

Customer Service Charter



State
water

Water Ordering and Delivery

We strive to deliver water to our customers on time, through the most efficient and effective means possible, in an environmentally responsible manner.

To achieve this we will operate in accordance with our legislative requirements, including our Operating Licence, Water Sharing Plans, *Water Management Act 2000* and *Water Act 1912*.

By doing this, you can expect:

- An accessible water ordering system
- Timely water delivery within the limits of system response times
- That we will inform you of any water delivery issues
- Assets that are maintained fit for service
- Proactive management for optimal water availability.

To help us to do this, we need you to adhere to the conditions of your water licence, including:

- Timely water ordering, in accordance with specified conditions
- Water meter installations that meet the NSW Water Extraction Monitoring Standards
- Maintaining a positive water account balance.

Customer Contact

We strive to ensure that our people and our services are accessible to our customers.

To achieve this we will ensure that we have the appropriate resources to meet our customers' needs.

By doing this, you can expect our people to:

- Be courteous, helpful and communicate clearly
- Behave responsibly in accordance with our Code of Conduct
- Listen and respond to your requests, including access to your property, in an appropriate way
- Make office hours and contact details accessible.

To help us to do this, we need you to:

- Provide reasonable and safe access to supply works on your property, in keeping with NSW Occupational Health and Safety standards
- Treat our people in a courteous and non-

discriminatory manner

- Provide feedback on our services and contact us when you want more information.

Information and Communication

We strive to provide clear, concise and accessible information at the appropriate time in an appropriate manner.

To achieve this we will:

- Regularly meet with Customer Service Committees in every valley
- Consult with affected communities on major projects
- Provide a toll-free customer billing information service
- Provide a complaints handling system that you can access
- Survey customers every three years to measure their satisfaction with our services.

By doing this, you can expect:

- Accurate invoices and water information and where you may not think this is the case, prompt resolution of any concerns
- Options for how, where and when you pay us and a willingness to negotiate payment terms if you are experiencing difficulties
- Confidential use of your personal information and that we will use it in accordance with the law.

To help us to do this, we need you to:

- Pay your invoice on time
- Contact us if you have difficulty paying your invoice.

Please help us to help you

To help us meet the obligations outlined in this Customer Service Charter, we need you to keep your personal information accurate, complete and up to date with us.

If you are not satisfied that we are meeting the obligations outlined in this Charter, please tell us. Feedback provided by customers helps us to meet your needs and expectations. If you have any concerns we encourage you register these through our customer concerns process. Details are available at www.statewater.com.au or from your local Customer Service Officer.

We will review our Customer Service Charter every two years.