

Customer Service Charter

We strive to ensure that our people and services are accessible to our customers. To achieve this, we will ensure that we have the appropriate resources to meet our customers' needs and we will operate in accordance with our legislative requirements, including our Operating Licence, Water Sharing Plans, Water Management Act 2000, Water Act 1912 and Water NSW Act 2014.

Customer contact

You can expect our people to:

- be courteous, helpful and communicate clearly
- behave responsibly in accordance with our Code of Conduct
- listen and respond to your requests, including access to your property, in an appropriate way
- make office hours and contact details accessible.

To help us do this we need you to:

- provide reasonable access to supply works and access WaterNSW infrastructure on your property, in keeping with the NSW workplace health and safety standards
- treat our people in a courteous and non-discriminatory manner
- provide feedback on our service and contact us when you want more information
- participate in surveys to provide feedback to improve our service to customers.

We require you to manage your contact details at waternsw.com.au/managedetails, to allow us to provide you with timely and accurate information.

Licensing regulation and dealings

We strive to provide information and determinations to our customers both timely and efficiently, provide general advice in an appropriate manner.

To achieve this, we will operate within our legislative requirements, including operating under the powers provided by our operating licence which is governed by the *Water Management Act 2000*.

By doing this, you can expect:

- knowledgeable and accessible information through WaterNSW staff or via our website for water licensing and approvals
- information and guidance on the appropriate approval path for your particular needs
- decision making for complete applications.

To help us do this we need you to assist the application process, including:

- complete and accurate applications for licences and approvals
- timely responses when additional information is requested
- timely provision of required documents and legal information where required.

We will process your applications professionally in a timely manner. Please ensure your applications are completed in full with accurate information before submitting.

Information provided by WaterNSW is for general purposes only. You should seek formal legal advice if you need assistance regarding your specific circumstance.

Water delivery, ordering and reporting

We strive to deliver water to our regulated customers on time, through the most efficient and effective means possible, in an environmentally responsible manner.

By doing this, you can expect:

- accessible water ordering through either the Customer Service Centre or our online Water Accounting System (iWAS) for regulated water users
- timely water delivery within the limits of system response times
- that we will inform you of any water delivery issues
- assets that are maintained and fit for purpose
- proactive management for optimal water availability
- timely delivery of updated information and operational updates by Valley made available via our website and applications such as WaterInsights and Real-time data.
- all water orders have considered environmental impacts.

To help us to do this, we need you to adhere to the conditions of your water licence, including:

- timely water ordering, in accordance with the specified conditions
- maintaining a positive water account balance.

All future metering enquiries regarding installation should be referred to the NSW Government's Water Reform Action Plan at water.dpie.nsw.gov.au

Information and communication

We strive to provide clear, concise and accessible information at the appropriate time in an appropriate manner.

To achieve this, we will:

- regularly meet with Customer Advisory Groups across NSW
- consult with affected communities on major projects
- provide a one-stop customer information service
- provide easily accessed information on our internet site, WaterInsights and iWAS including:
 - dam levels
 - river heights
 - general water related information
- survey customers regularly to measure their satisfaction with our services.

By doing this, you can expect:

- accurate invoices and water information and prompt resolution of concerns
- options for how, where and when you pay us and a willingness to negotiate payment terms if you are experiencing difficulties
- confidential use of your personal information in accordance with the law.

To help us do this, we need you to:

- pay your invoice on time
- contact us if you have difficulty paying your invoice.

We're working hard to develop deeper and more meaningful relationships with our customers, stakeholders and communities, to understand what matters most to them, and to use that knowledge to help shape our operations. We use the WaterNSW Co-design Principles and our Reconciliation Action Plan (RAP) to guide and support our engagement with First Nations people to achieve collaborative, positive outcomes.

Trouble paying your bill

WaterNSW is committed to helping customers who are facing financial hardship to keep their water flowing. We call it hardship when customers would like to pay their water charges but really cannot

manage to do so. To view our hardship policy which outlines what we can offer you in the event that you are experiencing hardship, please visit our website at waternsw.com.au/hardship

Family and domestic violence

We are committed to confidentiality and providing practical assistance for customers experiencing family and domestic violence. Customers can contact our Customer Service Centre on **1300 662 077** to speak with our Customer Care Team. For more information visit waternsw.com.au/customer-care

Customer feedback and complaints

We are committed to providing our customers with excellent service. If you are dissatisfied with any aspect of our services, we would like to hear from you as this feedback helps us monitor and improve customer service levels. Similarly, if you have experienced exceptional service, please tell us.

Our feedback, compliments and complaints policy provides a framework for our staff to address your complaint to ensure we respond to your needs.

To give feedback, you can:

1. Call: 1300 662 077
2. Mail: Customer Service Centre
WaterNSW, PO Box 398,
PARRAMATTA NSW 2124
3. Email: Customer.Helpdesk@waternsw.com.au
4. Meet us in person and talk to any WaterNSW employee at any branch/location. You can book a meeting with our team on our website at waternsw.com.au/appointment
5. Submit your feedback online at waternsw.com.au/feedback

If we cannot resolve your concern on the spot, we will acknowledge it within two business days and try to resolve it in a timely manner.

You can also contact the Energy and Water Ombudsman (EWON) at any time, via their website at ewon.com.au or by phone at 1800 246 545. For more information on EWON, please refer to waternsw.com.au/feedback

Privacy

We are committed to the effective management of personal information. To read more about our commitment to privacy, please visit our website at waternsw.com.au/privacy