

Customer feedback

We're dedicated to providing you with excellent customer service and we welcome all feedback to help us improve your experience with WaterNSW. Our goal is to exceed your expectations every time you engage with us. However, if you're unhappy with any aspect of our services, we want to hear about it so we can make things better.

Here are a few ways you can get in touch:



Submit your feedback online at watnsw.com.au/feedback.



Simply call our customer service team on 1300 662 077.



Send us a letter to **PO Box 1018, DUBBO NSW 2830**.

How we deal with customer feedback

We have a dedicated feedback-handling team within the customer services unit. All feedback relating to our business is confidential in accordance with our privacy statement. They will record your contact details, the nature of the feedback, what your expectations are and ensure that appropriate steps are taken to fix any problems.

Contacting the Energy & Water Ombudsman NSW (EWON)

You have the right to contact EWON at any time for independent advice and information. However, we do hope you will contact us first to allow us the opportunity to resolve any issues. EWON can be contacted on 1800 246 545 or you can make an online complaint on their website at ewon.com.au.

WaterNSW Customer Service Charter

We have a Customer Service Charter to ensure we deliver the level of service our customers expect. The charter focuses on three key areas of water ordering and delivery:

- How we interact with our customers.
- What you can expect when ordering water and receiving delivery of water.
- How we will communicate and share information.

The customer service charter can be found on our website at watnsw.com.au/customer-service/charter.

If we can't resolve your concern immediately, we'll contact you within two business days to give you an update on your feedback and an estimated timeframe to find a solution.

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

For more information visit our website at watnsw.com.au/feedback.