



Customer Charter

Ord Irrigation Customers

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This information is available in alternative formats on request

Our Customer Charter

We provide world-class water and wastewater services to thousands of households, businesses and farms in towns and communities throughout Western Australia. We also maintain irrigation and drainage services for both residential and commercial properties.

We are proud of the leading role our organisation has played in developing the vast and diverse State of Western Australia through the provision of the most cost effective and environmentally responsible business solutions for our customers. We are continually improving our customer service, planning and technology to honour our commitment to balancing environmental, social and economic outcomes.

Our Customer Charter has been developed in consultation with our Customer Advisory Council and underpins our commitment to our customers. It outlines the service standards we provide and demonstrates our continuing effort to improve our services to you. Our Customer Charter is subject to legislation governing the provision of water services.

This year, for the first time, we have produced a separate charter for customers in the Ord River Irrigation Area.

The aim of our Charter is to provide our customers with a clear understanding of the standards of service that you can expect from us, and your rights and responsibilities. We are committed to delivering the levels of service outlined in this Charter.

All of our information is available in alternative formats on request.

ISSUING THE CUSTOMER CHARTER

This Charter is being issued as one-off direct mail out to our irrigation customers. The Charter is to be reviewed every two years as a condition of our Operating Licence.

Copies of the Charter will be available from our office in Kununurra, and on our website www.watercorporation.com.au

OUR OPERATING LICENCE

Our Operating Licence is approved by the Economic Regulation Authority and we are required to meet all the conditions specified within the Licence. The service levels set out in this Charter reflect the minimum standards required of us.

Services We Provide

WATER

We own and operate the Ord River Dam, and provide a bulk supply or storage of non-potable water by agreement to customers within the Ord Irrigation District.

Our customers include:

- Ord Irrigation Cooperative;
- Ord Hydro Pty Ltd;
- Argyle Diamond Mines Pty Ltd; and
- More than 100 farmers and growers pumping water from the Ord River, its tributaries and the M1 Irrigation Channel.

Terms and Conditions of Supply

The Terms and Conditions for taking water from the Ord River and/ or M1 Irrigation Channel are set out in an Agreement with the user within the Ord Irrigation District, signed in accordance with the Ord Irrigation District By-Laws.

Key considerations are:

WATER QUALITY

The water is supplied for the irrigation of domestic gardens or agricultural crops, unless we have agreed otherwise in writing. Please refer to individual Agreements

- The water is NOT to be used for human consumption.

CONTINUITY OF SUPPLY

Subject to the Agreement and any relevant laws, we will use our best endeavours to ensure that the supply and delivery of water is uniform and continuous.

UNPLANNED INTERRUPTIONS TO SERVICE

For a number of reasons, including adverse weather conditions, emergency operation requirements and independent action by the Ord Irrigation Cooperative, unplanned lowering of dam or channel levels or shutdowns may occur.

- While the Corporation will endeavour to keep customers informed of events that may affect them, this cannot be guaranteed.

TERMINATION OF SUPPLY

Supply may be terminated where:

- Our permission for continued access to the irrigation service-pipe route, along a reserve or another lot, is withdrawn;
- In our opinion, wastage of water or backflow is causing, or may cause risk to the channel water distribution system and other users;
- There is a change in legislation or regulatory requirements which conflict with the Agreement;
- We cease to hold a valid Licence or Agreement with the Department of Water to supply the Channel water;
- There is a change to operational requirements or compliance conditions set out in our Licence or Agreement with the Department of Water.
- The Department of Health varies or substitutes the categorisation of the Channel water (M1 Irrigation Channel only)

If any of the above conditions dictate, we may:

- Terminate the agreement without notice;
- Remove, at the customer's cost, the Irrigation Service;
- Restrict supply of Channel Water; and/ or
- Vary the terms of the Agreement.

Unless otherwise provided for in the Agreements, either party may terminate the Agreement at any time by giving the other party not less than 30 days written notice.

Service Standards

We will commit to the following Service Standards:

We will:

- Provide 12 months written notice to customers should they be required to remove their irrigation service.
- Provide written notice, in advance of any:
 - Water Corporation planned lowering of dam levels, irrigation channel shutdowns or periods when use is prohibited;
 - Limitation to be imposed on the area of land a customer may water and/ or the amount of water that can be taken.

Billing and Payment Assistance

BILLING

We will:

- Issue an Ord Irrigation By-Law Charges account every May, to the individual farmers and growers drawing water from the Ord River and its tributaries, and the M1 Irrigation Channel.
- Issue a Bulk Water Sales account to major consumers, either monthly or quarterly according to the terms of their Agreement.

ISSUING ACCOUNTS

We will:

- Send your account to the postal address you nominate.

If you do not nominate a postal address, the account will be sent to the property to which the services are available or provided, or your last known postal address.

You should:

- Notify us immediately of a change of address or ownership, any change to your land use, or if you have concerns about the charges in your account.

PAYING YOUR ACCOUNT

There are a number of ways you can pay your account, including direct debit, mail, BPay, internet, over the telephone and in person.

You must pay us the amount of your account by the date specified. If an account is not paid by the due date, you may be charged interest on the overdue amounts.

We have developed a Debt Recovery Code of Practice to explain our billing practices and how we manage our debt recovery process. It also outlines how we provide assistance to customers who are experiencing difficulty paying their account.

The Debt Recovery Code of Practice is available in different languages on our website www.watercorporation.com.au or by calling our general enquiries number 13 13 85.

Maintenance and Management of our Assets and Services

We are responsible for the management and maintenance of the Ord River Dam, the Kununurra Diversion Dam and the M1 Irrigation Channel. These are managed and maintained in accordance with specific asset operations and asset management plans.

The M1 Irrigation Channel is operated and maintained by the Ord Irrigation Cooperative under contract.

ENTRY TO YOUR PROPERTY

We may need to enter your property to carry out regular maintenance or repair work on our assets. This will be done during regular business hours except in an emergency.

We will:

- Provide advance notice of all planned work that may require entry to your property.
- Inform the occupier of the land or premises of work being undertaken or during an emergency, leave an information card.

IDENTIFICATION OF OUR STAFF

Should we need to enter your property, our employees or contractors will carry identification that will be shown to you (or to any person present at the time of access).

REINSTATEMENT OF YOUR PROPERTY

We take great care to leave your property as it was after we have finished any services or maintenance work.

We will:

- Assist in the reinstatement or replacement of property or equipment lost or damaged as a result of maintenance or repair work.
- Assist in the reinstatement of your property as close as possible to its original condition if damage does occur due to our activities.

MANAGING INCIDENTS

Our incident management process is based on national guidelines that have been adopted by emergency services and utilities throughout Australia. We have a rigorous process for dealing with events outside normal operation and protecting our customer's interests.

In the event of a major incident we will:

- Mobilise all necessary resources to safeguard the community's interests and return services to normal as soon as possible.
- Provide a Customer Liaison Coordinator to assist and support you to ensure a smooth transition and minimise the impact on you.

PROTECTING CRITICAL INFRASTRUCTURE

We have a state-wide security programme that embraces national and international "All Hazards" security emergency standards.

We will:

- Comply with the National Guidelines for protecting critical infrastructure.
- Employ proven technology to monitor critical assets.

You should:

- Report deliberate damage or suspected criminal activity relating to our assets to the police and by contacting us on our Faults, Emergencies and Security number [13 13 75](#).

Customer Advisory Council

Our Customer Advisory Council is a strong example of community engagement in action. The Council comprises up to 12 community representatives who provide us with advice on issues affecting our customers, including policy, strategic initiatives, operations and service levels.

Council members are encouraged to raise issues of concern and provide feedback from their local communities, and discussions are facilitated to give us a better understanding of customer perceptions.

Through this process, the Council, and therefore the communities they represent, are kept well informed on a wide range of our activities.

We will:

- Continue to seek community involvement in our service planning and decision making processes through the use of Customer Advisory Council, focus groups, customer surveys and community forums.

We strive to be recognised for excellence in customer service. We welcome your comments, enquiries and suggestions and believe that good communication with our customers plays a key role in continually improving all aspects of our business. We understand that your time is important to you and we will therefore, endeavour to ensure that your urgent needs are dealt with promptly.

Communication

If you contact us in writing:

We will:

- Respond to any general written enquiries within 10 working days.
- Respond to email enquiries within 5 working days.

You can write to us by:

Mail: Water Corporation
Locked Bag 2
Osborne Park Delivery Centre
Osborne Park WA 6916

Fax: (08) 9423 7722

Email: cust_centre@watercorporation.com.au

If you contact us by telephone:

FOR ACCOUNT ENQUIRIES

We will:

- Answer 70 per cent of calls to our Customer Enquiry number within 20 seconds.

FOR EMERGENCY ASSISTANCE

We will:

- Maintain 24-hour Faults, Emergencies and Security contact service for urgent events related to our services or security concerns relating to our assets.

CONTACT INFORMATION

General Enquiries	13 13 85
TTY Users	1800 063 508
Faults, Emergencies & Security	13 13 75
TTY Users	1800 652 897
Free Interpreter Service	13 14 50
Website	www.watercorporation.com.au
Email	cust_centre@watercorporation.com.au

Access and Inclusion

Research has shown that people with disabilities, low literacy levels, English as a second language and those living in rural or remote areas may experience difficulty accessing information, facilities and services.

Our challenge is to make sure our business is accessible and inclusive to all members of the community.

We will:

- Continually improve access to our facilities, information and services as outlined in our Disability Access and Inclusion Plan 2006-10.
- Provide free access to a Translating and Interpreting Service (TIS) for non-English speaking customers. This free interpreter service is available by calling **13 14 50**.
- Provide a Telephone Typewriter Service (TTY) for hearing impaired customers.
- Provide information in alternative formats on request.
- Consult with the community to identify any barriers that may exist.

You should:

- Let us know if you have any special needs.
- Let us know of any barriers to accessing our information, facilities and services.
- Provide feedback, when invited to comment on access and inclusion.

A copy of our Disability Access and Inclusion Plan is available on our website.

Complaints and Conflict Resolution

We value your input into our continued effort to improve the services provided to you.

We will:

- Investigate and resolve all complaints about our products or services within 21 days of you contacting us.

OUR CONTACT DETAILS:

Phone:	13 13 85
Mail:	Water Corporation Locked Bag 2 Osborne Park Delivery Centre Osborne Park WA 6916
Fax:	(08) 9423 7722
Email:	cust_centre@watercorporation.com.au

If we fail to adequately resolve your complaint within 21 days or within a mutually agreed time:

We will:

- Provide you with advice and assistance in referring your complaint to the Consumer Assistance area of the Department of Water.

DEPARTMENT OF WATER CONTACT DETAILS:

Phone: (08) 6364 7600

Mail: Customer Services Officer
The Department of Water
Water Industry Support Branch
PO Box K822
Perth WA 6842

Email: wisbcomplaints@water.wa.gov.au

If the matter is unresolved after this process and is considered serious or urgent by the complaint resolution service, the Department of Water may recommend the appointment of an independent arbitrator.

You can be assured that we will provide active assistance throughout this investigation.

Information regarding this service is available on our website under the heading Customer Complaint Resolution.