

# Our Customer Charter

## Treated Stormwater Services



The aim of our Charter is to provide our water customers with a clear understanding of the standards of service they can expect from us and their rights and responsibilities.

The *Water Retail Code-Minor & Intermediate Retailers*, developed by Essential Services Commission of SA (ESCOSA), contains a detailed description of your rights and our responsibilities in providing you with water services and can be found at

[www.escosa.sa.gov.au](http://www.escosa.sa.gov.au).

We will:

- provide you with recycled/reuse water that is safe and in accordance with all relevant health and environmental regulatory requirements,
- use our best endeavours to minimise the frequency and duration of interruptions or limitations to your water service,
- provide you with information on any planned interruptions to your water service at least 4 business days prior to us undertaking any works or maintenance,
- provide an emergency telephone number on our website for you to call in the event of an emergency or interruption to the supply of your water service,
- in the case of an unplanned interruption or emergency, provide you with information about any impact to your water service as soon as possible.

You will:

- report any leaks, bursts or quality issues to us as soon as possible by calling the emergency telephone number displayed on our website;
- provide safe access to the water meter so that we can ascertain your water consumption for billing purposes;
- be responsible for arranging and covering the costs of any additional onsite water infrastructure necessary to maintain your required flow rate, which must be installed by an appropriately licensed plumber.