

How to Handle a Problem with the WATER CORPORATION

WACOSS
Utilities Hotline
Information & Advice
9420 7217

*If you have a complaint your first point of contact should be the **Water Corporation***

*If you are unsatisfied with the response of the Water Corporation, or you problem has not been dealt with adequately, you should then contact the **Department of Water***

*If you are still unsatisfied with the outcome, you can then lodge a complaint with the **State Ombudsman**.*

CONTACT WACOSS:

Post: 2 Delhi St
WEST PERTH WA 6005

Phone: (08) 9420 7222

Fax: (08) 9486 7966

Email:

consumers@wacoss.org.au

Website:

wacoss.org.au/utilities/index.htm



The Water Corporation is guided by a **customer charter** for complaints management (see Water Information Sheet #1 for more information)

Customers can lodge a complaint with the **Water Corporation** by:

Telephone	1313 85
Email	customer@watercorporation.com.au
Website	www.watercorporation.com.au
Post	Locked Bag 2, Osborne Park Delivery Centre, WA 6916
In Person	629 Newcastle Street, Leederville, WA 6007

The Department of Water can receive water complaints if the Water Corporation is unable to assist customers adequately.

Customers can lodge their complaint with the **Department of Water** by:

Telephone	(08) 6364 7600
Fax	(08) 6364 6525
Email	WISBcomplaints@water.wa.gov.au
Website:	www.water.wa.gov.au
Post:	Customer Services Officer The Department of Water Water Services Branch PO Box K822, Perth WA 6842

You can also download a copy of the **Department of Water Complaint Form** from the WACOSS CUP website.

The **State Ombudsman** can investigate complaints as a last resort if you are unsatisfied with the Water Corporations and Department of Water's response.

You can contact the State Ombudsman to lodge your complaint by:

Telephone	(08) 9220 7555 (1800 117 000 - regional customers)
Fax	(08) 9325 1107
Email	mail@ombudsman.wa.gov.au
Website	www.ombudsman.wa.gov.au
Post	PO Box Z5386, St Georges Tce, Perth WA 6831
In Person	Level 12, St Martins Tower, 44 St Georges Tce Perth WA

Ways to make a difference

WACOSS Consumer Utilities Project is funded by the
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