Greater Western Water

Customer Charter Summary 2024 to 2028

Easy Read version

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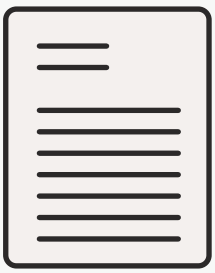
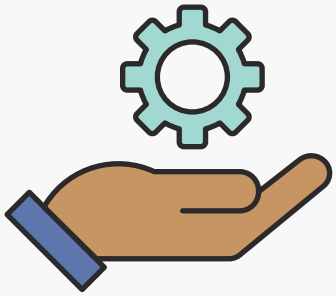
About this guide

This guide is from Greater Western Water.

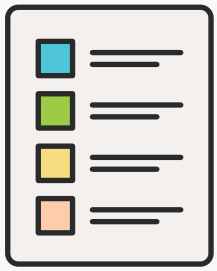


We wrote this guide to tell you about our Customer Charter Summary.



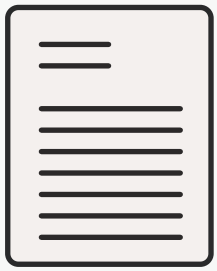
Our Customer Charter Summary says:

- what services we give our customers
- what customers can expect from us
- what our customers must do.

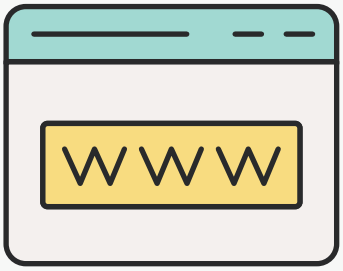


This guide is an Easy Read summary of our Customer Charter Summary.

Summary means we only include our most important ideas.



When we write guide, we mean our Customer Charter Summary.



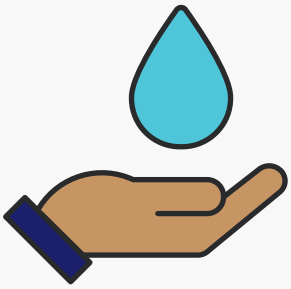
You can read the full version of this guide on our website.

Greater Western Water

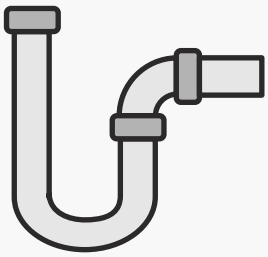
You can find our contact information on page 31 at the end of this guide.

About us

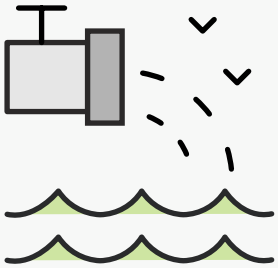
We are a water company.



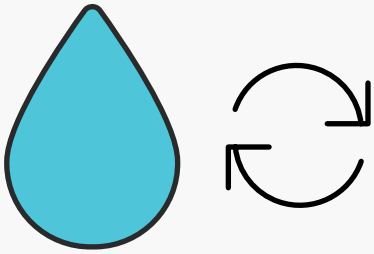
We give water and sewage services to people who live in Melbourne and the west of Melbourne.



This means we use pipes to bring clean water to your home and take used water from your home.

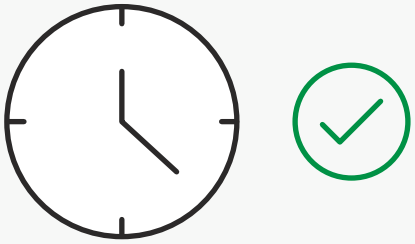


Used water is called sewerage.

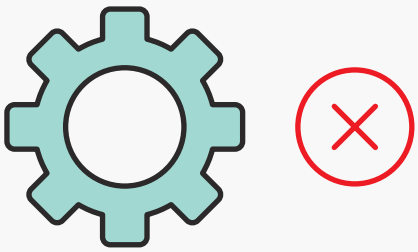


We clean the sewerage so the water can be used again. This is called recycled water.

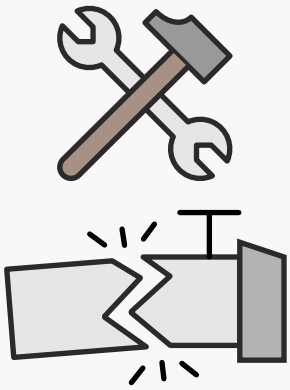
What we do for you



We try to give you water and sewerage services all the time.



Sometimes our services must stop for a short time. This is called a service interruption.



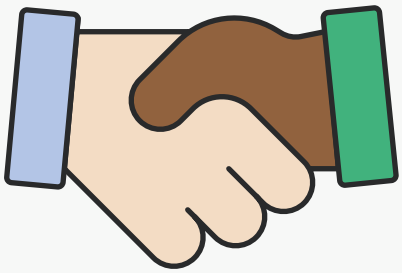
A service interruption can happen if:

- we plan to do work on our pipes or other systems to make them better
- something breaks suddenly, like a pipe.

We follow rules that say what we must do to give the right kind of service.

The rules help us make sure service interruptions do not go on for too long or happen too often.

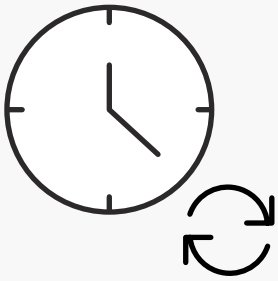
The Essential Services Commission (ESC) make the rules we follow.



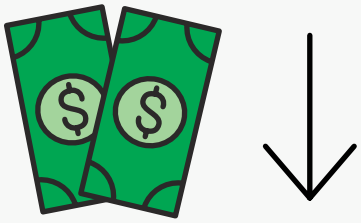
The ESC is a group that makes sure water companies in Victoria:

- treat customers fairly
- give good service
- keep water and sewerage services safe and that they do not cost too much.

If something goes wrong with your service

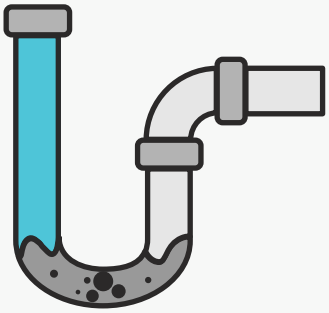


If you have service interruptions that go for too long or happen too often, you can get a rebate on your next water bill.

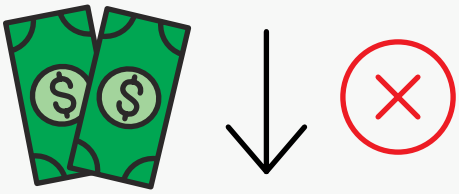


A rebate means your next water bill will be less.

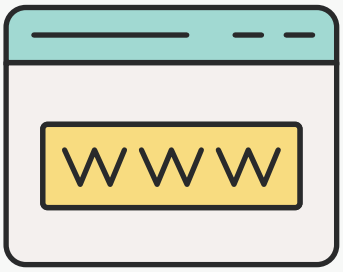
For example, you can get 125 dollars off your bill if you have a blockage at your home more than 3 times in 12 months.



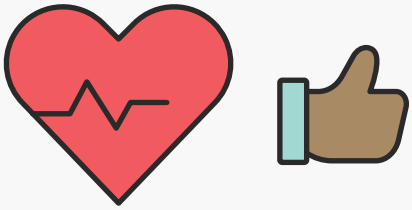
A blockage is when your pipes get blocked and you cannot get rid of used water.



We cannot give you a rebate if you cause the problem, or someone who does not work for us causes the problem.



You can get more information about our services on our website.



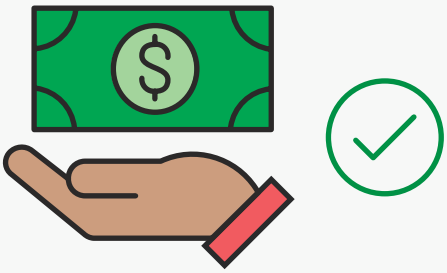
We can help if someone at your home needs a life support machine, like a dialysis machine.

We can make sure that you always have water at your home.

You must register to tell us what your needs are.

You can go to our website to register as a customer with life support needs.

About your water bill



You must pay the amount that your bill says. These are called charges.

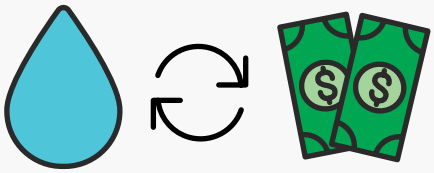
There are 2 types of charges on your bill. They are:

- variable charges
- fixed charges.

Variable charges are when you pay for the water that you use.

We read your water meter to find out how much water you use.

Variable charges will be different on each bill.



Fixed charges are when you pay us for our services that are not water use, like building and fixing pipes.

Fixed charges are the same through the year and will be nearly the same on each bill.

Fixed charges can be different if your bills are for different amounts of water use time.

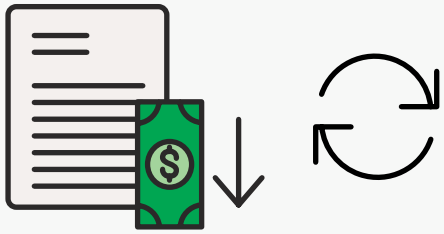
If you rent your home, we will only charge you for the water that you use.

How you can pay your water bill

There are many ways you can pay your water bill.

You can pay by:

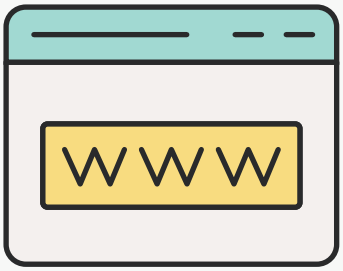
- Direct Debit
- BPay
- BPayView
- Centrepay
- Post Billpay
- credit card
- mail.



You can also make a payment plan, so you pay less on each bill, but pay more often.

You can call us to make a payment plan.

Call 13 44 99.



You can go to our website to:

- get more information about ways you can pay your bill
- read an Easy Read guide about your water bill.

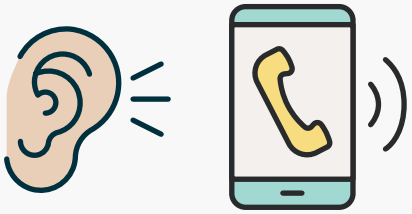
If you need help with your water bill

We can help you with your water bill.

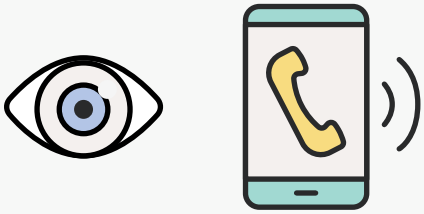
For example, you can get help to:

- read your water bill
- pay your water bill.

If you speak a language that is not English, you can call 9313 8989 for help.

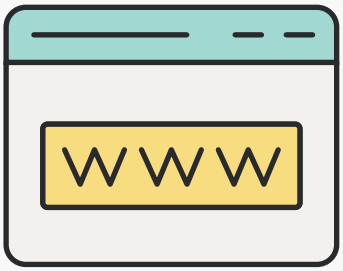


If you are deaf or have trouble speaking, you can call 13 36 77 for help.



If you have low vision and need a bill with large print, you can call 13 44 99.

You can get someone to talk to us for you, like a support person or a family member.

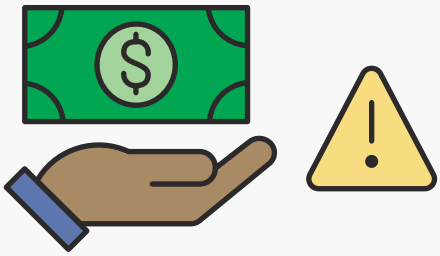


You can call us or go to our website to tell us you want someone to talk to us for you.

Call 13 44 99.

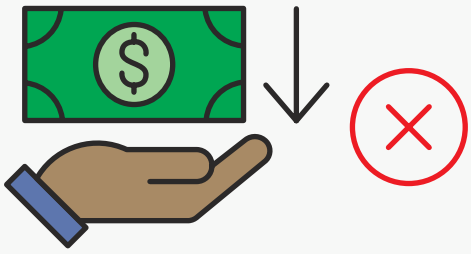
If you have trouble paying your water bill

We can help you if you have trouble paying your bill.



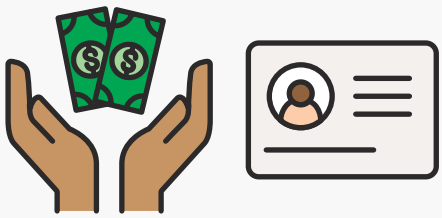
You might have trouble paying your bill if you have experienced:

- financial difficulty
- family violence.



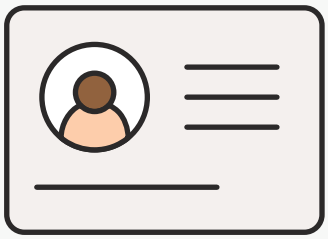
Financial difficulty means you do not have enough money to pay your bill.

Family violence is when someone in your family hurts you. For example, your partner or someone else in your family.

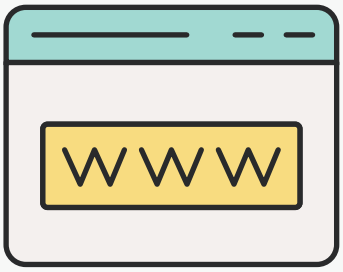


You can get help to pay your bill if you have a concession.

A concession is a discount from the government that makes your bill cost less.



To get a concession, you must have a card from the government. For example, a pension, veterans, or health care card.



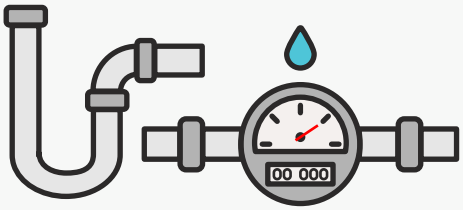
You can go to our website or call us to find out more about concessions and how to apply.

We can also help you apply for other help programs from the government.

Call 13 44 99.

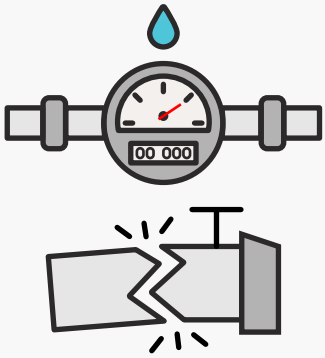
We might need access to your property

Sometimes we will need to get access to your property. This will normally be outside your home.



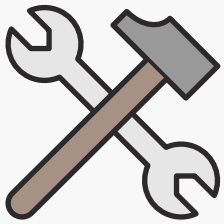
We might need access to:

- your water meter
- the pipes at your property.



We might need to read your water meter or fix things that are broken, like pipes.

What we are responsible for

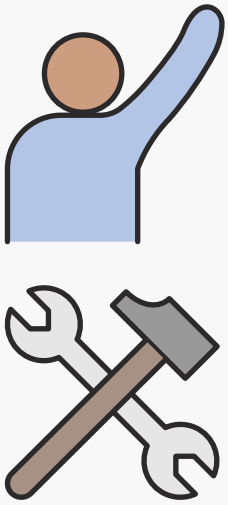


We are responsible for maintenance on:

- the pipes from the street to your water meter
- your water meter
- the sewer pipe that goes from the edge of your property to our bigger sewer pipes.

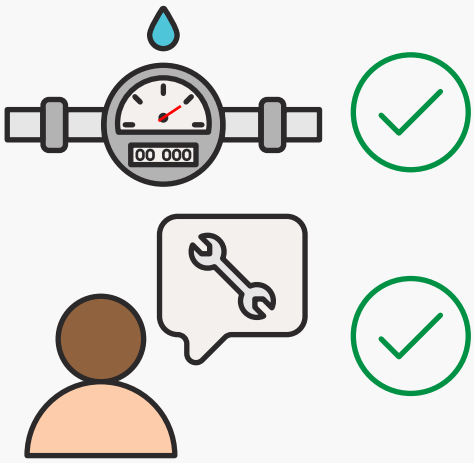
Maintenance means to check and make sure things are working, and fix or replace things if they are not working.

What you are responsible for



If you own your home, you must look after:

- the pipes that are inside your home or on your property
- the pipes that take dirty water away from your home. For example, the taps and pipes that go to your toilet or laundry.



You also must make sure:

- we can get access to your water meter
- you ask us before you make any changes to the pipes that connect to our pipes.

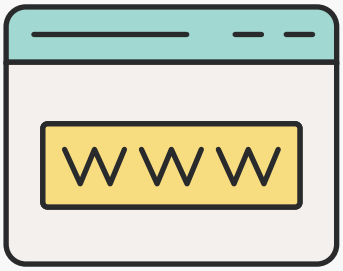
If you are not sure about who is responsible for maintenance, you can call us.

Call 13 44 99.

How we keep your information safe

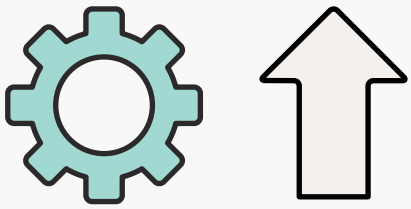
We always make sure to protect any personal information we have about our customers.

We follow rules about how we collect, use and keep information.



You can go to our website to read about these rules and how we follow them.

If you want to give us feedback

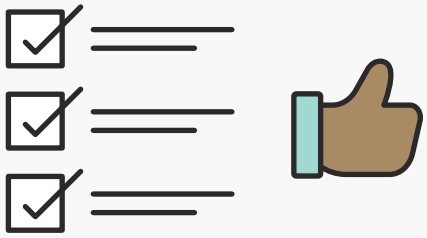


Feedback from our customers helps us make our services better.

Feedback is when you contact us to:

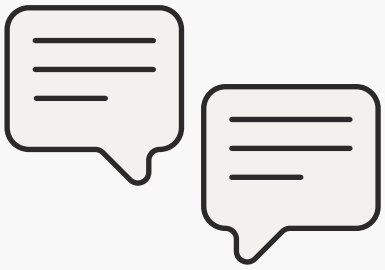
- tell us about something you think we do well
- tell us about something we could do better (this is called a complaint).

If you have a complaint about your water and sewerage services, and we cannot fix it, you can contact the Energy and Water Ombudsman of Victoria (EWOV).



The EWOV is a group that helps solve problems with water services.

The EWOV is not part of our company.

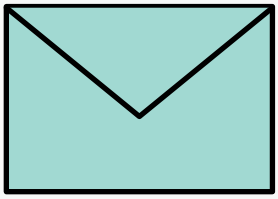


You can also contact us to:

- ask us a question about our services
- ask us to help you with something to do with our services.

To give us feedback, you can:

- call us on 13 44 99
- go to our website
- mail us a letter.



Mailing address:

Greater Western Water

Locked bag 350

Sunshine, Victoria 3020

Contact information

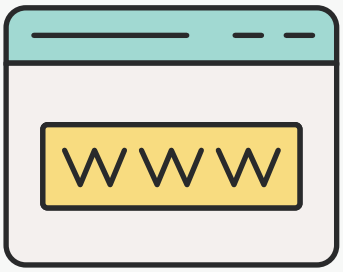
There are many ways to contact us.

Call us

13 44 99

We will answer the phone between 8:30am and 5pm local time, Monday to Friday.

We are in Melbourne.



Visit our website

gww.com.au

Use the Translating and Interpreting Service

Call 131 450 and ask to speak to Greater Western Water on 13 44 99.

Use the National Relay Service

Visit the National Relay Service website.

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