



INFORMATION FOR OUR CUSTOMERS

May 2016

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What we do

Water West collects sewage (wastewater) from properties within North Dandalup and treats this wastewater at the Water West North Dandalup Recycled Water Treatment Plant.

Water West produces non-potable water (that is, non-drinking water) from the Water West North Dandalup Recycled Water Treatment Plant. The non-potable water consists of treated wastewater and groundwater. Non-potable water is provided to residential customers for use outside the home (garden irrigation) and inside the home (toilet flushing and washing machines).

Please note that Water West does not provide drinking water within North Dandalup. If you have any queries about your drinking water scheme, please contact Water Corporation www.watercorporation.com.au.

Who is a Water West customer?

You are a customer of Water West if you are:

- an owner of the land to which the wastewater and/or non-potable water services are provided
- an occupier of the land to which the wastewater and/or non-potable water services are provided who is authorised by an owner to receive bills for these services
- any other person, such as a property agent who is authorised by an owner of the land, to which the wastewater and/or non-potable water services are provided to receive bills for these services

Access to Information

We are committed to delivering our customers a high level of services and ensuring you have access to the information you need to understand your rights and obligations as a Water West customer and our rights and obligations to you as your service provider. To do this we will:

- Provide you with information about your account
- Provide access to an interpreter if English is not your first language to assist you in understanding your bill, services and in making enquiries
- Provide assistance if you are speech or hearing impaired
- Provide large print versions of any of our publicly available documents

We will provide these services to you at no cost to you.

Installation of Services

If you require a new water service to your property, we will:

- Install and activate the connection within 10 business days once conditions for connection have been met, including payment of any fees and charges
- Maintain the water service up to your property boundary, including up to the meter at your property for non-potable water

Water Quality

We provide water for non-drinking water purposes inside and outside the home (garden irrigation, toilet flushing and washing machines). The Water Corporation provides you with drinking-quality water for all other uses.

Our non-potable water includes recycled wastewater and exceeds the strict *Australian Guidelines for Water Recycling* <http://www.environment.gov.au/water>.

We will monitor the quality of the non-potable water we provide you and publish on our website how we create this water, the quality of the water and what you can and should not use this water for.

Pressure and Flow

- We will provide non-potable water at a flow rate of at least 20 litres per minute and within a standard pressure range
- You should notify as soon as possible if you experience low pressure flow and we will respond to you within 24 hours or at an agreed time
- We will undertake testing and resolve the problem.

Discoloured Water

If you notice any discolouration in the non-potable water we provide you and you advise us that you believe this has resulted in stained/soiled laundry, we will:

- evaluate your claim, and
- if we agree with your claim, provide you with assistance in reinstating or replacing the affected laundry or if replacement is not possible, we will negotiate an appropriate settlement on a case-by-case basis

Water Leaks

If you think your bill does not accurately reflect your use of the non-potable water service provided, we will assist you in the following ways:

- Provide you with a meter reading within 2 business days from when you request it
- If the meter reading indicates higher than normal water usage, you can apply for consideration of reduction to your bill. Any reduction in the bill amount is subject to certain criteria having been met and you will be responsible for rectifying the leak. More information on leaks and billing can be found in our Billing Policy www.waterwest.com.au/our-customers/

Meter Readings

Your non potable water usage is measured by the “smart meter” located on your property. Our system of smart meters send readings of water usage to our control centre when we need it.

We issue you bills four (4) times a year based on the reading of your meter at four regular intervals across the year.

If you require a special meter reading – for example where you are moving out of the property or if you think your water usage is higher than your expectations – we will provide you with a special meter reading within 2 business days of your request. A fee will apply for this special meter reading.

Meter Testing

We will provide you with on-site (at your property) meter testing if you believe your meter is not working properly (e.g. it does not accurately reflect your water usage). A pre-paid fee will apply.

We will:

- conduct a meter test within 10 business days of receiving your request and payment of the pre-paid fee
- where the meter is found to be faulty, refund your pre-paid amount, reasonably adjust your account to reflect your normal usage and replace the meter at our cost

Meter Access/Maintenance

Please remember the non-potable water meter is owned by you and it is your responsibility to ensure you undertake reasonable steps to keep it in good working order. It is your legal responsibility under Section 24 of the *Water Services Regulations 2013* to do the following:

- maintain a clear space, of at least 300mm horizontally and 1,200mm vertically, around any meter
- ensure easy and safe access to the meter at all times

A penalty of \$1,000 applies under the Regulations if you, as the owner or occupier of the property, do not comply with the above requirements.

Planned interruption to Water Supply

We will always endeavour to provide you with a constant supply of non-potable water and access to our wastewater network. On occasion we may need to undertake network maintenance to ensure we maintain our network in good working order. When we need to do this we will provide you with 48 hours’ notice.

Unplanned Interruption to Water Supply

If there is an incident in our network (not on your property) beyond our control that immediately disrupts your services or physically impacts on your property or requires unplanned disruption to your services to rectify the problem, we will:

- Respond to you within 2 hours if there is flooding or any other physical impact on your property in order to rectify the disruption and undertake necessary clean up
- Notify you as soon as possible where we need to disrupt your services
- Keep you informed under all circumstances as to the nature of the problem, our actions and the estimated time to rectify the problem

Entry to your Property

At times we may need to enter your property to carry out inspections or undertake maintenance and repairs. We will only do so in accordance with Section 129 of the *Water Services Act 2012* and if this entry is likely to cause disruption to you, we will give you at least 48 hours' notice.

If we need to enter your property to attend to an emergency event, we will inform you of work being undertaken or leave an information card if you are not present.

Our employees or contractors will carry appropriate identification that can be shown to you when entry to your property is required.

Property Reinstatement

Where damage to your property occurs as a result of our actions or the failure of our system or actions we have undertaken, we will assist you to reasonably reinstate your property or assist you in replacing property or equipment that has been lost.

Pricing, Billing, Payment and Payment Assistance

Information on billing, payment methods and payment assistance is contained in our customer policies www.waterwest.com.au/our-customers/

Owners and Tenants

Water West will issue bills direct to tenants where authorisation to do so has been given by the property owner, however responsibility for the account will remain with the property owner.

Restriction of Supply

We may restrict supply of non-potable water to your property where payment of more than \$200 remains outstanding for 30 days after payment is due, unless:

- you have contacted us to explain your payment difficulties and we are considering your situation
- if you have made a complaint in relation to water services charges which remains unresolved
- you are a tenant and it is the owner of the property who is liable to pay the amount outstanding

We will not restrict your supply of non-potable water until we have used our best endeavours to inform you of our intention to do so.

Restoration of Supply

If your supply has been restricted, we will restore the supply once payment for the amount owing has been received or you have entered into an arrangement with us for the payment of the amount owing. We will restore the supply:

- the next business day if your request is received by us before 3pm
- within 2 business days if we receive your request after 3pm

Complaints

The *Water Services Code of Conduct (Customer Service Standards) 2013* provides you with rights to discuss with us or the Water Services Ombudsman issues you may have with the provision of our services to you.

If you have any concerns or complaints about the services we provide to you, you may contact us directly and we will provide you with details about how we will deal with your concern or complaint in accordance with our Customer Complaints Policy www.waterwest.com.au/our-customers/ including your option to make a complaint to the Energy and Water Services Ombudsman.

Contacting Us

You can contact us for all enquiries in a number of ways:

- Phone: (08) 6263 0861
- Email: enquiries@waterwest.com.au
- In Writing: Level 34
Exchange Plaza
2 The Esplanade
Perth WA 6000

You can also find information about Water West on our website at www.waterwest.com.au.