

We rely on your feedback to continually improve in meeting your needs and providing you with the best bulk water delivery service available. We respect the rights of community members and customers to express their concerns and issues that are directly related to State Water.

## **How does State Water deal with customer feedback?**

State Water has a system for addressing concerns and issues related to our operations. We are also required to report all concerns and issues annually to the Independent Pricing and Regulatory Tribunal (IPART).

All concerns and issues raised with State Water about our operations are dealt with completely confidentiality and adhere to our privacy policy, which can be referred to on our website – [www.statewater.com.au](http://www.statewater.com.au)

## **How do I contact State Water about a concern or issue?**

### [Step 1](#)

State Water will always endeavour to resolve any problem as quickly as possible. We encourage our local offices to work with you to resolve your concerns. They will record your contact details, the nature of your concern or issue and the steps involved in resolving the problem.

There are a number of ways to contact us: in person, by mail, email or phone  
1300 662 077

On our website – [www.statewater.com.au](http://www.statewater.com.au), under the Contact Us section is a link to a Feedback Form. You can contact State Water direct or use the form to formalise the process. The online form is then directed to the correct manager.

You can also print the form and fax it through to the Complaints Coordinator on 02 6884 2603.

You can email us directly via: [feedback@statewater.com.au](mailto:feedback@statewater.com.au)

### [Step 2](#)

After giving us the opportunity to address your feedback, if you believe that the outcome is not satisfactory, you may choose to contact the Energy and Water Ombudsman NSW (EWON). EWON is an independent body that makes decisions that are fair and reasonable for each individual case put forward. EWON can be contacted on 1800 246 545 or [www.ewon.com.au](http://www.ewon.com.au).