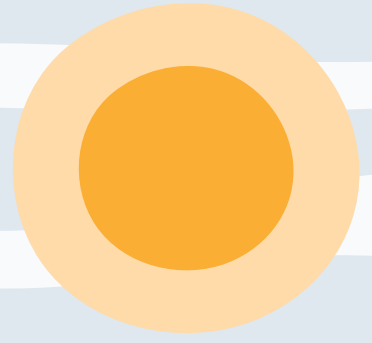




City West Water™



Customer Charter

2018-2023

RESIDENTIAL





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1 Introduction

City West Water (CWW) supplies water, sewerage, trade waste services and where available, recycled water services to customers in accordance with the [Customer Service Code: Urban Water Businesses](#)¹ (the Customer Service Code) and relevant laws.

We are one of three retail water corporations that service Melbourne with our service area covering Melbourne's central business district, as well as the inner and western suburbs.

We must conduct our business in a way that is consistent with our obligations laid out in the [Water Act 1989](#), the [Water Industry Act 1994](#) and other legislative instruments established by Government – additional detail regarding the various obligations placed on us can be found on CWW's [Our plans and obligations](#) webpage. If you would like more information on our business we have a range of publications available. You can download key publications from our [Reports and publications](#) webpage.

Hard copies of any of the documents available on our [website](#) can be obtained by calling **131 691** (Customer Service, Monday to Friday 8.30am to 5pm) and asking to have relevant documents mailed to you.

¹ As set out by our regulator, the Essential Services Commission – the independent economic regulator established by the State Government of Victoria, Australia to regulate Victoria's energy, water and transport sectors, administer the rate-capping system for the local government sector and administer the Victorian Energy Efficiency Target (VEET) scheme.

1.1 We are a 'customers first' organisation

Our customers are more than just someone who pays a bill. Our customers are anyone who lives in, works in or visits our service area. It is our customers who are at the forefront of what we do. Everything we do and every decision we make starts with our customer.

City West Water exists to serve the people of our community and provide the best water supply and wastewater services, all day, every day for homes, businesses, places and spaces.

Our **Customers First** strategy has been guided by what our customers want and value. It commits us to delivering services that are safe, affordable and reliable whilst being accessible and easy to deal with:

- **Safe:** the safety of our people and the community is our highest priority.
- **Affordable:** our services are affordable and fair. Our customers see value for money.
- **Reliable:** we provide water and waste water services 24/7. If things go wrong we fix them quickly and keep our customers informed.
- **Accessible:** we give our customers choice in how and when they contact us.
- **Easy to deal with:** we understand our customers' needs and provide a smooth customer experience.



1.2 About the Residential Customer Charter

The *Residential Customer Charter* (this document) outlines the rights and obligations arising in the relationship between City West Water (CWW, us) and the residential customers we serve (you).² This document provides information on the services we deliver and standards that will apply to those services between 1 July 2018 and 30 June 2023. The content of this document is governed by the requirements set out in the *Customer Service Code*.

In addition to this document, we also have a *Business & Non-residential Customer Charter* and *Trade Waste Customer Charter* that are specific to the rights and obligations of our non-residential customers and trade waste customers, respectively. A summary of this document and copies of all charters are available from our [Customer charter](#) webpage.

1.3 Structure of this document

This body of this document covers the requirements for a customer charter as set out in clauses 16(c) – (g) of the *Customer Service Code*, providing information across three areas:

- **your experience as a customer** – what you can expect of our interactions with you and how we provide assistance to customers in difficult circumstances (sections 2 to 6)
- **normal service delivery** – how you can expect our assets and systems to perform under business as usual conditions (sections 7 to 8)
- **when things don't go to plan** – how we will work with, and for you, when things don't go to plan including on matters of service reliability/quality problems, conserving our limited water supply and non-payment of bills (sections 9 to 12).

The appendices to this document covers:

- an outline of responsibilities and obligations that apply to customers
- required bill content
- performance targets that we have committed to meeting.

² In addition to the circumstance-specific obligations placed on customers as outlined through the body of this document, there are some general obligations that apply to customers – these obligations are outlined in appendix A.

Your experience as a customer



2

Communications between CWW and our customers

2.1 Accessing customer services and answering enquiries

We embrace our region's diversity and endeavour to offer our customers as many options to access our services as is possible. We continually seek ways to provide better access to our organisation.

Our key points of contact for our customers are as follows:

Mailing address	City West Water Locked Bag 350, Sunshine, Victoria 3020	
Website	www.citywestwater.com.au/contact_us.aspx	
Customer Service (day-to-day contact point for account, billing or general enquiries)	phone 131 691 (Monday to Friday 8.30am to 5pm) email enquiries@citywestwater.com.au	
Operational Control Centre (contact point for faults & emergencies in our water or sewer networks)	phone 132 642 (24 hours a day, 7 days a week) email reportafault@citywestwater.com.au (monitored 24 hours a day, 7 days a week)	
Social media accounts	Twitter: @citywestwater Facebook: @cwwater	Instagram: @citywestwater LinkedIn: @citywestwater

We provide assistance to customers with particular needs or atypical circumstances in the following ways:

Customers with special needs – e.g. those on dialysis or other forms of life support	Call 132 642 (faults & emergencies, 24 hours a day, 7 days a week) if you are experiencing any issues with water supply
Customers who speak a language other than English	Call 03 9313 8989 (interpreter services) if you require assistance in communicating with our staff from either Customer Service, Connections & Technical Services or Operational Control Centre Call 131 691 (Customer Service, Monday to Friday 8.30am to 5pm) if you require elements of this document in languages other than English
Customers who are hearing or speech impaired	Call 133 677 (National Relay Service) if you require assistance in communicating with our staff from either Customer Service, Connections & Technical Services or Operational Control Centre
Customers who are sight impaired	Call 131 691 (Customer Service, Monday to Friday 8.30am to 5pm) if you require a copy of this document in large print

If you are a customer whose circumstances are not met through the above means, please call **131 691** (Customer Service, Monday to Friday 8.30am to 5pm) and we will make every effort to meet your needs where we can.

Unless stated otherwise in this document or in our [Pricing handbook](#), we will not charge a fee for provision of information or advice to customers or others affected by our operations.

Further detail is available in our [Accessibility Policy](#), which can be found on CWW's '[Our policies](#)' webpage.

2.2 Keeping customers informed and protecting your information

Letting you know what we're doing and how we're tracking

Our [website](#) is our principal channel for keeping our customers informed about what is going on in our service area and the things we are doing to enhance our services. It's an information hub with content covering topics such as water saving tips, education resources as well as a list of major upgrades to our networks. The website also acts as a gateway for a number of online services including property and land development applications, registering for eBilling and applying for payment extensions.

We also use social media to communicate with our customers about our projects and services. We currently do this via [Facebook](#), [Twitter](#), [LinkedIn](#) and [Instagram](#).

Cascade is a customer newsletter produced in digital and print formats for CWW's residential customers and business/non-residential customers. This newsletter – which usually accompanies bills – provides customers in Melbourne's central business district, inner and western suburbs with:

- updates on current capital works projects and local community events
- updates on innovations about our drinking water, sewerage, trade waste and recycled water services
- tips on how to use water efficiently
- the latest regulatory and policy news.

In addition to *Cascade*, we regularly communicate policy and regulatory messaging on the bills themselves. From time-to-time, we communicate targeted messaging promoting (for example) eBilling, capital works initiatives, water efficiency campaigns, payment channel options and competitions.

We are committed to operating our business for the benefit of our customers and to be accountable for the promises we make. By the end of September each year, we will publish a set of indicators, *Customer stewardship reporting*, that show our performance against the targets we have set. These indicators will represent a range of measures that are focussed on ensuring we deliver exceptional service and value to our customers.

See section 3 of this document for further details on the standards of service in relation to water and sewer network performance that you can expect.

Privacy and freedom of information

We understand the responsibilities that come with being custodians of your personal information and the legislated obligations we have to protect that information. However, there are some circumstances in which we may be obliged to undertake limited sharing of some of your personal details.

We will collect personal information necessary for the purposes of providing water and sewerage related services and products, promoting those services and products, and market research. We try to collect personal information directly from you, although there are certain situations in which we may collect personal information about you from someone else, such as your agent or authorised representative.

We will only use and disclose your personal information for purposes related to the purpose for which the information was collected, or where you have consented to the use or disclosure.

We may provide personal information about you to third parties who assist us in service delivery – such as:

- data processing
- bill production
- research
- mail services
- water and sewer system maintenance and repair.

We may disclose your personal information to those third party service providers only on a confidential basis so they can effectively provide relevant services to you. We may otherwise use or disclose your personal information where required or authorised by law, which may include emergency situations and assisting law enforcement agencies, as permitted under the [Privacy and Data Protection Act 2014](#).

If you need to access or correct any personal information CWW holds about you please contact us by either:

Email	privacy@citywestwater.com.au
Mail	The Privacy Officer City West Water Locked Bag 350 Sunshine, Victoria 3020
Phone	131 691 (Customer Service, Monday to Friday 8.30am to 5pm)

When seeking to access or correct personal information, we request that you provide us with as much detail as you can about the particular information you seek, in order to help us retrieve it. An access fee may be charged to cover our costs of providing that information to you. In certain circumstances, we may not be required by law to provide you with access or to correct your personal information. If that is the case, we will give you our reasons for that decision.

We take reasonable steps in accordance with the Victorian Protective Data Security Standards (VPDSS) to protect all of the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure. This protection applies in relation to information stored in both electronic and hard copy form.

When an application is made for documents under the [Freedom of Information Act 1982](#), we will withhold information if that information would otherwise entail an unreasonable disclosure relating to the personal affairs of any person, when that person is not the applicant.

Further detail is available in our [Privacy Policy](#), which can be found on CWW's '[Our policies](#)' webpage.

2.3 Complaints and disputes

Receiving enquiries or complaints

We are committed to putting our customers first and providing the best services possible. If you have feedback, questions or complaints, we would like to hear from you so we can continue to improve. Enquiries and complaints regarding our water, sewerage or billing services or our facilities may be received by us directly via:

Email	enquiries@citywestwater.com.au
Mail	City West Water Locked Bag 350 Sunshine, Victoria 3020
Phone	131 691 (Customer Service, Monday to Friday 8.30am to 5pm)
Web	our Contact us webpage

Initial contact via telephone will be directed to the relevant part of our business through Interactive Voice Response, an automated telephone menu system. Written correspondence (email and mail) is allocated to the relevant area of our business on the day of receipt.

Although we will endeavour to address any customer concerns at first contact, complaints regarding our water, sewerage or billing services or our facilities may also be made through the Energy and Water Ombudsman of Victoria (EWOV), a not-for-profit, independent and impartial dispute resolution service. However, EWOV expects that:

Before you complain to [EWOV], you must give [us] a reasonable opportunity to resolve the dispute itself. If you've tried but you can't sort the problem out, [EWOV] can help you and [us] to reach a resolution.

Some enquiries and complaints will be referred to us by EWOV.



Responding to and resolving complaints

We will endeavour to either:

- resolve in good faith the enquiry/complaint on first contact via telephone
- respond before the end of the next business day if the enquiry/complaint is received via email.³

If the issue cannot be resolved straight away, the person making the enquiry/complaint will be informed that a CWW representative will investigate the issue further and will contact them within 10 business days to advise the progress of the investigation. Our objective is to fully resolve all enquiries/complaints in no more than 10 business days.

If you are not satisfied with our initial response, the issue can be escalated to CWW management at your request.

Should you and CWW be unable to agree on a suitable resolution to a complaint, you can take the matter to EWOV for determination. EWOV can be contacted as follows:

Phone	1800 500 509 (freecall)
Web	www.ewov.com.au/complaints/online-complaint-form

If a complaint or dispute relates to an amount of money we have charged, we will not seek to recover that money until the matter is resolved. Absent a formal agreement between you and us that the matter has been resolved, we will consider it resolved if each of the following apply:

- we have informed you of our decision or any internal review outcome
- 10 business days have passed since you were informed
- you have neither:
 - » sought a further review
 - » lodged a claim with EWOV or another external dispute resolution forum.

We will not consider the complaint or dispute resolved until any claim lodged with EWOV or another external dispute resolution forum has been finalised.

Further detail is available in our *Complaints Resolution Policy*, which can be found on CWW's '[Our policies](#)' webpage.

³ Our regulated performance target is that 95% of customer correspondence (emails) is responded to within one business day.

3

Standards of service you can expect

Our aspiration is to provide all customers with uninterrupted water and sewerage services. However, service interruptions can still occur due to the need to maintain our infrastructure or to repair unanticipated bursts, leaks or blockages. To help ensure no customer experiences unacceptable levels of service reliability, there is a set of ESC approved service standards (see Table 1, below) we are committed to meeting (or beating) in relation to management of:

- planned water supply interruptions
- unplanned water supply interruptions
- sewer spills and blockages.

Table 1: ESC approved service standard for water and sewer network performance

Approved service standard	Performance target for 2018 to 2023
Water	
Customers experiencing more than 5 unplanned water supply interruptions in the year	0
Average time taken to attend bursts and leaks (priority 1)	32 minutes
Average time taken to attend bursts and leaks (priority 2)	40 minutes
Average time taken to attend bursts and leaks (priority 3)	252 minutes
Average duration of unplanned water supply interruptions	125 minutes
Average duration of planned water supply interruptions	133 minutes
Sewerage	
Customers experiencing more than 3 sewer blockages in the year	No more than 10 customers*
Average time to attend sewer spills and blockages	31 minutes
Average time to rectify a sewer blockage	124 minutes
Spills contained within 5 hours	100%

* Annual average over the period 1 July 2018 to 30 June 2023.

In addition to the ESC approved service standards outlined above, we are also committed to delivering on a wider range of customer-focussed key performance targets as outlined in appendix C.

If we fail to meet our performance targets we understand that this represents significant inconvenience to our customers. Should you experience service levels any less favourable than the guaranteed service level (GSL) thresholds (see Table 2, below), a rebate will be automatically applied to your bill as soon as is practicable after your entitlement to the GSL rebate arises.

Table 2: Payments for breach of guaranteed service levels

Guaranteed service level threshold	GSL payment
More than 5 unplanned water supply interruptions within any 12 month period	\$200
More than 3 unplanned water supply interruptions within any 12 month period	\$100
More than 3 sewer blockages within any 12 month period	\$100
Unplanned water supply interruption not restored within 5 hours of notification	\$100
Sewer blockages not restored within 5 hours of notification	\$75
Sewage spill in a house, caused by the business or a failure of the business' system(s), not contained within 1 hour of notification	\$3,000
Sewage spill not contained within 5 hours of notification	\$75
Restricting the water supply of, or taking legal action against, a residential customer prior to taking reasonable endeavours (as defined by the ESC) to contact the customer and provide information about help that is available if the customer is experiencing difficulty paying.	\$300
Failure to give at least 2 business days' notice of a planned water supply interruption	\$75
Planned water supply interruptions during peak hours (5am to 9am and 5pm to 11pm)	\$50
Sewage spill in a house, caused by the business or a failure of the business' system(s)	\$1,000

4

Customers with special needs

If you or a member of your household relies on some form of life-support device (e.g. haemodialysis machine) or have other special needs dependent on continuous supply of water, we can register you as a special needs customer and put in place some measures to assist you.

These measures can be given effect once we receive a [Life support concession and machine notification application form](#) – to be completed by the relevant health service provider (doctor, nurse or hospital social worker). Although in most circumstances your health service provider will advise us of your circumstances, you can contact us directly in order to be sure we know about your special needs.

If you have any questions regarding our processes for protecting special needs customers, you can contact us through any of the following channels:

Email	privacy@citywestwater.com.au
Mail	The Privacy Officer City West Water Locked Bag 350 Sunshine, Victoria 3020
Phone	131 691 (Customer Service, Monday to Friday 8.30am to 5pm)

Once registered as a special needs customer, your property will be flagged in our systems to ensure priority treatment in cases where your water supply might be placed at risk. In all cases we try to minimise inconvenience to our special needs customers.

We contact registered special needs customers:

- as soon as possible in the event of an unplanned interruption to a service
- at least four business days before a planned interruption to a service – if you would like a longer period of notice, we can arrange for this as long as it is reasonably necessary and we are able to accommodate it.

As a registered special needs customer you may also be entitled to a free water allowance.

If you are on dialysis, life support or have other special needs, and you experience any issues with your water supply that we may not be aware of, please call **132 642** (faults & emergencies, 24 hours a day, 7 days a week).

5

Responding to hardship or family violence

5.1 Hardship

We understand that affordability of services and the cost of living are of primary importance to our customers and that, from time-to-time, some may experience hardship. We are committed to the following actions and approaches when dealing with customers experiencing hardship:

- exempting those customers from further recovery action or restriction of supply
- ensuring customers experiencing family violence are managed in an appropriate manner including security provisions and access to hardship programs
- providing information to such customers on our suite of support programs including water efficiency, dispute resolution processes and payment options
- referring relevant customers to an accredited financial counselling agency.

These commitments guide our Customer Service staff and credit management processes that:

- define hardship
- encourage the early identification of residential customers experiencing hardship
- explain the rights and responsibilities of our customers
- direct the provision of relevant and timely information for residential customers experiencing financial hardship
- allocate accountability for managing such customers within the business
- provide for training of our staff to ensure residential customers in hardship are treated with sensitivity and without value judgments.

If you enter our hardship assistance program, but either:

- fail to meet the agreed payment arrangement and do not contact us to renegotiate your payment arrangement
- choose not to continue involvement in the program.

then the hardship assistance program will 'cease to apply' and you will be advised that normal debt recovery practices will commence.

Further detail is available in our *Residential Hardship Policy*, which can be found on CWW's ['Our policies'](#) webpage.

5.2 Family violence

As the provider of essential utility services, we recognise that we have a role to play in providing support for customers who may be experiencing some form of family violence. When dealing with customers experiencing or affected by family violence we are committed to:

- recognising that individuals affected by family violence may experience a broad range of behaviour that is not limited to physical violence, but can include a prevalence of economic and emotional abuse
- providing a careful and sensitive response in consultation with the affected individual that delivers the best outcomes
- empowering customers to manage financial considerations, security of their data, and future account management in a manner that provides them with outcomes meeting their needs and supporting them to move forward
- providing a safe environment for customers to access relevant information and support.

The guiding principles we adopt are:

- the psychological and/or physical wellbeing of people affected by family violence will be our first priority
- people who are affected by family violence, either directly or indirectly, will be provided with support that is sensitive, respectful and without judgment
- our support services will be accessible for our people and our customers, and flexible enough to respond to an individual's needs
- any personal information will be managed privately and sensitively.

For customers who may be affected by family violence we will:

- case-manage those customers on an individual basis with consideration given to:
 - » circumstances around accounts in joint names
 - » debt waiver or deferment
 - » allocation of debt and debt collection activities
 - » application of our *Residential Hardship Policy* (see section 5.1 of this document)
 - » access to utility relief grants and concessions
- ensure information pertaining to those customers is handled securely and confidentially
- ensure processes are in place that:
 - » avoid customers having to repeat disclosure of their family violence
 - » provide for continuity of service for those customers
- provide information on our suite of support programs including water efficiency, dispute resolution processes and available payment options
- refer customers who provide consent to specialist family violence services.



Further detail is available in our *Family Violence Policy*, which can be found on CWW's ['Our policies'](#) webpage.

6

Power to enter your property

Under the [Water Act 1989](#) (sections 133, 134, 149 and 221), we have the power to enter land in certain circumstances – from time-to-time we may need to exercise that power to enter your property. In all circumstances where entry to your property is necessary, our employees or contractors are required to carry appropriate identification.

You are required to allow us to enter your property in circumstances that include:

- inspecting, reading, testing or replacing your meter
- carrying out planned works
- inspecting new drainage or plumbing connections
- altering existing connections
- restricting the water supply
- inspecting works or undertaking any test to assess compliance with the [Water Act 1989](#)
- removing trees that either cause damage or interfere with access to our assets.

In most circumstances, unless you consent otherwise, we will provide you with seven days' notice of our requirement to enter your property to carry out required works and to undertake those works only between the hours of 7:30am to 6:00pm. However, there are some circumstances where we are not required to provide notice of intention to enter your property.

6.1 When notice to enter your property is not required

We are not required to provide you with prior notification to enter your property:

- in case of an emergency
- to read your water meter
- if we suspect that your meter is not connected or installed in accordance with our [water metering & servicing guidelines](#)
- if entry is required by an authorised officer under a warrant
- if there are reasonable grounds to believe there has been a breach of the [Water Act 1989](#).

Where we do enter your property without prior notification, we will either:

- notify any occupant present of the purpose for entry
- if no occupant is present at the property, leave a notice stating the identity of our employee/contractor and the date, time and purpose of entry.

6.2 Our obligations when entering and leaving your property

Regardless of the purpose for entry to your property, our employees or contractors are required to ensure that they:

- cause as little inconvenience as possible
- only stay on the property for as long as is reasonably necessary
- remove all equipment they have brought onto the property
- remove any debris and leave the property as close as possible to its original condition.⁴



⁴ 'As close as possible to its original condition' will be subject to ensuring our assets are readily accessible in accordance with our [water metering & servicing guidelines](#).

Normal service delivery



7

Service connection and quality

Unless otherwise stated, in this section 7:

- references to 'services' cover both water delivery services and wastewater disposal services
- references in this section to 'water' cover either (or both) of drinking water services or recycled water services.

This following discussion focuses on connecting and using services under 'business as usual' conditions. What happens in the circumstances of *Service faults and disruptions* is discussed in section 9 of this document.

Our cornerstone services are drinking water delivery and wastewater disposal. In some areas we also supply recycled water to our customers through a network of purple pipes – recycled water is not suitable for drinking.

7.1 Connection and maintenance of services

The [Water Act 1989](#) (section 145) provides CWW with control of connections. We give effect to this power of control through our [conditions of connection](#). Under these conditions of connection, customers have an obligation to ensure CWW employees and contractors have reasonable access to connection infrastructure in order to maintain the reliability of our services.

Application to connect

When you [request connection](#) to our services, we will:

- (providing all requirements are met) issue 'consent to connect' within 10 business days
- connect, or permit connection to, your property within 10 business days after 'consent to connect' has been granted or a later date as agreed.

This is conditional on you paying or agreeing to pay all applicable connection fees and meeting our terms and conditions of connection for [drinking \(potable\) water](#), [recycled water](#) or [sewerage](#) as appropriate.

We are committed to meeting the following timeframes for dealing with standard⁵ connection applications:

- 95% of plumbing applications completed within 5 - 10 business days⁶
- 95% of 20mm new meters and associated assemblies installed within 10 business days of consent.

5 'Standard' (in this context) means a single residential development where all CWW assets are available for connection and customer has provided all requested information.

6 For FY 2018 19 and FY 2019-20, our commitment is to respond within 10 business days. For FY 2020 21 to FY 2022 23, our commitment is to respond within five business days.

Water meter location/access and customer/CWW respective responsibilities

Our [water metering & servicing guidelines](#) state that the 'water meter assembly must be ... within two metres of the title boundary that abuts the water main (minimum 300mm from title boundary)'.⁷ Further, our [conditions of connection](#) require that, once connected, customers must ensure any meter installed on their property is readily accessible for us to read, maintain or replace.

Where a water meter is located in a position that complies with our guidelines, CWW is responsible for maintaining the water meter and what is known as the 'property service pipe' for services for residential supply (excluding fire services). Customers are responsible for the pipe beyond the water meter leading into their property.

Figure 1 and Figure 2 provide pictorial representations of CWW and customer respective responsibilities with respect to installation and maintenance of both drinking water and recycled water standard services.

Box 1: Customer responsibility for pipework may extend back into the network

Where there is no meter, or the meter is either inaccessible or located in a position that does not comply with our [water metering & servicing guidelines](#), we are only responsible up to and including the first accessible stop tap located no further into your property than two metres from the property boundary – you are responsible for the pipe beyond that stop tap.⁸

Property owners are responsible, and pay all costs, for the following:

- maintaining the private fire service and its components from the outlet flange of the first valve immediately after the water supply main, regardless of whether the connection is for a 'standalone fire service' (Figure 3a) or a 'combined fire service and drinking water service' (see Figure 3a)
- private extensions or trunk services up to and including the ferrule or ball valve at the connection to our water main
- property services from private extensions
- property services for residential supply (excluding fire services)
- backflow prevention including any devices and required testing (if applicable)
- maintenance of any approved meter pit or cage, installed to protect our water meter.

⁷ If there is any concern that your meter is not legally connected or installed according to our [water metering & servicing guidelines](#), CWW has authority to access your property without notification.

⁸ A stop tap is the valve that controls the flow of water that enters your property.

Figure 1: Division of responsibilities for water connections – drinking water service

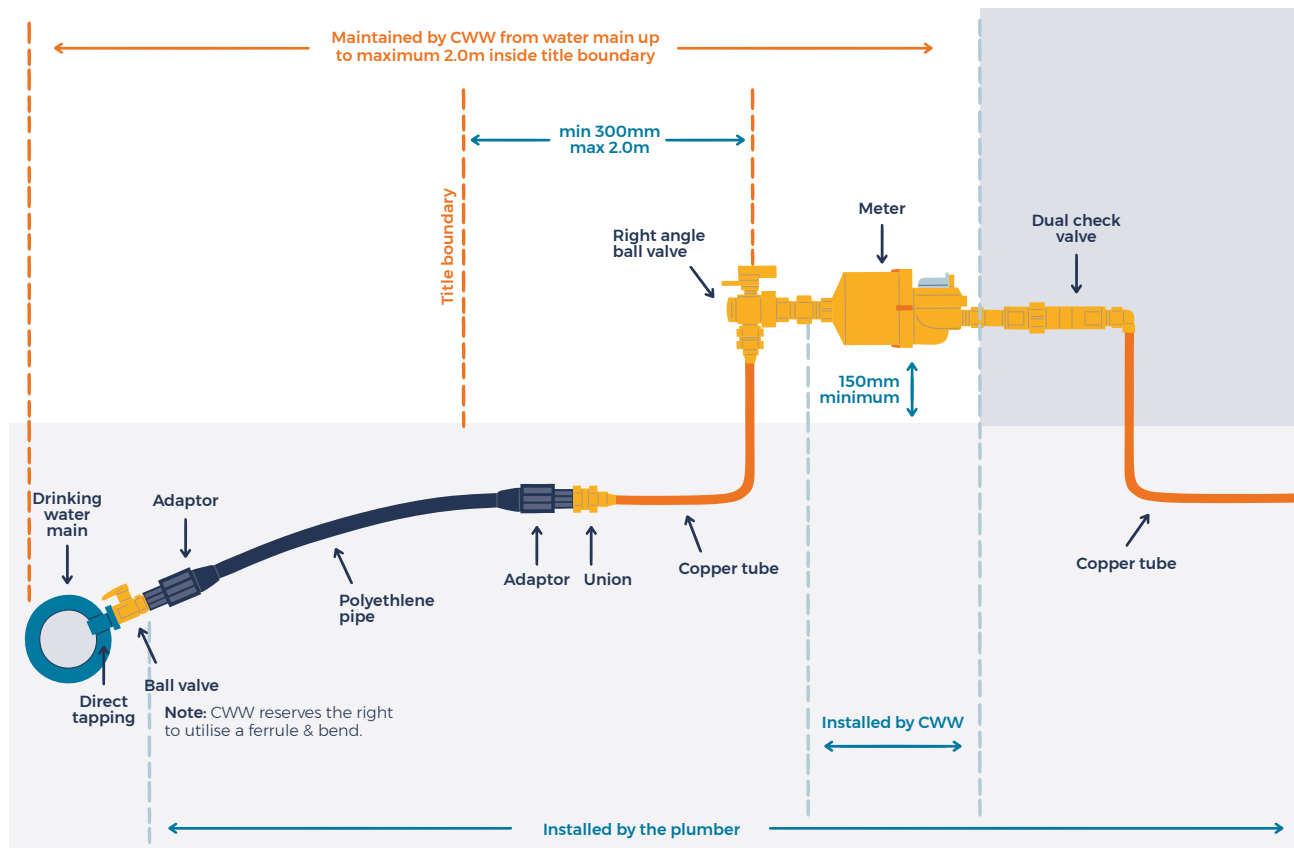


Figure 2: Division of responsibilities for water connections – recycled water service

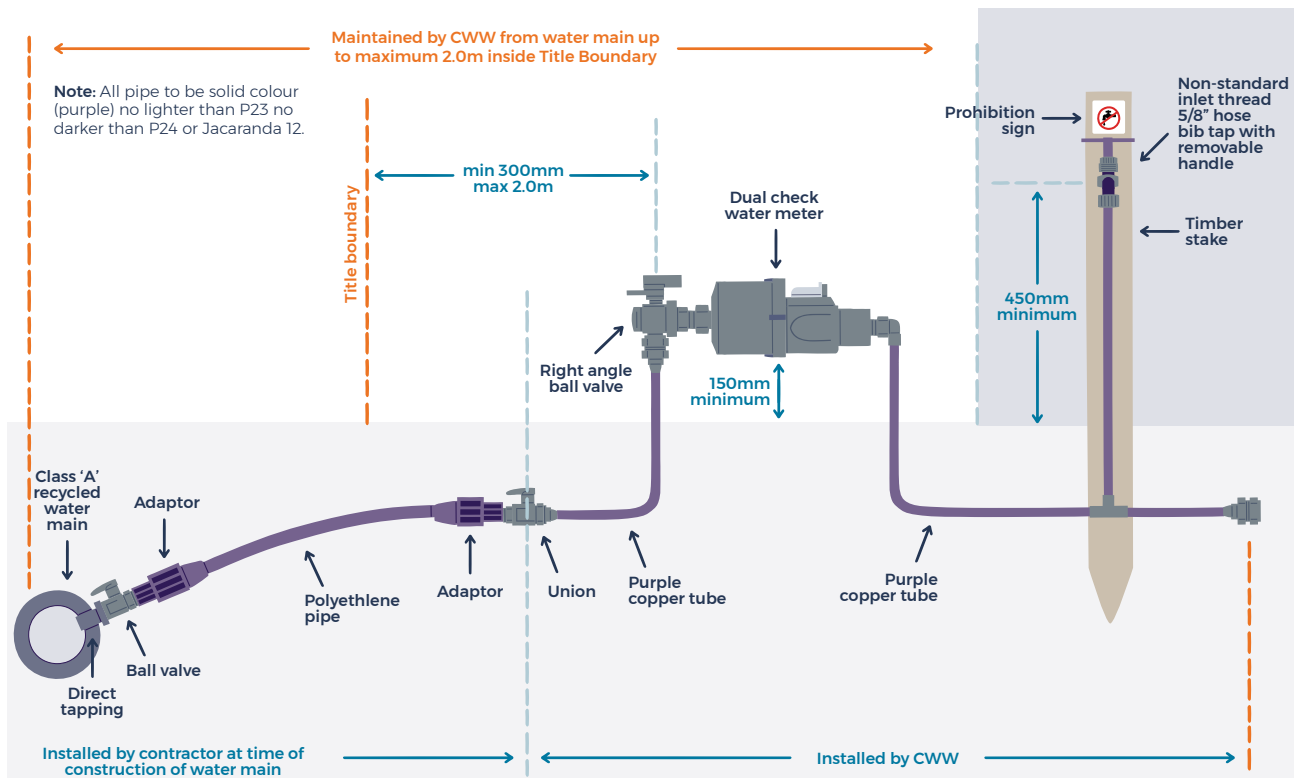


Figure 3a: Maintenance responsibility for private fire services (fire service only)

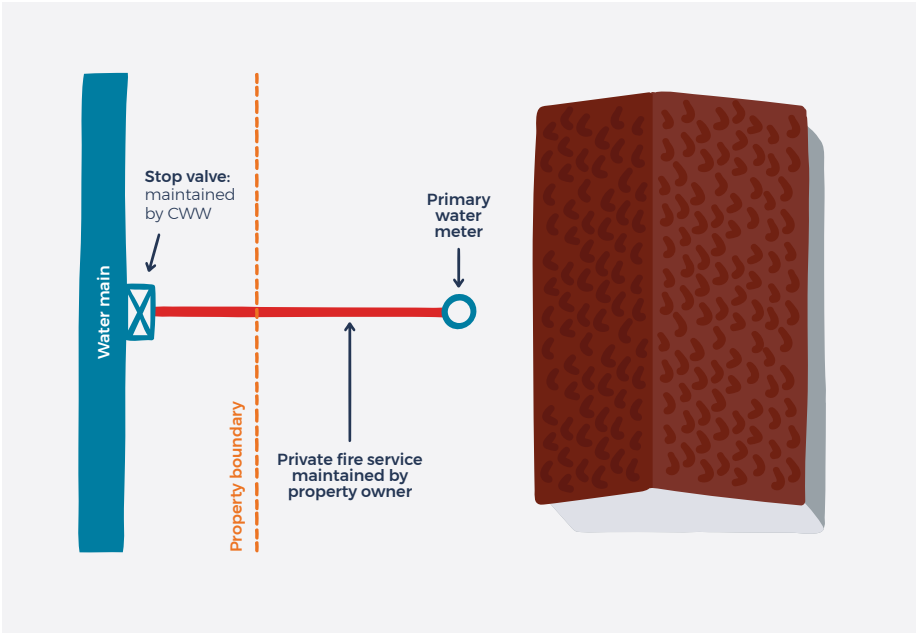
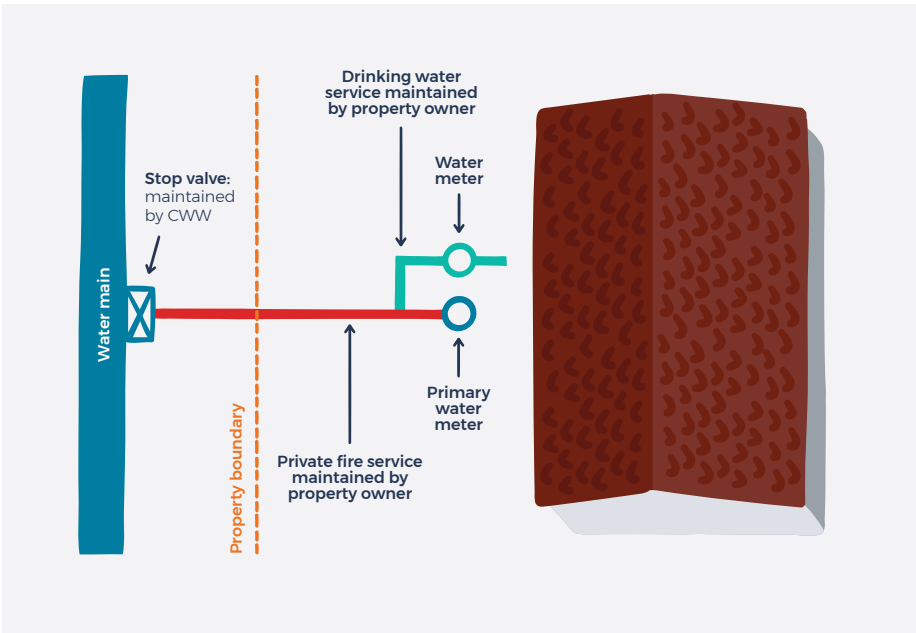


Figure 3b: Maintenance responsibility for private fire services (combined drinking water and fire service)



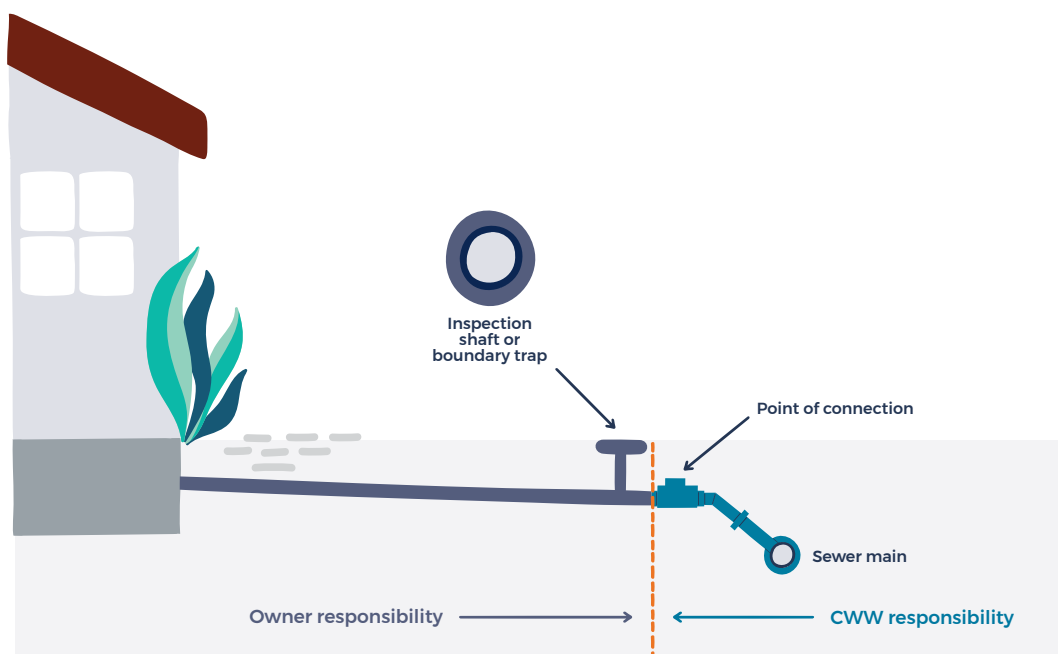
Sewer service access

If you are the property owner, you are responsible for the maintenance of all plumbing and fixtures up to the point where these pipes connect to our sewerage mains. As a basic guide, you need to:

- ensure access at all times to fittings including inspection openings and CWW access points, e.g. manholes
- gain our consent before altering any pipes connected to our network.

Figure 4 provides a pictorial representation of CWW and customer respective responsibilities regarding installation and maintenance of sewer services.

Figure 4: Division of responsibilities for sewer connections



Charges for (re)connection services

If you are connecting a new service or reconnecting an old service, depending on the circumstances of your (re)connection, relevant charges for any of the following services may apply:

- meter connection
- tapping for a new connection into an existing water main
- plugging of an existing water connection
- cut and seal for an existing sewer connection.

Standard charges that apply to relevant (re)connection services are outlined in our [Pricing handbook](#) – additional information is available from our Connections & Technical Services team (call **1300 299 228**).

7.2 Our promise of service quality

Water quality

At all times we strive to ensure that the drinking water we supply is of high quality and meets all applicable standards (see Table 3). We expect to be held to account and do what we reasonably can to ensure no customer has reason to be concerned about water quality.

Table 3: Service standards for water quality

Service standards	Performance target for 2018 to 2023
Compliance with drinking water quality standards	100%
Water quality complaints	No more than 0.7 complaints per 1000 customers*

* Annual average over the period 1 July 2018 to 30 June 2023.

We operate a robust water quality management system focused on preventing the introduction of any hazards into the drinking water system. As part of this system we carry out water quality sampling and testing on an ongoing basis and are subject to ongoing audits to ensure the system is working as it should be. One of the reasons we do this is to determine compliance with the [Safe Drinking Water Act 2003](#) and the [Australian Drinking Water Guidelines \(2011\)](#). We publish the results of our testing program in our annual [Drinking Water Quality Report](#).

Recycled water schemes are subject to stringent health standards, regulated by the Victorian Environment Protection Authority (EPA Victoria) and the Department of Health. With respect to stormwater harvesting schemes, CWW follows the [Australian Guidelines for Water Recycling: Stormwater Harvesting and Reuse](#).

Water flow rates

CWW ensures that your water supply and (where available) recycled water supply will be at all times at least equal to our minimum flow rates as outlined in Table 4.

Table 4: Minimum flow rates for drinking water and recycled water services

Diameter of the property service pipe (millimetres)	20	25	32	40	50
Performance target for 2018 to 2023: minimum flow rate (litres per minute)	20	35	60	90	160

Exceptions to the minimum flow rates may apply if:

- a property owner's infrastructure is of a lower standard than required
- a service is provided via a private water main extension
- there is a drought or an emergency
- there is a water shortage due to peak summer demand
- there is an unplanned or a planned interruption
- recycled water supply is reduced due to a shortage
- recycled water supply is reduced in accordance with our permitted use rules
- supply is restricted or disconnected in accordance with this document or the [Water Act 1989](#) (section 145).

The flow rate is measured at either:

- the meter
- the tap nearest the meter on your property.



8

Metering, billing and payment

This following discussion focuses on metering, billing and payment under 'business as usual' conditions. What happens when things go wrong (e.g. unusually high bills, payment difficulties, restriction of service) is discussed in section 12 of this document.

8.1 Meter reading

A water meter measures the amount of water that enters a property. Your property may be individually metered or your property may share a common water meter with other properties.

We bill our customers' water usage charges based on the number of kilolitres they consume. We work out the consumption by reading meters periodically. In cases where properties share a common meter we apportion the number of kilolitres used among the properties sharing the meter.

If there is no separate water meter for the property you occupy and:

- you are part of an 'owners corporation', you can ask the owners corporation to provide you with information regarding your water meter connection and charges
- you are not part of an owners corporation, we will apportion metered usage to each separately occupied property.

You must ensure your water meter is accessible at all times for reading and maintenance by CWW. Arrangements need to be made if a gate to your property is locked or if a dangerous dog is housed at the property and presents a danger to our meter readers - call 131 691 (Customer Service, Monday to Friday 8.30am to 5pm) to discuss the options available.

If the meter on your property is not accessible, our meter readers may leave instructions or send an SMS requesting that the customer take a meter reading. You may then advise us of your meter reading (see *Box 2*, p29) by completing relevant details on the card and either:

Mail	Posting the card to: City West Water Locked Bag 350 Sunshine, Victoria 3020
Email	Emailing relevant details to: enquiries@citywestwater.com.au
Phone	Calling 131 691 (Customer Service, Monday to Friday 8.30am to 5pm)

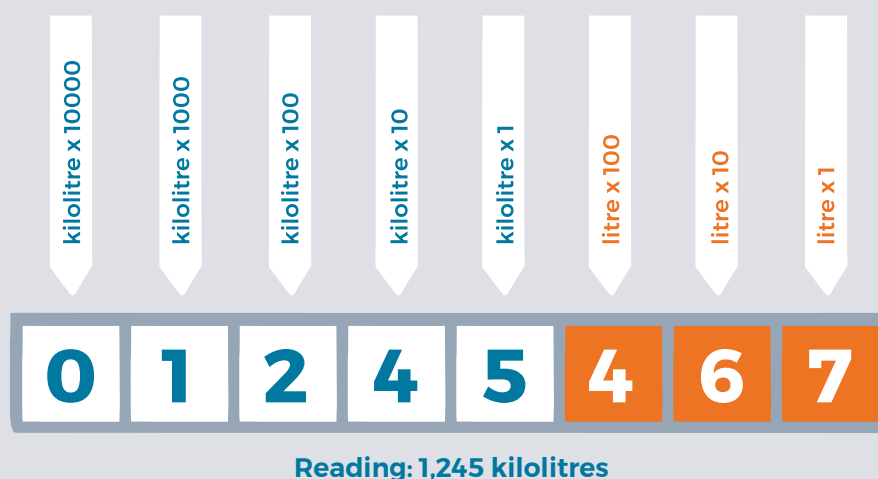
CWW will use its best endeavours to ensure you receive an actual meter read at least once every 12 months provided the meter is accessible. If we cannot obtain an actual meter reading, the reading will be estimated based on past consumption. To avoid overpayment, it is in your interests to ensure the meter reading provided over the telephone is correct.

Box 2: How to read your water meter

A water meter is used to measure the amount of water that a property uses. It is generally located close to the front of a property, often just inside the boundary or fence line. It is also useful to know where the water meter is because a stop tap that controls the flow of water to the house is normally located with the water meter. In an emergency, such as a burst pipe, you can use this stop tap to turn off the water supply to the house.

Looking at a meter from the top, all meters have an engraved serial number which is unique to each meter that allows us to identify which meter is associated with a property. The meter number appears on the back of the customer's water bill.

There is a series of numbers on the water meter that register the amount of water that has passed through your meter (refer diagram below).



The numbers on the meter can be interpreted as follows:

- black/white numbers indicate kilolitres and red numbers indicate litres
- 1 kilolitre = one thousand litres
- only kilolitres are used to calculate your bill
- meter numbers are read from left to right

8.2 Billing cycle, content, presentation and history

A typical residential customer will be billed for their water consumption based on actual (or estimated) meter reads once every quarter. If your property is part of a large owners corporation that collectively consumes in excess of 5,000 kL per quarter, you may get a monthly bill.

You may request a special meter read outside of your normal billing cycle (which may incur a charge) and we will calculate the outstanding charges and provide a bill – if the bill is based on an estimated off-cycle meter reading there will be no charge. However, an additional charge may apply to an actual off-cycle meter reading but will not apply to the off-cycle bill itself.

Types of charges

Depending on ownership of the premises you occupy, you can be billed for:

- **variable charges** – that change with change in metered water volume and are payable by the occupier of the premises
- **fixed charges** – a set fee regardless of the metered water volume and are payable by the owner of the premises.

Over the course of a year, residential owner-occupier customers can be billed for:

- **water usage** (variable) – as metered (or estimated) for the billing period. CWW has a two-step structure for water usage based on average daily water use. The price charged for water use increases average use increases beyond the 440 litres per day (average) threshold
- **water network** (fixed) – billed quarterly in advance. Money collected from application of this charge contributes to the maintenance and renewal (as required) of the water network to ensure its ongoing availability to connected customers
- **sewage disposal** (variable) – unlike water, sewage is not metered for any residential customers. CWW estimates volumes discharged to the sewer for each property using a formula based on the metered amount of water consumed in the premises
- **sewerage network** (fixed) – billed quarterly in advance. Money collected from application of this charge contributes to the maintenance and renewal (as required) of the sewerage network to ensure its ongoing availability to connected customers
- **recycled water usage** (variable) – as metered (or estimated) for the billing period.
- **recycled water network** (fixed) – billed quarterly in advance. Applied only to properties that are connected to the recycled water services network. Money collected from application of this charge contributes to the maintenance and renewal (as required) of the recycled water network to ensure its ongoing availability to connected customers
- **private fire service connection** (fixed) – billed quarterly in advance. Applied only to properties that have a fire service connection. Money collected from application of this charge contributes to the maintenance and renewal (as required) of fire service connections to ensure their ongoing availability to connected customers⁹
- **Waterways and Drainage Charge** (fixed) – billed quarterly. Money collected through the Waterways and Drainage Charge is not retained by CWW. We bill the Waterways and Drainage Charge quarterly on behalf of Melbourne Water¹⁰
- **Parks Charge** (fixed) – billed annually. Money collected through the Parks Charge is not retained by CWW. We bill the Parks Charge annually on behalf of the Department of Environment, Land, Water and Planning.¹¹

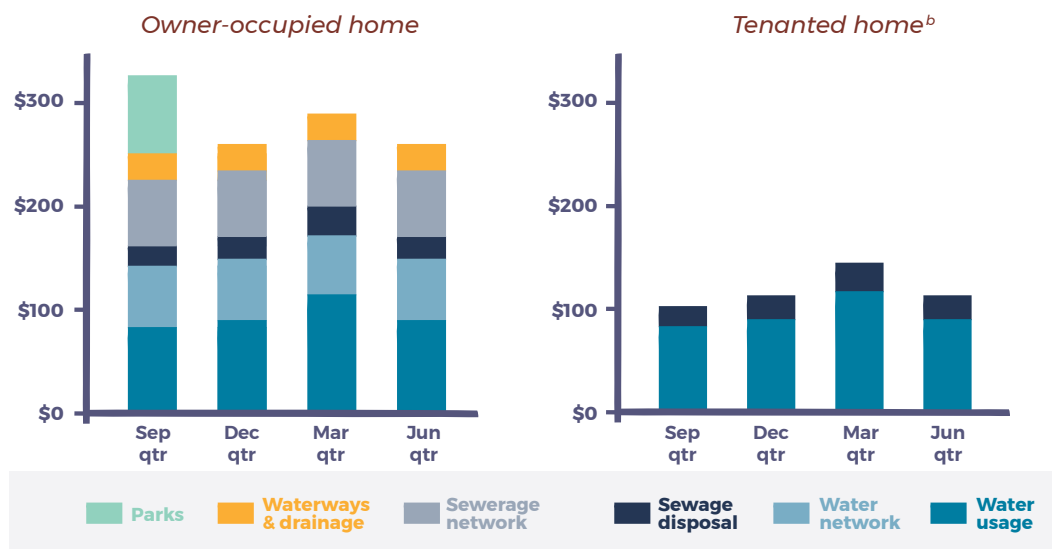
9 A private fire service connection is an additional connection servicing a property that allows for delivery of water to dedicated firefighting services such as in-building sprinkler systems.

10 The Waterways and Drainage Charge funds a range of programs to protect and improve the health of our rivers and creeks, and provide regional drainage services, flood protection and flood warning systems throughout the Port Phillip and Westernport region.

11 Funds raised from the Parks Charge go to Parks Victoria, Zoos Victoria, the Royal Botanic Gardens and the Shrine of Remembrance for the development, management and maintenance of metropolitan parks, gardens, trails, waterways, and zoos.

Figure 5 provides a pictorial description of the charges paid respectively by the average water user (assuming that user is not connected to the recycled water network nor do they have a private fire service connection).

Figure 5: Indicative quarterly bills for average water user^a (150kL per annum)



^a Assumes there is no connection to either the recycled water network or private fire services.

^b Tenants are not liable for fixed charges.

The prices applied for each of water usage, water network, sewage disposal and sewerage network components of your bill are set by the Essential Services Commission through periodic price reviews. The full set of charges and applicable prices is available on our [Charges explained](#) webpage. Charges for each of our services are typically amended (and updated on our website) effective from 1 July each year to reflect price paths approved by the ESC – if your billing period includes time both before and after 1 July, pro rate charges will be applied.

See appendix B for further information regarding the content of your bill.

Issue of bills

We will issue bills:

- to you at the physical or electronic address specified by you
- to your agent at your agent’s physical address if you have submitted a written request for us to do so
- any person authorised to act on behalf of the customer at the physical or electronic address specified by that person.

If no address has been specified we may send the bill to the physical address of the property in respect of which the charges have been incurred, or to your last known address.

A ‘List Statement’ from which a single payment for at least five properties or individual accounts can be made is available upon request to customers or agents of multiple properties in a single billing district.

Billing history

In most circumstances we will provide your account and usage history for the preceding three years within 10 business days, or other period by agreement. However, we may refuse to provide you with your account and usage history where the provision of such information is contrary to the information handling procedures set out in our *Family Violence Policy* (see section 5.2 of this document).

We may impose a reasonable charge for providing account and usage history held beyond three years. We will advise you prior to extracting your billing history whether a fee will apply and, if so, what that fee will be.

8.3 Vacating a property

Giving notice when vacating – property owners

If you buy or sell a property in the CWW Service Area, your solicitor/conveyancer will notify us that the property sale has taken place.

Conveyancers or solicitors can send notices of disposition (sold property) or notices of acquisition (bought property) to: noticeofsale@citywestwater.com.au. When a property is sold or transferred, any outstanding CWW charges are incurred by the purchaser.

It is your responsibility as the (vacating) owner to notify us if you have set up a direct debit that needs to be discontinued.

Giving notice when vacating – tenants

If you are a tenant, we request that you give us notice of at least two business days before vacating a property, so that a final/special reading of the meter can be registered. This is necessary to determine the final bill for water usage and sewage disposal charges..

A tenant who does not contact CWW to advise they are vacating the property, will be liable for the cost of all water supplied to the property until either the next reading on the meter or to the end of the billing period that you vacated, whichever occurs first.



8.4 Payment

Most customers will receive a quarterly bill and have 14 days from the date the bill is issued to make the payment.

How to pay your bill

We offer a number of convenient ways for you to pay your bill. Options include:

Easyway payment plans	talk to us about smoothing your bill and paying by regular instalments to reduce the impact of a larger bill. Call 131 691 (Customer Service, Monday to Friday 8.30am to 5pm) to arrange your payment plan (see our Set up a payment plan webpage for more information).
Direct debit	is easy and enables you to enjoy the flexibility of choosing from quarterly, monthly or fortnightly payments – we do not require customers to agree to direct debit as a condition of service
BPay	enables you to make payments by telephone or online. It can be arranged through your participating bank, building society or credit union.
BPayView	provides customers with email notification that their bill is ready for viewing online. This can be arranged through your participating bank, building society or credit union. Subscribing to BPayView saves paper and reduces our carbon footprint.
Centrepay	if you receive any type of Centrelink payment you can have an agreed instalment amount automatically deducted from your Centrelink payment.
Credit card	payments (maximum of \$10,000) can be made by Visa and MasterCard over the telephone using our automated system on 131 971 or online via our Pay now webpage.
By mail	to City West Water, GPO Box 262, Richmond, VIC 3121.
Post Billpay	in person at any post office, online at postbillpay.com.au or by calling 131 816 .

Further detail is available on our [Pay now](#) webpage.

Concessions

If you hold a pension, veterans or health care card you may be entitled to a concession on your water and sewerage charges. Please visit our [Apply for a concession](#) webpage or call **131 691** (Customer Service, Monday to Friday 8.30am to 5pm) for details on concessions and how to apply.

When things don't go to plan: service and billing issues



9

Service faults and disruptions

This section deals with generic faults and disruptions within our network and, unless specified, commentary is applicable to either water or sewerage services.

9.1 Repairs for which we are responsible

A primary consideration in the way we manage our business is to deliver on an objective to minimise the impact of any disruption to services. If service is disrupted for any reason we will:

- do our best to restore service as soon as is reasonably possible
- be open and transparent with respect to how we deal with affected customers during the course of any service disruption.

Although we do our best to ensure that no customer experiences unacceptable service, sometimes either:

- we need to disrupt a drinking water or recycled water service to undertake planned maintenance
- there is a burst, leak or blockage in part of our network and we have to disrupt services to effect unplanned repairs.

Section 3 of this document outlines the performance indicators that we are committed to meeting (or beating) in relation to management of:

- planned water supply interruptions
- unplanned water supply interruptions
- sewer spills and blockages.

If there is a burst, leak or blockage in any of our drinking water, recycled water or sewerage networks, you can help us by reporting the fault via:

- telephone: **132 642** (24 hours a day, 7 days a week)
- email: reportafault@citywestwater.com.au
- our [Report a fault](#) webpage
- the *SnapSendSolve* app and [website](#).

Once we are aware of a fault, we will:

- prioritise the fault accounting for the potential or actual impact on:
 - » customers
 - » others who may be affected by the fault
 - » property
 - » the environment
- dispatch a crew as appropriate to deal with the fault in accordance with its assessed priority
- provide updates as to the status of faults and interruptions via:
 - » telephone: **132 642** (24 hours a day, 7 days a week)
 - » our *Twitter* feed ([@cwwalerts](#)) and website [homepage](#) – for service disruptions that affect traffic, multiple (or large) businesses or multi-story apartment blocks.

Box 3: Customers with special needs

If you are on dialysis, life support or have other special needs, and you experience any issues with your water supply that we may not be aware of, please call **132 642** (faults & emergencies, 24 hours a day, 7 days a week) and advise us of the problem and also advise that you are a customer with special needs.

In the event that the drinking water supply is interrupted, be it as a result of either a planned or unplanned interruption, we will provide access to emergency supplies of drinking water.

In the event of a sewage spill on your property, we ensure that:

- damage and inconvenience to you and others affected is minimised.
- the spill is promptly cleaned up and the affected area disinfected.

If, in dealing with an emergency and rectifying a fault, our employees or contractors need to enter your property to undertake works – consistent with the earlier discussion on regarding *Power to enter your property* (p18) – they are required to ensure that they:

- cause as little inconvenience as possible
- only stay on the property for as long as is reasonably necessary
- remove all equipment they have brought onto the property
- remove any debris and leave the property as close as possible to its original condition.¹²

Further detail is available in our *Water and Sewer Faults and Outages Policy*, which can be found on CWW's ['Our policies'](#) webpage.

¹² 'As close as possible to its original condition' will be subject to ensuring our assets are readily accessible in accordance with our [water metering & servicing guidelines](#).

9.2 Repairs for which you may be responsible

From time-to-time, we may become aware of plumbing repairs, for which the property owner is responsible (for example see *Box 1, p22*), that are necessary to avoid (further) damage to:

- your property's plumbing or other assets on your property
- a neighbour's property
- our assets.

In many cases, repairs are required to prevent water leaks that result in higher water consumption charges to the customer and wasted water, the cost of which may be ultimately borne by the wider community.

To limit the effects of leaks and other sources of damage, the property owner may be required to undertake maintenance of their water or sewerage pipes/services in accordance with provisions of the [Water Act 1989](#) or the [Building Act 1993](#).

We may, by formal written notice to the property owner – a *Notice to repair*¹³ – require the owner to repair or replace any property service pipes to the property that the owner is responsible for maintaining. Relevant actions include (but are not necessarily limited to) a requirement to:

- repair faults on pipes/services that are the owner's responsibility
- maintain works on the property, or disconnect the property from our network
- remedy a contravention of either:
 - » relevant provisions of the [Water Act 1989](#)
 - » a requirement made by CWW under relevant provisions of the [Water Act 1989](#).

If you fail to comply within the time specified in the *Notice to repair*, the [Water Act 1989](#) (section 145) provides that we may take the action specified in the *Notice to repair* – which will include possible disconnection of your property from the CWW network – and charge the property owner the reasonable costs for which the owner is responsible.

In the event that we carry out these works and we have been advised that the property is occupied by a tenant, both the tenant and owner will be notified accordingly.

We will promptly reconnect your property (that has been disconnected) upon either:

- the reason for disconnection no longer persisting
- receipt of a written undertaking as to compliance by the customer in a form acceptable to the water business and payment by the customer of any reasonable charge imposed by the water business.

¹³ Issued under the authority of the [Water Act 1989](#) (section 145).

10

Water quality, metering/ billing accuracy and leaks

From time-to-time, customers may be faced with suspected or actual problems in relation to water quality or metering/billing accuracy.

10.1 Water quality or flow issues

You can expect drinking water supplies that meet the requirements of the [Safe Drinking Water Regulations 2005](#) – water that is clear and free from objectionable taste and odour. Our recycled water quality will also meet all regulated standards. You can also expect water flow rates that meet our committed service standards.

We cannot guarantee the quality or flow rate of water supplied beyond our point of supply (the meter). Flow rates beyond this point can be affected if your water pipes are in poor condition or the service is provided through a private extension to our network.

If you have concerns about either the quality or rate of flow of the drinking water supplied to your property you may request a water quality or rate of flow test. However, if the test demonstrates compliance with relevant standards we may charge you a reasonable fee. We will advise you prior to testing whether this fee may be applied. If the test finds that the water quality or rate of flow does not meet our standards, then we will rectify the situation as soon as possible or within a period as agreed by you and we will bear the costs.

10.2 Metering/billing accuracy and water leaks

If you encounter an unexpectedly high bill there are several possible reasons:

- you may have changed your water use habits
- there was an increase in the number of people in your household during this period
- you have purchased a new water related appliance
- your bill is based on an estimated reading because we were unable to access your water meter
- there are water leaks somewhere around your property/residence
- your water meter may be inaccurate.





If you suspect that your water meter is not accurate, before you ask us to test the accuracy of your water meter, we encourage you to do an easy overnight meter test first – the details of this test can be found on our [Fixing leaks](#) webpage. It is rare that a meter will register an incorrect high meter reading – an unexpectedly high meter reading is more likely to be the consequence of an internal leak. If you have an internal leak you will need to call a plumber to have the leak repaired.

Nevertheless, as the owner or occupier of a property you may request us to test the accuracy of the water meter that services your property. After receiving this request:

- we will replace the meter for the purpose of testing
- you will be required to pay a testing and meter replacement fee
- once test results are received, we will notify you in writing of the results of the test.

If the test shows that the meter is not meeting required standards of accuracy, we will refund the cost of the test and meter replacement. We will also refund or credit your account any amount you were overcharged.



11

Conserving our limited water supply

11.1 Permanent water use rules

Permanent water use rules apply in our service area. The objective of these rules is to encourage efficient use of water supplied from our network to reduce demand. The rules encourage a commonsense approach to using drinking water, summarised as follows:

- gardens and lawns can be watered with a hose at any time, or with a watering system between 6pm and 10am
- a trigger nozzle must be fitted when using a hand held hose
- cars, boats or other vehicles can be washed at home at any time using a high pressure cleaning device or a hand held hose fitted with a trigger nozzle
- windows can be washed using a high pressure cleaning device or a hand held hose fitted with a trigger nozzle
- pools and spas can be filled or topped up
- fountains and water features must use recirculated water
- water can be used to clean hard surfaces once a season, preferably with a high pressure cleaning device.

Certain exemptions from the above are available automatically, or are available on application and approval – detail regarding exemptions can be found in the [Permanent water use rules](#).¹⁴ The permanent water use rules do not apply to the use of rainwater, greywater or recycled water, except where these sources are supplemented with drinking water.

See our [Saving water](#) webpage for further information.

¹⁴ These rules are available in Chinese, Croatian, Greek, Italian, English, Korean, Macedonian, Persian, Russian, Serbian, Spanish, Traditional Chinese, Turkish and Vietnamese from our [Rules, restrictions and responsibilities](#) webpage.



11.2 Drought preparedness

Our *Drought Preparedness Plan* is a key means in assisting (along with the other metropolitan water corporations) with managing Melbourne's water resources during water shortages due to droughts – the plan is based on the following:

- preparedness to optimise and manage the Melbourne supply system to mitigate uncertainty in the future
- ability to react promptly to drought or water shortages
- preparedness of CWW's customers to manage their water use during droughts or water shortages
- shared commitment to the sustainability and viability of critical community assets.

During a drought, if required, we may implement a water restrictions regime as per the [Water Restriction By-law](#), to mandate water use behaviour that will conserve water. A person who receives a water supply from us must not contravene any restriction or prohibition on the use of that water imposed by or under this By-law – clause 10 of the By-law outlines the penalties that apply in the event of contravention.

See our [Drought Preparedness Plan](#) webpage for further information.



11.3 Permitted uses for non-drinking water

Sources of non-drinking water include:

- recycled water supplied through purple pipes
- rainwater collected from your own property
- greywater recovered from your own property.

Some properties in our service area are supplied with high quality recycled water through our network of purple pipes. This recycled water supply helps to conserve our drinking water. However, there are limitations on how recycled water can be used.

Recycled water can be used for:

- toilet flushing
- car washing on grassed areas
- lawn and garden watering (including fruit and vegetable plants)
- filling water features such as ponds and fountains
- washing machines (for houses built after January 2015)
- washing and feeding pets
- cleaning outside areas including furniture
- fighting fires.

Recycled water should not be used for:

- drinking
- cooking or food preparation
- bathing or showering (including sanitary sprays and bidets)
- filling swimming pools or spas
- filling water toys
- operating evaporative cooling systems.

You may collect and store rainwater for your own use. You may also recycle greywater on your property for non-drinking purposes, or install a composting toilet that does not require connection to our water or sewerage services. However, it is important that you are aware of the possible relevant health/technical issues and, before proceeding with any greywater re-use, we recommend that you (at least) refer to:

- the Environment Protection Authority's [Code of practice - onsite wastewater management](#)
- the Victorian Building Authority's [Technical Solution Sheet 91.04 91: Grey or Recycled Water](#)
- your local council for advice and information on required approvals
- requirements for compliance with the [Building Act 1993](#) is for any plumbing work.

See our [Recycled water](#) webpage and our [Rainwater and greywater usage at home](#) webpage for further information.

12

Billing issues and service restriction/disconnection

12.1 Undercharging or overcharging – adjusting bills

If you are undercharged:

- any identified undercharging over the past 12 months will be recovered in full
- any identified undercharging prior to the past 12 months, that is not a consequence of illegal use of water, will be forgiven¹⁵
- depending upon your preference, we will either:
 - » issue you a new (replacement) bill
 - » incorporate on your bill a separately identified adjustment
- you are able to pay the amount to be recovered over a time period equal to the period in which undercharging occurred, up to a maximum of 12 months
- you are able to pay the amount to be recovered through a flexible payment plan in accordance with our payment methods.

In the event of the illegal use of water or recycled water, we will reasonably estimate the usage for which you have not paid – regardless of how far back the undercharging extends – and bill you accordingly.

If you are overcharged:

- we will let you know within 10 business days of becoming aware of the error and refund or credit the amount overcharged in accordance with your advice – refunds may take up to 10 business days to process.

12.2 Other forms of financial adjustment

We may recover from you an amount charged by our financial institution if:

- your cheque is dishonoured due to lack of funds or other reasons
- you have insufficient funds available when paying by direct debit.

In circumstances where you continue to owe money to us, in accordance with the provisions of the ESC's *Customer Service Code*, we reserve the right to:

- impose a reasonable interest charge on overdue accounts consistent with maximum permissible rate set annually by the ESC
- if you are the owner of the property, impose a charge on your property consistent with section 274(4A) of the [Water Act 1989](#) and section 4F(2)(f)(iii) of the [Water Industry Act 1994](#).

¹⁵ Charges will not be forgiven if undercharging prior to the past 12 months relates to some other agency's charges – such as the Parks Charge (collected on behalf of DELWP) or the Waterways and Drainage Charge (collected on behalf of Melbourne Water).

12.3 Notices, legal actions and restriction of service

Reminder notices

If payment is not made by the date stated in your bill, we will send you a reminder notice – in the same manner in which we sent your original bill.

Warning notices

We will send you a payment warning notice at least seven days prior to taking action for non-payment in the same manner in which we sent your original bill. A warning notice will:

- specify assistance that is available to you, including information about the Energy and Water Ombudsman (Victoria) and our *Residential Hardship Policy* (see section 5.1 of this document)
- advise you that the bill is overdue and must be paid in order for you to avoid legal action or restriction of your water supply
- caution that if legal or restriction action is taken, you may incur additional costs in relation to those actions
- specify the date from which interest (if any) may be applied on outstanding amounts, and the percentage interest rate that may be applied
- (if you are also the property owner) specify that we may be able to recover outstanding amounts at the time of any sale of your property.

Reminder notices and warning notices will not include information about meter readings, usage, previous bills or past payments.

Legal action and restriction of service

In some circumstances we may take action to restrict your service by applying a restriction device to your water meter¹⁶ that limits the flow of water to your property to no less than 2 litres per minute (as measured at the meter or the tap nearest the meter).

We may take legal action or restrict your water or recycled water services for non-payment if:

- more than 14 business days has elapsed since the issue of the reminder bill
- you have been sent a warning notice including information on our *Residential Hardship Policy* (see section 5.1 of this document) and other programs that are available to help you with payment difficulties
- we, or our agent, have attempted to make contact with you about the non-payment
- you have been notified of the proposed legal action or restriction and the associated costs, including the cost of removing a restrictor
- you have either:
 - » been offered a flexible payment plan and you have refused or failed to respond
 - » agreed to a flexible payment plan and have failed to comply with the arrangement.

¹⁶ Where relevant, restriction devices will be applied to both potable and recycled water meters.

We will not begin legal action or take steps to restrict your service due to non-payment if:

- you have been identified as experiencing financial hardship (see section 5.1 of this document)
- the amount owed is less than \$200, unless you have failed to pay consecutive bills in full over a period of not less than 12 months
- you are eligible for and have lodged an application for a government funded concession and the application is outstanding
- you have made an application under the [Utility Relief Grant Scheme](#) and the application is outstanding
- you are a tenant and the amount unpaid is owed by the landlord
- you have a claim against the landlord in respect of a water bill pending at the Victorian Civil and Administrative Tribunal
- the amount in dispute is subject to an unresolved complaint in accordance with our *Complaints Resolution Policy* (see section 2.3 of this document).

If we take legal action against you or apply a restriction to your water service as a consequence of non-payment, prior to taking 'reasonable endeavours' ([as defined by the ESC](#)) to contact you and provide information about help that is available if you are experiencing difficulty paying, then we have breached our own guaranteed service level. Where we breach a guaranteed service level we will apply a rebate to your bill (see Table 2, section 3 of this document).

The above does not restrict our rights under water law to pursue a debt owed by a person who is no longer a customer.

Additional limits on restriction

We will not take steps to restrict your service due to non-payment if:

- it is a Friday, public holiday, weekend, day before a public holiday, or after 3.00pm
- you are registered as a special needs customer
- we believe that the restriction will cause a health hazard having taken into consideration any customer concerns
- it is a day of total fire ban declared by the Country Fire Authority in the area in which the property is located
- the restriction would reduce the supply of water (either drinking or recycled) to less than 2 litres per minute (as measured at the meter or the tap nearest the meter).

Removal of restrictions

We will restore a restricted service within 24 hours of becoming aware of the reason for restriction no longer existing.

Appendices



A General customer obligations

Customers have the following responsibilities and obligations:

- a) to pay charges incurred after vacating a property unless you give us at least 48 hours' notice of the customer vacating the property
- b) to ensure that each water meter is accessible by our employees/contractors
- c) to maintain the property owner's infrastructure upon notice by us
- d) to remove trees upon request by us
- e) to seek our consent for any building or construction work that might interfere with our services or systems
- f) to not alter any works connected to our services or systems without our consent
- g) to observe restrictions imposed by us in accordance with the [Water Restriction By-law](#)
- h) to maintain combined sanitary drains in accordance with the water law¹⁷ or any independent agreement with other land owners connected to the combined sanitary drain.

¹⁷ For further information, see Victorian Building Authority, *Technical Solution Sheet 3.03; 3: Drainage (below ground sewer), Combined Drains, Overflow Relief and Inspections*.

B Bill content detail

A standard bill issued by us will contain the following information:

- a) the date of issue
- b) your billing address and account number
- c) the address of the property to which the charges in the bill relate
- d) the date on which the meter was read, or if the reading is an estimation, a clear statement that the reading is an estimation
- e) the amount you are required to pay
- f) the date by which you are required to pay
- g) the ways in which you can pay the bill
- h) information about help that is available if you are experiencing difficulties paying
- i) details of our enquiry facility, including a 24 hour emergency telephone number
- j) referral to interpreter services offered by the water business
- k) any outstanding credit or debit from previous bills
- l) the total of any payments made by you since the last bill was issued
- m) information on concessions that are available and to which you may be entitled
- n) the average daily rate of water or recycled water use at the property for the current billing period
- o) whether we intend to charge interest on outstanding amounts and, if so, a clear statement of the rate of interest and from what future date it is to be applied.

If there have been any amendments to the rate of charges that apply to elements of your bill, we will provide advice as to relevant amendments.

The presentation of your bill will include a graphical illustration of the customer's current water and recycled water usage and also separately itemise:

- a) network charge for your property
- b) the usage charge for each service to your property
- c) any other charge in connection with the provision of services provided
- d) any interest payable on outstanding amounts
- e) any charges we collect on behalf of other entities - for example:
 - » the Waterways and Drainage Charge collected on behalf of Melbourne Water
 - » the Parks Charge collected on behalf of Department of Environment, Land, Water and Planning



CWW's additional key performance indicators

A key part of the process of developing our plans for the period from 2018 to 2023 was our engagement with customers around the outcomes they value and the levels of service they expect. The tables that follow present the key performance indicators specifically designed to demonstrate our progress toward these outcomes:

- a)** services to homes and businesses are safe, reliable and efficiently delivered
- b)** customer service is accessible and enquiries are promptly resolved
- c)** billing and payment options are efficient and convenient
- d)** customers in hardship are supported
- e)** the whole of the water cycle is managed in an environmentally sustainable way
- f)** CWW is a valued partner in servicing a growing Melbourne.

C.1 Services to homes and businesses are safe, reliable and efficiently delivered

Performance target for 2018 to 2023

Drinking water quality

Compliance with drinking water quality standards	100%
Customer satisfaction score on water quality via Customer Satisfaction Surveys	91% ^a
Water quality complaints	No more than 0.7 complaints per 1000 customers ^b

Water and recycled water service reliability

Unplanned water supply interruptions restored within 5 hours	97%
Average duration of unplanned water supply interruptions	125 minutes
Planned water supply interruptions restored within 5 hours	99%
Customers experiencing more than 5 unplanned water supply interruptions in the year	0
Customers experiencing more than 3 unplanned water supply interruptions in the year	No more than 126 customers ^b
Minimum water flow rates (by connection size)	20mm: 20 L/min 25mm: 35 L/min 32mm: 60 L/min 40mm: 90 L/min 50mm:160 L/min

Sewerage service reliability

Customers experiencing more than 3 sewer blockages in the year	No more than 10 customers ^b
Average time to rectify a sewer blockage	124 minutes
Sewer blockages rectified within 5 hours	98%
Spills contained within 5 hours	100%
Sewer spills within a house, that are a result of a failure in our pipes	No more than 13 spills ^b
Sewer spills within a house, that are a result of a failure in our pipes, not contained within one hour of notification	0

^a Each year we conduct a survey of residential and non-residential customers who are asked to rate our performance across each of several aspects of interaction between CWW and our customers (including water quality). Our customer satisfaction score is derived from the proportion of customers who rated satisfaction (with water quality) at a minimum of 7 (on a 10 point scale) - where the higher the score, the greater the satisfaction.

^b Annual average over the period 1 July 2018 to 30 June 2023.

C.2 Customer service is accessible and enquiries are promptly resolved

Performance target for 2018 to 2023

Calls resolved on first contact	75% for 2018-19 80% for 2019-20 85% for 2020-21 90% for 2021-22 90% for 2022-23
Customer correspondence (emails) responded to within 1 business day	95%
Customer correspondence responded to within 10 business days	100%
Residential customer satisfaction with response to an enquiry	85%
Business/non-residential customer satisfaction with response to an enquiry	85%
Residential customer satisfaction with response to complaint	50%
Business/non-residential customer satisfaction with response to a complaint	50%
Complaints to the Energy and Water Ombudsman of Victoria (excluding all referrals)	No more than 0.1 complaints per 1000 customers*

* Annual average over the period 1 July 2018 to 30 June 2023.

C.3 Billing and payment options are efficient and convenient

Performance target for 2018 to 2023

Payment issue complaints	No more than 1.2 complaints per 1000 customers*
Estimated meter reads used for billing	No more than 3% of total reads for 2018-19 No more than 2% of total reads for each of 2019-20 to 2022-23
Customers with registered online accounts	0% for 2018-19 10% for 2019-20 20% for 2020-21 25% for 2021-22 30% for 2022-23

* Annual average over the period 1 July 2018 to 30 June 2023.

C.4 Customers in hardship are supported

Performance target for 2018 to 2023

Customers on instalment plans	65 plans per 1000 customers*
Residential customers receiving hardship grants	1.2 grants per 1000 customers*
Customers taking up Water Assist	200
Prior to restriction being applied, CWW has undertaken reasonable endeavours to ensure customer is not in hardship	100%

* Annual average over the period 1 July 2018 to 30 June 2023.

C.5 The whole of the water cycle is managed in an environmentally sustainable way

Performance target for 2018 to 2023

Future water resources	
Water lost from the network (as a share of total water supplied)	9.3%
Water storage levels remain at or above 40% (in November) as per the water outlook zones in our Urban Water Strategy	>40%
Safe treatment and disposal of sewage	
Emergency relief structures compliant with requirement to not spill in dry weather	100%
Compliance with the Environmental Protection Authority's discharge licence requirements	100%
Climate change	
Progress towards our goal of achieving net-zero emissions by 2030	0% for 2018-19 5% for 2019-20 5% for 2020-21 60% for 2021-22 70% for 2022-23
Liveability - our role in urban greening	
Stormwater partnerships in placers	7 by 2018-19 7 by 2019-20 8 by 2020-21 8 by 2021-22 9 by 2022-23

C.6 CWW is a valued partner in servicing a growing Melbourne

Performance target for 2018 to 2023

Standard ^a plumbing applications completed on time (within 10 business days; from 2020-21, 5 business days)	≥95%
Pressure and flow information applications processed on time (within 10 business days; from 2020-21, 5 business days)	≥95%
Asset information applications processed on time (within 10 business days; from 2020-21, 2 business days)	≥95%
Standard new customer contribution applications processed within 45 business days	≥95%
Standard ^b 20mm new meter supply and assembly installed within 10 business days of consent	≥95%

a 'Standard' (in this context) means a single residential development where all CWW assets are available for connection and the customer has provided all requested information.

b 'Standard' (in this context) means applications that are not subject to CWW's NCC negotiation framework.



City West
Water™

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