

Customer charter summary

Our Customer Charter summary provides an overview of the services we provide and the standard you can expect to receive.

If you would like to read our full Customer Charter please visit our website <http://www.srw.com.au/about-us/acts-regulations-policies/> and click on Customer Charter. You can also phone us on 1300 139 510 and request a copy to be emailed or posted to you.

OVERVIEW

This document summarises Southern Rural Water's Customer Charter. The Customer Charter includes information about:

- our operating performance and service standards
- our charges and billing arrangements
- our commitments about maintenance, repair and replacement of the infrastructure that delivers your water
- how to order water
- when and why we might need access to your property
- how to gain information or enquire about any matter
- how to have a complaint or dispute dealt with promptly and satisfactorily
- your Customer Consultative Committee
- how and when you can give us feedback on our performance

We can send you a copy of the Customer Charter on request, or you can find it on our website (www.srw.com.au).



SERVICE STANDARDS

The following measures and targets have been approved by the Essential Services Commission:

	2018-19	2019-20	2020-21	2021-22	2022-23
SRW provides great customer service					
Targets for applications completed					
- 3 days – Bore Construction Licence (non licensable), Information Statement, Allocation trade, Divide a water share	90%	90%	90%	90%	90%
- 7 days – Licence transfer, Water share transfer, Information Statements	90%	90%	90%	90%	90%
- 10 days – Subdivisions	90%	90%	90%	90%	90%
- 30 days – Farm Dam Licence, Take and Use Licence	90%	90%	90%	90%	90%
SRW’s water supply system enables good practice irrigation					
Channel pool performance – MID	78%	79%	81%	83%	85%
Delivery efficiency					
- MID	80%	82%	85%	85%	85%
- WID	60%	70%	75%	80%	80%
- BMID	60%	75%	80%	80%	80%
Customer access to Demand Management System					
- MID	40%	50%	60%	70%	75%
SRW manages water resources well, maintaining a good balance between my needs as a water user and the sustainability of the resource					
Bulk Water Harvest at Pykes Creek & Merrimu	>95%	>95%	>95%	>95%	>95%
Recycled water salinity	Delivered at less than or equal to 1800EC				
Headwork release accuracy					
- Werribee system	95% of time within 10% or 5ML				
- Maribyrnong system	95% of time within 10% or 1ML				
- Latrobe system	95% of ordered release time when actual flow is within 10% of ordered flow				
SRW Works with me to manage my water needs and entitlements					
Unregulated systems					
-promote water trade and educate customers on the benefits	1,000 customer contacts per year				
Regulated systems					
- WID		1,300	533		
- BMID		200	167		
- MID	800	800	800	7,300	800
SRW keeps prices as low as possible					
Irrigation Districts	Price increase to be no more than 10% (after adjusting for CPI) between 2013-14 and 2033-34				

OUR COMMITMENT TO OUR CUSTOMERS

- **No surprises** - Whether you are applying for a licence, transferring an entitlement, or actively irrigating, we will provide you with as much regular, reliable and timely information as we can, to help you to make decisions without wasting time and money.
- **Listening** - We value your feedback, both positive and negative, and we welcome any opportunity to learn more about your business, your circumstances and your challenges – so that we can improve our business and our service to you.
- **Privacy** - We respect and protect the privacy of our customers. We only collect the information we need to conduct our business. Essential personal information is not released without your consent unless reasonably and lawfully required for related government business.
- **Regular information** - We are committed to ensuring that we share information regularly, through newsletters, district and regional updates, and meetings.
- **Consultation** - We will not make important decisions that impact on your business without proper consultation.
- **Responding** - If you contact us, by any means and on any matter, we will ensure that you receive a timely, reliable and accurate response.

BILLING AND PAYMENTS

Our charges are set annually after they are reviewed and approved by the Essential Services Commission.

You can obtain a schedule of our charges by visiting srw@srw.com.au or phoning on 1300 139 510.

Most customers will receive annual charges based on the entitlements, shares, meters, licences etc that you own or access. Annual charges for Werribee and Bacchus Marsh Irrigation District services are billed on a quarterly basis, typically in August, October, January and April. All other services, including Macalister Irrigation District services and surface and groundwater licences, will be issued a single bill for annual service charges, typically in October - payable over four instalments

For customers within our irrigation districts, usage charges will also apply for the actual water that you have used. For Werribee and Bacchus Marsh, these charges will be included on quarterly bills, while for Macalister Irrigation District customers, a separate bill is typically issued in July-August.

We provide a range of payment options, including BPAY and Australia Post BillPay. Our payment options are included on the tear-off payment slip with your bill.

If you are having trouble paying your account, please call 1300 139 510 to discuss with our friendly staff. We will strive to find a mutually acceptable flexible repayment schedule for you to follow, and we may also be able to refer you to a government funded assistance program or a rural financial counsellor.

UNPLANNED REPAIRS AND MAINTENANCE

Normally, SRW would not expect any maintenance of or repairs to its irrigation systems during the declared irrigation period to have any impact on your supply.

If we need to undertake planned urgent repair or maintenance works during the irrigation period we will:

- notify all customers whose supply will be affected, not less than seven days prior to the works taking place
- make arrangements for those customers to receive priority for supply of water during the seven days prior to the works
- complete any such works within five working days.

If we need to undertake emergency works during the irrigation period we will:

- notify all affected customers within 24 hours of the emergency occurring, including advice on the estimated duration of the shutdown, and details of any emergency supply arrangements which have been set up or are proposed
- give customers, whose supply is affected by an emergency event, priority for supply of water after the works are completed.

YOUR FEEDBACK

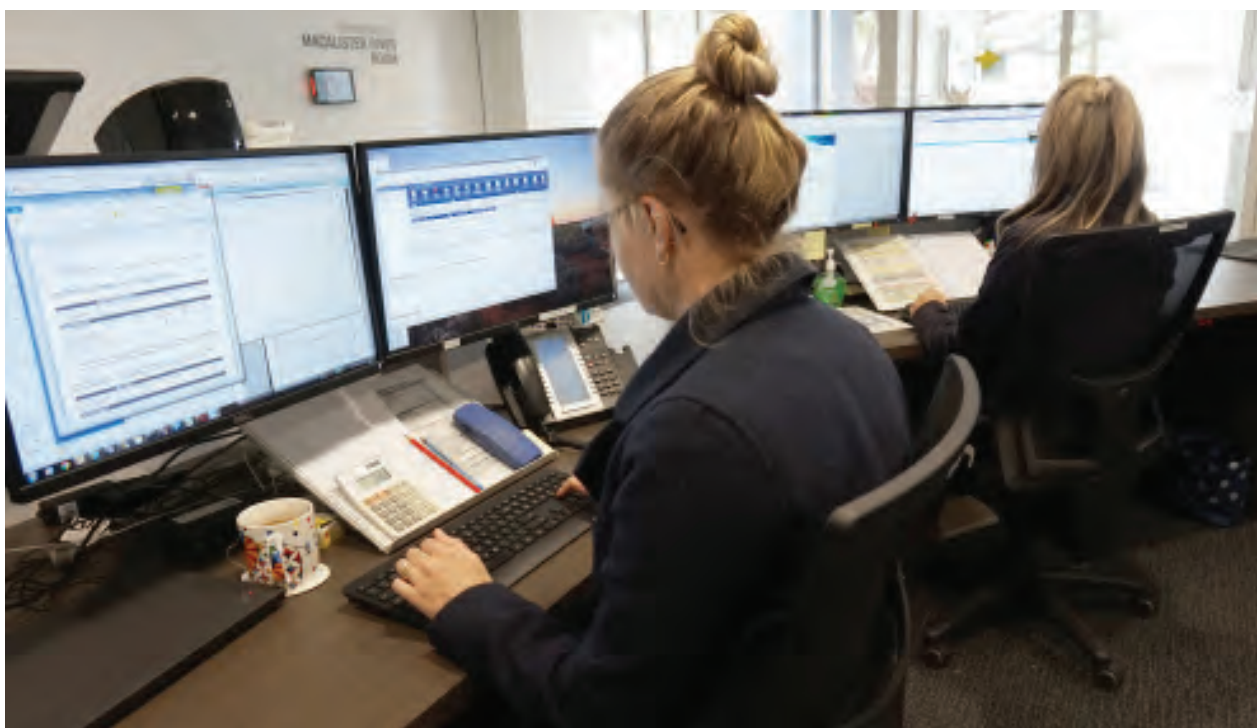
We welcome any feedback from customers, both positive and negative. You will find our contact details below. We will acknowledge complaints by post, phone or email within one day, and work to resolve the complaint within 10 working days. If we are unable to meet this timeframe, we will notify you of our progress on a weekly basis, until the matter is resolved.

If you are not happy with the outcome of your complaint, you can request an Internal Review, which will be completed by the Managing Director within 28 days.

If you remain unhappy with the result of an Internal Review, you can refer your complaint to the Energy and Water Ombudsman of Victoria (EWOV) on FREECALL 1800 500 509 or at www.ewov.com.au.

PROTECTING YOUR PRIVACY

- We only collect the information necessary to conduct our business
- Essential personal information is not released without customer consent unless reasonably and lawfully required for related government business
- We will take all reasonable steps to ensure that the management of personal information collected and disclosed complies with the *Water Act 1989* requirements and privacy
- Any individual is able to gain access to their information.



Southern Rural Water has adopted the National Cabinet agreed principles for hardship support during the coronavirus pandemic.



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