency measures. This means that customers of Busselton Water are legally bound to adhere to the two day per week watering roster and daytime sprinkler ban. The two day per week restriction does not apply to bore users.

To find out your watering days and further information visit www.busseltonwater.wa.gov.au and follow the links or call our Administration Centre on 9781 0500.

THE PRICE OF OUR SERVICE

Prices for water are as determined by the Minister for Water Resources. You may obtain information about prices or a statement of your account from the Administration Centre.



INFORMATION FOR CUSTOMERS

As part of its commitment to customer service, Busselton Water will produce information to keep you informed about its services. This includes information on how to save water, pricing and charges, how our system works and how to register complaints.

Busselton Water will also make use of other forms of community consultation to ensure that you have an opportunity to make suggestions about our future directions.

Contact us on **9781 0500** to obtain any additional information you require.

YOUR RIGHT TO REDRESS

Your rights to compensation or redress for loss, damage or inconvenience caused by Busselton Water are set out in the full Customer Charter document. Call Busselton Water on **9781 0500** to obtain a copy.

CHANGES TO BUSSELTON WATER'S CUSTOMER CHARTER

Busselton Water will advise you of variations to the Customer Charter by publishing them in your local newspaper. When major changes occur, a revised summary Charter will be mailed to customers.

EMERGENCY ASSISTANCE

Busselton Water maintains a 24-hour emergency contact service for emergency events.



pure busselton water

BUSSELTON WATER

po box 57 busselton wa 6280 • p 089781 0500 • f 089754 1075 • abn 79 306 761 565
admin@busseltonwater.wa.gov.au • www.busseltonwater.wa.gov.au