

WATER CONSUMERS - what you should know about your RIGHTS

WACOSS
Utilities Hotline
Information & Advice
9420 7217

*Specific information relating to **complaints resolution processes for individual water providers** is provided within other WACOSS Water Information Sheets*



The Water Corporation is guided by a **Customer Charter** for complaints management.

If a customer has a grievance with the Water Corporation, the Water Corporation has to resolve the complaint as outlined in The Water Corporation Customer Charter. Some important elements of the Charter include:

- **Billing:** the property owner is liable for all service and water use charges. Any arrangement between the owner and tenant in relation to the payment of charges is a private matter between those parties (as the homeowner is considered the customer of the Water Corporation, tenanted properties will not have their supply restricted).
- **Restriction of water will not occur unless:** at least 30 days has elapsed since the due date of the original account and you have been given at least two working days notice in writing of the Corporation's intention to restrict.
- **Communication, complaints and resolution** the Water Corporation will:
 - Respond to any general written enquiries within 10 business days
 - Respond to email enquiries within five business days
 - Investigate and resolve complaints about our products or services within 15 business days

Visit the WACOSS CUP website or contact the Utilities Hotline for further information regarding water customer rights.

The Customer Charter also incorporates the Water Corporation's **Service Commitment Scheme**, which covers seven key areas of service:

- Dirty Water
- Pressure and flow
- Interruption to supply
- Installation of services
- Flooding and wastewater flow
- Enquiries and complaints
- Water meter tests

A copy of the Water Corporation Customer Charter is available at:
http://www.watercorporation.com.au/C/customer_charter.cfm

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Ways to make a difference

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