

\$ Charges and Accounts

We bill our customers for:

- water service– the fixed daily charge, calculated daily and billed quarterly to the owner of every property or dwelling connected to the water supply system
- water usage– the price per kilolitre (1,000 litres) of water delivered to the property as measured by the water meter, billed to the owner or occupier of any property connected to the water service
- sewer service – the fixed daily charge, calculated daily and billed quarterly to the owner of every property or dwelling connected to the sewer system
- Trade waste - which applies to industrial and commercial customers only.

Where a residential property is tenanted, the tenant is responsible for the water usage charge, providing the tenancy and associated dates have been notified to North East Water (as required under the *Water Act 1989*). Property owners are responsible for all other charges.

Should you have been under or over charged we will promptly inform you and issue a credit or refund against your account. We will limit any recovery of undercharged amounts to 12 months.

Customer Accounts

Customer accounts are issued every 3 months in line with our quarterly meter reading cycle. Your account will be sent to the address specified by you or to your nominated agent.

The account is easy to understand and clearly shows usage and service charges. The tariffs used to calculate your amount owing are reported on the account.

We will notify you on the first account following any decisions by the Essential Services Commission to vary our charges.

Account Payment Options

North East Water offers customers 28 days from the date of issue to pay accounts.

North East Water accepts the following payment methods (also outlined on the back of your account):

- direct debit
- Centrepay automatic payments (call Centrelink on 1300 656 007 for further details)
- cheque via mail
- BPay

- Australia Post (by phone, in person or electronically)
- in person at the North East Water Regional Headquarters, Wodonga.

It is important to let us know if you are having difficulty paying your account. We can then discuss alternative methods of payment, flexible payment plans, our hardship policy and/or explore government assistance and concession options. Please contact us on 1300 361 633 to discuss this further.

Concessions and Entitlements

North East Water is pleased to offer eligible customers assistance through a range of concessions and entitlements including:

- Centrelink and Department of Veterans Affairs concessions
- rebates for 'not for profit' organisations
- government funded assistance programs
- free independent financial counsellor advice
- concessions on water volume charges for customers on life support machines including haemodialysis
- concession for customers with a severe medical condition requiring frequent bathing
- a reduction on water usage charges for residential and not-for-profit customers who incur high water volume charges due to an undetectable leak (conditions apply, once every 5 years only).

Enquiries and Complaints

If you have an enquiry or complaint, please contact our Head Office on 1300 361 633 or send an email to info@newater.com.au We will attempt to resolve your enquiry or complaint at the first point of contact, however if you request a written response, we commit to responding within ten business days. If we are unable to satisfy your complaint we will refer you to the Energy and Water Ombudsman (Victoria) on 1800 500 509.

Privacy

North East Water complies with the Information *Privacy Act 2000* and the *Health Records Act 2001*. Our Privacy Statement can be obtained by calling 1300 361 633 or log on to our web site at newater.com.au



Contact Us

Customer Contact Centre

8.30am – 5.00pm weekdays
Telephone 1300 361 633

Emergencies

24 hours a day, 7 days a week
1300 361 644

Visit or Mail

8.30am – 5.00pm weekdays
83 Thomas Mitchell Drive, Wodonga VIC

PO Box 863, Wodonga VIC 3689
Email: info@newater.com.au
Website: newater.com.au
SMS: 0407 784 687

Communication Assistance

If you require access to interpretation or translation services, please call 131 450 and ask to contact 1300 361 633.

If you are deaf, or have a hearing or speech impairment, please contact us through the National Relay Service (www.relayservice.com.au):

- TTY users phone 133 677 then ask for 1300 361 633
- Speak and listen users phone 1300 555 727 then ask for 1300 361 633
- Internet relay users connect to the NRS (www.iprelay.com.au/call/index.aspx) then ask for 1300 361 633

Our Customer Charter

Water and Sewer Services

2015-11

Our Customer Charter outlines the services we provide and the importance we place on the provision of excellent service. It provides an overview of our commitments to you, our responsibilities and obligations under the *Water Act 1989* and informs you of your responsibilities and rights as a customer of North East Water.

This is a summary of our Customer Charter. A full copy is available for all customers upon request or through our website newater.com.au.

Our Service Levels

North East Water is committed to providing you high quality water and sewer services. We are also committed to providing timely and efficient communication and response times in relation to service interruptions and leaks.

The following service level targets have been approved by the Essential Services Commission (ESC). A full list is available through our website at newater.com.au.

Water

Action	ESC Target*
1 Priority 1 bursts & leaks: a burst or leak that causes or has potential to cause substantial damage or harm to customers, water quality, flow rate, property or environment.	17 minutes to attend
2 Priority 2 bursts & leaks: a burst or leak that causes or has potential to cause minor damage or harm to customers, water quality, flow rate, property or environment	23 minutes to attend
3 Priority 3 bursts & leaks: a burst or leak with no discernible impact on customers, property or environment.	27 minutes to attend
Restoration of unplanned water supply interruptions, excluding faults in property owners' infrastructure (see maintenance responsibilities)	98% within 5 hours
Restoration of planned water supply interruptions	100% within 5 hours
Duration of planned or unplanned water supply interruptions	95 minutes



Sewer

Action	ESC Target*
Attend to sewer spills and blockages	24 minutes
Rectify a sewer block	140 minutes
Containment of sewage spills excluding spills from property owners infrastructure (see maintenance responsibilities)	100% within 5 hours

Flow rate

Action	ESC Target
Minimum flow rate for 20 mm tapping (other rates apply for larger tappings)	10 litres / minute

*Averaged across the year

Planned Works Notifications

We will provide 48 hours notice of our intention to interrupt, postpone or limit the supply of water or sewer services to your property for planned maintenance works.

Guaranteed Service Level Program

We take our service level promises seriously and strive to achieve our agreed targets. We provide additional support for our service levels through our Guaranteed Service Level (GSL) program. GSLs are a guarantee to our customers that they will be supplied with a minimum level of service. If we fail to meet minimum service levels, a payment will be made by North East Water to the affected customer.

Our GSL program acknowledges that our service level targets are based upon an average response time and do not indicate the extent to which some customers may experience below average performance. This program does not detract from our commitment to working with each customer who may be impacted by service issues. We will work individually with any affected customers to ensure our response recognises the specific impacts on each particular customer.

Service Level Obligation	Rebate payable upon breach
No more than 5 unplanned water interruptions per household, within any 12 month period	\$50
Sewage spill in a house caused by the business or a failure of the business' system(s) contained within 1 hour of notification.	\$1000
Zero water supply restrictions applied to any residential customer prior to taking reasonable endeavours to contact the customer and provide information about help available if the customer is experiencing difficulty paying.	\$300
Zero legal proceedings initiated against a residential customer prior to taking reasonable endeavours to contact the customer and provide information about help available if the customer is experiencing difficulty paying.	\$300

Maintenance Responsibilities

We are responsible for:

- maintaining the water meter and property service pipe running from our water main to the meter at the property boundary;

You are responsible for:

- the first \$567.20 (excluding GST) of the replacement costs if you elect to replace a galvanised iron property service pipe that is not leaking and meets the required minimum flow rate. North East Water will pay the remainder of the cost;
- the plumbing from the meter to your home and ensuring easy access to your meter;
- ensuring backflow prevention devices and private fire services are installed, maintained and replaced in accordance with plumbing standards;
- maintenance (including replacement) of your property's sewer assets including the sewer connection drain (household connection drain for residential properties), from the connection point at North East Water's sewer branch.

Entry to your property

Under the *Water Act 1989* North East Water representatives have a right to enter your property for purposes including reading meters and to attend to emergencies. In non-emergency situations we must provide 7 days written notice, unless consent is provided.

When entering your property all North East Water representatives will carry identification to authenticate themselves as a representative of the Corporation.

We take our service level promises seriously and strive to achieve our agreed targets.