

# Customer Service Charter

To contact us:

State Water Corporation  
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This Charter sets out the standards of customer service that you can expect from us and what we need from you. The Charter was developed in response to the issues raised in our Customer Satisfaction Survey and in consultation with the Customer Service Committees who provide input into our operations.

## Water Ordering and Delivery

We strive to deliver water to our customers on time, through the most efficient and effective means possible, in an environmentally responsible manner.

To achieve this we will operate in accordance with our legislative requirements, including our Operating Licence, Water Sharing Plans, *Water Management Act 2000* and *Water Act 1912*.

By doing this, you can expect:

- An accessible water ordering system through either the customer information centre or the Internet Water Accounting System (iWAS)
- Timely water delivery within the limits of system response times
- That we will inform you of any water delivery issues
- Assets that are maintained and fit for service
- Proactive management for optimal water availability

To help us to do this, we need you to adhere to the conditions of your water licence, including:

- Timely water ordering, in accordance with specified conditions
- Water meter installations that meet the NSW Water Extraction Monitoring Standards
- Maintaining a positive water account balance.

## Customer Contact

We strive to ensure that our people and our services are accessible to our customers.

To achieve this we will ensure that we have the appropriate resources to meet our customers' needs.

By doing this, you can expect our people to:

- Be courteous, helpful and communicate clearly
- Behave responsibly in accordance with our Code of Conduct
- Listen and respond to your requests, including access to your property, in an appropriate way
- Make office hours and contact details accessible.

To help us do this we need you to:

- Provide reasonable access to supply works on your property, in keeping with NSW Occupational Health and Safety standards
- Treat our people in a courteous and non-discriminatory manner
- Provide feedback on our service and contact us when you want more information.

## Information and Communication

We strive to provide clear, concise and accessible information at the appropriate time in an appropriate manner.

To achieve this we will:

- Regularly meet with Customer Service Committees in every valley
- Consult with affected communities on major projects
- Provide a one stop customer information service
- Provide easily accessed information through our internet site and iWAS message board
- Provide a complaints handling system that can be easily accessed
- Survey customers regularly to measure their satisfaction with our services.

By doing this, you can expect:

- Accurate invoices and water information and prompt resolution of any concerns
- Options for how, where and when you pay us and a willingness to negotiate payment terms if you are experiencing difficulties
- Confidential use of your personal information in accordance with the law.

To help us to do this, we need you to:

- Pay your invoice on time
- Contact us if you have difficulty paying your invoice.

## Please help us to help you

To help us meet the obligations in this Customer Service Charter, we need you to ensure your personal information is accurate, complete and up-to-date.

If you have any concerns or are not satisfied that we are meeting the obligations outlined in this Charter we encourage you to register these through our customer feedback process online at [www.statewater.com.au](http://www.statewater.com.au) or by calling 1300 662 077 between 8.30am and 4.30pm, Monday to Friday. A message service is available 24 hours, 7 days per week.

We will review our Customer Service Charter following the release of the Annual Audit Report.