



BUSSELTON WATER



Owned by the
people of WA



Our **customer** commitments

busseltonwater.wa.gov.au



BUSSELTON WATER

Our commitment to you ...

At Busselton Water, we value our customers and strive for excellence in service delivery.

Improving and maintaining our customer service is a high priority and we are committed to ensuring that your rights as a customer are protected and enhanced. We are dedicated to serving you better, through a commitment to 24-hour service, efficient responses to your enquiries, and provision of a 'second-to-none' delivery of water to our customers.

This document has been developed to inform you about your rights as a Busselton Water customer. It provides you with a clear understanding of the standards of service that you can expect from us, as well as your rights and responsibilities.

The Water Services Code of Conduct (Customer Service Standards) 2024 is available [here](#).

BUSSELTON WATER

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Busselton Water acknowledges the Wardandi people, the traditional custodians of the land we operate within. We pay our respects to elders past and present whose connection and ongoing commitment to the lands, waters and communities on which we live, shows in the thriving environment around us.



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Information access

Busselton Water will provide the following on request and at no charge:

- a customer's own personal account information;
- account, payment and general enquiries services for use by customers with hearing or speech impairment;
- interpreter services for account, payment and general enquiries; and
- a large-print version of any of the licensee's publicly available documents.

Water quality

We will:

- supply water that is safe for you and your family to drink;
- continuously monitor and assess the quality of drinking water supplied;
- respond within one hour or at an agreed time to any reports of poor water quality;
- provide information through our website and social media of any planned changes to our system likely to affect the quality of the water we supply to you;
- advise you of any need to make alternative arrangements for drinking water in the unlikely event that your water quality deteriorates; and
- make water quality sample results available on our website or by calling 9781 0500.

Installation of services

We will:

- install or activate a standard (20mm) water service within 10 business days, or on an agreed day, once the conditions for connection (including fees and charges) are satisfied.

Flow and pressure

We will:

- provide water at a flow rate of at least 20 litres per minute. We note however, there will be occasions where this is not entirely possible or where variations are unavoidable; and
- provide water within a standard pressure range (other than as may be detailed in non-standard agreements).

Our commitment

- If you are experiencing poor (low or excessive) pressure or flow, we will respond within one hour of you advising us, or at an agreed time.
- We will conduct a water pressure or flow test free of charge and take steps necessary to rectify the problem.
- If, as a result of our systems or actions, you have subsequently suffered loss or damage to property or equipment, we will assist in the reinstatement or replacement of that loss or damage incurred.
- If the property or equipment is irretrievably damaged and replacement is not viable, we will negotiate an appropriate settlement on a case-by-case basis.



Requested meter readings

We will undertake a special meter reading on request, usually on Wednesdays, to determine outstanding charges for a period that is not the same as the usual billing cycle. A fee applies for this service.

Meter tests and accuracy

If within 21 days of receiving your water account you believe your meter is not registering correctly, we provide customers with a meter testing service, for a prepaid fee.

Our commitment

We will conduct a meter registration test within 10 business days of receiving your request and payment, or at a mutually agreed day or time.

Where the meter is found to be operating outside prescribed tolerances (fast or slow) we will:

- refund your prepaid fee or credit to your water use account;
- adjust your current water use account; and
- replace the meter at our cost.

If an accurate meter reading is not possible, an account for usage will be based on an estimate in accordance with regulations. Reasons for the estimation will be stated on your account.

Our [website](#) contains information about estimates, meter reading and testing, and complaints.

Planned interruption to water supply

We make every effort to minimise interruption to your residential water supply, but on occasion we need to carry out planned or unplanned (e.g. burst pipes) maintenance on our services. When this occurs, we do our best to limit the interruption.

We will:

- provide you 48 hours' notice if we need to interrupt your water supply for planned work; and
- provide seven days' notice or by arrangement for non-residential properties.

If your standard supply of 'drinking' water is interrupted for more than six hours of us becoming aware, we will arrange an alternate temporary supply of 'essential' drinking water upon request.

Unplanned interruption to water supply

We will:

- respond within one hour to undertake repairs and clean-up if there is water flooding at your property due to a failure of our system;
- keep you informed during an emergency of the status of the work being undertaken; and
- respond to urgent water faults within one hour.

We may need to interrupt, suspend or restrict our services due to accidents, emergencies, health or safety risks or other unavoidable causes.

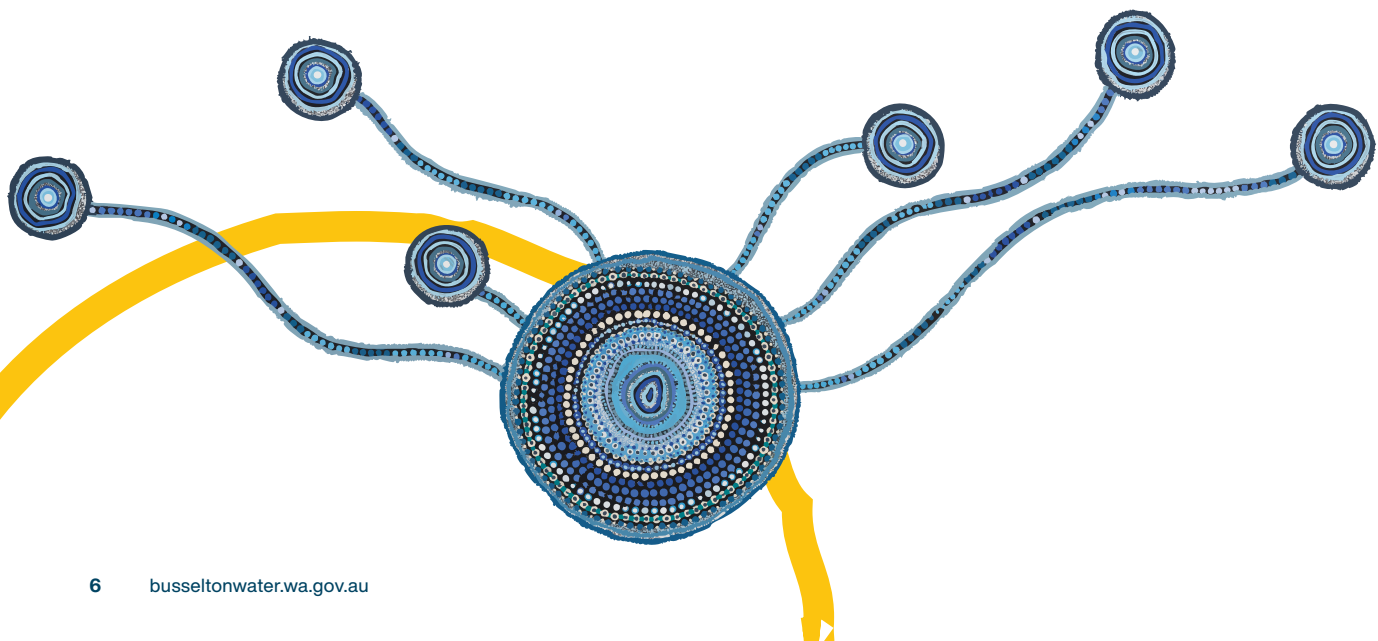
Discoloured water

We strive to provide water of a consistent aesthetic appearance, although we recognise that in some instances noticeable variations may occur, without risk to your health.

Our commitment

Where, as a consequence of our systems or actions, you have suffered stained and/or soiled laundry:

- we will assist in the reinstatement or replacement of any items of laundry affected; and
- if these items of laundry are irretrievably damaged and replacement is not viable, we will negotiate an appropriate settlement on a case-by-case basis.





Water leaks

A customer whose water usage is higher than normal for the customer, and where water is likely to have been wasted because of a leak can apply for consideration of a reduction to their account if certain criteria are met.

[Find out more.](#)

Entry to your property

A person authorised by Busselton Water has the power to enter a place without consent, notice or warrant to read a meter connected to Busselton Water's water service works.

We will:

- provide at least 48 hours' (*Water Services Act 2012* S129) advance notice of all planned work that may require entry to your property; and
- during an emergency, inform the occupier of the land or premises of work being undertaken or leave an information card when the occupier is not present.

Identification of staff

Should we need to enter your property, our employees or contractors will carry identification that will be shown to you (or to any person present at the time of access).

Reinstatement of your property

We will:

- assist in the reinstatement or replacement of property or equipment lost or damaged as a result of our actions or failure of our system; and
- reinstate your property as close as possible to its original condition if damage does occur due to our activities.

Contacting us

We will respond to any general written enquiries within 10 business days.



Complaints

We value your input into our continued effort to improve the services we provide.

If you would like to lodge a complaint, we encourage you to contact us directly in the first instance to enable a quick and effective resolution free of charge. Alternatively, you can lodge your complaint with the Energy and Water Service Ombudsman.

We will:

- do all that we can to resolve your complaint within 15 business days of you contacting us; and
- make available our complaints procedure.

Information regarding customer complaints is available [here](#).

Customer service at the Office of the Water Ombudsman can be contacted by phone on 08 9220 7588 or freecall at 1800 754 004 (free from landlines), or by email to energyandwater@ombudsman.wa.gov.au.

Review by State Administrative Tribunal

If your complaint is about a property record and you are not satisfied with our decision, you may notify us that you wish the matter to be referred to the State Administrative Tribunal for review.

For information about the State Administrative Tribunal, visit sat.justice.wa.gov.au.

We would like to work with you to resolve your complaint. However, if your correspondence contains material which intends to offend or intimidate staff, it will be returned to the sender without being acted upon.



Pensioner and senior concessions

If you hold a valid Concession Card, you could be entitled to a rebate or concession.

To find out whether you are eligible, or to apply for a concession, call us 9781 0500.



Family violence

At Busselton Water, we have zero tolerance for family violence and will do everything we can (within our control) to support customers affected by family violence.

We will:

- flag your account as private during the initial conversation to ensure you only need to disclose your details once;
- not request written evidence of family violence unless it is reasonably necessary to enable us to assess appropriate measures to take in relation to debt management and recovery;
- keep all of your personal information confidential and secured within our records.

[Learn more about our Family Violence Policy.](#)



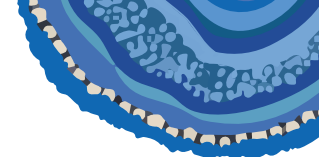
Billing and payment assistance

We will:

- issue a bill for service charges and water use three times a year (in February, June and October) for all properties where water services are available;
- review a bill on a customer's request within 15 days;
- provide information about the availability of payment plans; and
- provide information on our fees and charges.

Please contact us immediately if you are unable to pay your bill in full by the due date. Failure to contact us may lead to restriction of supply if charges remain.





For further information on how we can assist call Customer Service on 9781 0500. You can view a copy of our **Financial Hardship Policy** or call us on 9781 0500 (TTY users call the National Relay Service on 13 36 77) to request a copy.

Our Customer Service staff are committed to handling your enquiry in confidence with fairness and compassion.

Owners and tenants

Property owners can authorise tenants to receive a copy of their water accounts directly from Busselton Water. Once authorised, tenants can enter into a payment plan/arrangements with us. However, responsibility for the debt will remain with the owner of the property. Click [here](#) for more information.

Restriction of supply

We may restrict the supply of water to your property if water charges remain unpaid for 30 days and the outstanding amount is over \$200. To avoid restriction please contact us to enable us to assist you, for example, by setting up a payment plan.

This power can only be exercised if you are offered a payment plan or other arrangement giving you more time to pay the bill or to pay arrears, and:

- you have not accepted the offer within the period of seven (7) days after the day on which it was made; or
- having entered such a plan or other arrangement, you do not comply with it.

Restoration of supply

If your water supply has been restricted, we will:

- restore your water supply, once all requirements are met, on the next business day if your request is received before 3pm; or
- within two business days if your request is received after 3pm.

Disconnection

We will not cut off water supply to an occupied dwelling for the purpose of debt recovery. We cannot cut off the supply of water to an occupied dwelling unless the occupier agrees.

Water efficiency

We will make information available to assist you in the sustainable use of water and in adherence to government mandated water restrictions.

Your responsibilities

- Notify us if you need water to operate life support or require water for a special need.
- Be aware that certain appliances may be unsuitable or not perform efficiently with some types of water.
- Ensure all internal plumbing is maintained in good order and in compliance with plumbing standards.
- Ensure your water meter is unobstructed with the required one metre clearance.
- Contact us on 9781 0500 if you have any concerns or enquires about water quality, or if you notice a significant change in your water flow or pressure.
- Contact us on 9781 0500 if your meter is damaged or malfunctioning.
- Treat our staff with courtesy and respect.
- Advise us immediately if damage occurs to any of our assets on your property, or report deliberate damage or suspected criminal activity relating to our assets, by calling us on 9781 0500.
- Notify us of a change of address or ownership or any change to your land use.
- Contact us immediately if you are unable to pay your account in full by the due date.



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