

WATER CONSUMERS - what you should know about your RIGHTS

WACOSS
Utilities Hotline
Information & Advice
9420 7217

Customer Complaints
*The Water Corporation
Customer Charter*

Trouble Paying Bills
*The Water Corporation
Debt Recovery
Code of Practice*

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.htm*



The Water Corporation are guided by a **Customer Charter** (Charter) for complaints management (a copy is available on the WACOSS CUP website).

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:

- The Water Corporation will provide an initial response to any written inquiry within ten (10) working days.
- The Water Corporation will investigate and resolve all written complaints within twenty one (21) days of a customer contacting them.
- In addition, the Water Corporation has a commitment that they will respond to water service faults, undertake repairs and clean up if there is a sewer overflow due to system failures and reports of poor water quality within two (2) hours.

You can get more information about complaints resolution processes, from the CUP Water Information Sheet # 2

The Water Corporation is guided by a **Debt Recovery Code of Practice** (Code) for resolving billing inquiries. A copy of the Code is available on the WACOSS CUP website.

If customers are having trouble paying their water bill, the Water Corporation will refer to the **Debt Recovery Code of Practice**. Some of the important elements of the Code include:

- The Water Corporation may defer the customer's payment date for a short period for some or all of the amount due.
- The Water Corporation may offer customers a repayment plan over an extended period of time with either weekly, fortnightly or monthly repayments.
- The Water Corporation will not take any further debt recovery action if customers continue to make the agreed payments.
- The Water Corporation will not offer a payment plan if customers have defaulted on two (2) plans within the past twelve (12) months and if customers do have the capacity to pay their water bill.

The Water Corporation may charge customers interest on an overdue account. The Water Corporation can reduce the interest or not charge any interest if the customer is having trouble paying the bill.

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

Ways to make a difference

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