



Unitywater

Serving you today, investing in tomorrow.

CUSTOMER CHARTER



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Unitywater Customer Charter

This charter summarises your rights and obligations as a Unitywater residential customer, and our service standards and commitments to you.

OUR COMMITMENT TO QUALITY, SAFETY AND RELIABILITY

Twenty four hours a day, seven days a week (under normal operating conditions), Unitywater delivers high quality, safe and reliable water and sewerage services that are economically and environmentally sustainable to the Moreton Bay, Sunshine Coast and Noosa regions.

Unitywater is a statutory authority that services the Moreton Bay, Sunshine Coast and Noosa local authority areas on behalf of its citizens. Unitywater is governed by an independent board. Councils do not have control or direction over day to day operations.

WE VALUE OUR CUSTOMERS, OUR COMMUNITY AND THE ENVIRONMENT AND COMMIT TO:

- providing you with water that complies with the *Australian Drinking Water Guidelines* issued by the National Health and Medical Research Council
- supplying water at the required pressure (between 210 kPa and 800 kPa at the boundary) and flow rate (23 litres/minute) to meet your household needs in areas defined by Unitywater

(Please note: This supply pressure is available at the Unitywater meter, located at the customer's property boundary. This pressure may occasionally be affected by fire fighting events or flushing/flow test activities. Water appliances installed after the meter may reduce the water pressure to the customer. Some individual customers or small areas of reticulation may experience pressure outside these limits and may require their own pressure booster equipment within the property boundary.)

- undertaking water network system loss initiatives to reduce water leakage which may necessitate lowering water pressures in some supply zones. This will only be undertaken following customer consultation and with consideration to the standard pressure requirements
- protecting your health and the environment by operating and maintaining the infrastructure for the effective collection, transport and treatment of sewage
- connecting your property to our water and sewerage network within 15 working days of receiving your application and payment, where the relevant service is available.



Unitywater has certification to
OH&S AS/NZS 4801:2001 Reg No 500000079
Environmental ISO 14001:2015 Reg No 500000079
Quality ISO 9001:2015 Reg No 500000079
Food Safety ISO 22000:2018 Reg No 500000079

OUR CUSTOMER SERVICE COMMITMENTS

Unitywater values its customers and aims to always respond in a respectful, efficient and timely manner. We commit to being:

- **Available** - We are on call 24 hours a day, seven days a week, 365 days a year, for faults and emergencies.
- **Contactable** - Our Customer Contact Centre and Customer Service Counters can assist with your general enquiries during office hours, and you can also submit questions at any time through our website or chat with us online.
- **Identifiable** - Our Customer Service team members will provide you with their first name and supply a reference number for customer requests. Our uniformed field staff will produce photo ID on request.
- **Responsive** - We will answer 82% of calls to our Customer Contact Centre within 30 seconds and acknowledge written enquiries within 10 days.
- **Respectful** - We will treat your information with strict confidence, in accordance with our *Privacy Statement* and the *Information Privacy Act 2009*.

ISSUING BILLS AND READING YOUR WATER METER

Unitywater bills all residential customers quarterly. All usage and fixed access charges for water and sewerage services are billed in arrears.

To calculate your usage charges, Unitywater reads your property's water meter every three months, just prior to issuing your quarterly bill. Our meter reader leaves a notice in your letterbox to let you know the reading, and your bill is mailed to you shortly after this.

PAYING YOUR BILL

Unitywater's payment terms are 30 days interest-free for residential water and sewerage bills. It is important to pay your bill by the due date, as Unitywater charges 8% interest per annum, compounding daily, on any overdue amounts.

Unitywater will only accept the following methods of payment for bills:

- **Direct debit** – automatically pay the total due on your bill each quarter, or pay monthly or fortnightly instalments in advance from your nominated account.
- **BPAY** – contact your bank or financial institution to pay from your nominated account or set this up through your online banking facility.
- **Credit card** – by phone or online (Visa and MasterCard only) – call **1300 047 763** or visit **unitywater.com** or make payments via Postbillpay. (Credit card surcharges may apply.)
- **By mail** – send a cheque to Unitywater, Locked Bag 2, Maroochydore BC QLD 4558.
- **In person** – by debit card, credit card, cheque or cash at any Australia Post outlet.

FINANCIAL HARDSHIP

Unitywater offers a range of payment plans to eligible customers, including those who are experiencing financial hardship. If you are experiencing payment difficulties, please contact us as soon as you receive your bill and before its due date to discuss suitable payment arrangements. Our *Financial Hardship Policy* can be mailed on request or downloaded at **unitywater.com**

CONCEALED LEAKS

Unitywater strongly advises you to read your water meter regularly to help you monitor your water usage and check for concealed leaks on your property, caused by broken or cracked pipes hidden in walls, driveways or underground. Concealed leaks on the customer's side of the water meter are the responsibility of the property owner. This is common practice across Australia.

For information on reading your water meter and checking for leaks, please visit: unitywater.com/reading-your-meter

OUR RESPONSE TO SERVICE INTERRUPTIONS

Unitywater strives to minimise customer inconvenience during planned and unplanned service interruptions by:

- providing you with at least two (2) business days' notice of any planned works that may disrupt your water supply (with the day of notice and the day of works both excluded from the calculation)
- providing customers, organisations or facilities with identified special needs at least four (4) business days' notice prior to planned water supply interruptions
- in the event of unplanned water supply interruptions, striving to restore normal service levels within five hours, 90% of the time
- aiming to have fewer than 10 unplanned water supply interruptions per 100kms per year (incidents of unplanned water interruptions not to exceed 3.92 per 1000 properties)
- responding to urgent water and sewage incidents in less than one hour, in 90% of cases
- aiming to ensure total water main breaks do not exceed 25 breaks per 100km of water mains
- aiming to ensure sewerage main breaks and blockages do not exceed 40 breaks per 100km of sewerage mains
- depending on the length and severity of disruption, providing more information about planned or unplanned service interruptions via our website and/or our Customer Service Call Centre.

YOUR RESPONSIBILITIES AND OBLIGATIONS

- To ensure Unitywater can maintain your water and sewerage services, protect the environment, and bill you correctly, you have some responsibilities and obligations to:
 - provide clear and safe access to your water meter for our meter readers;
 - read your own water meter regularly to monitor your water usage and detect problems such as concealed leaks;
 - maintain your plumbing, fittings and appliances to prevent wastage and ensure you pay only for the water you use;
 - make sure your plumbing and stormwater drainage is not connected to the sewerage system;
 - dispose of waste responsibly and not put any hazardous or toxic substances down the sink, drain or toilet;
 - advise if you have any special needs (such as medical conditions) that will be unable to be met if your water supply is interrupted;
 - inform Unitywater of changes to your contact details or ownership of your property;
 - promptly report faults, emergencies and any other issues or concerns regarding Unitywater's areas of operation;
 - always contact Unitywater in the first instance for any water or sewerage related matter; and
 - pay your bill on time, to avoid being charged interest and imposing unnecessary costs associated with unpaid bills on other Unitywater customers.

MAKING A COMPLAINT





If you have any issues with Unitywater we have a thorough internal process to investigate and resolve the matter. Unitywater manages complaints in accordance with *AS ISO 10002-2006 Customer Satisfaction Guidelines for Complaints Handling in Organisations*.

Please contact us first so we can work with you personally to address your concerns. If, following our investigations, the complaint is not resolved to your satisfaction we will escalate your complaint to our Customer Service Review Team for investigation.

Following this review, if you remain unsatisfied with the outcome, you can then refer your complaint to the Energy and Water Ombudsman Queensland on **1800 662 837** or complaints@ewoq.com.au

PRIVACY

For a copy of Unitywater's Privacy Statement, please visit unitywater.com/privacy

-  unitywater.com
-  **1300 086 489**
Emergencies and Faults 24 hours
Customer Service: 7am - 6pm,
Mon - Fri (except public holidays)
-  Unitywater, PO Box 953, Caboolture QLD 4510
-  Customer Service Counters 8.30am - 4.30pm,
Mon - Fri (except public holidays)
8-10 Maud Street, Maroochydore QLD 4558
33 King Street, Caboolture QLD 4510