



Customer Charter

This Customer Charter sets out our commitments to our customers, our community and our environment.

Allconnex Water is the new water and wastewater business serving the Gold Coast, Logan and Redland districts.

We have been formed as a result of the Queensland Government's water reform, and supply more than 900,000 consumers. We are committed to providing safe, reliable and high quality water, recycled water, trade waste and wastewater services to consumers.

Our Customer Charter

This Charter sets out our commitments to our customers, our community and our environment. We are an ethical business and operate within the law, maintaining the highest level of governance standards and processes.

Meeting your water and wastewater needs

To you, the customer of Allconnex Water, we commit to:

- providing you with a continuous supply of clean drinking water at an adequate pressure and flow rate for your reasonable household and business needs
- collecting, treating and disposing of your wastewater in accordance with our environmental obligations
- maintaining and renewing our system of pipes, to ensure you continue to receive a reliable water supply
- working with you and the wider community to minimise the inconvenience of our planned maintenance works
- doing our best to minimise service interruptions, whether planned or unplanned
- responding to your requests for service in a timely manner
- when you contact us, we will always provide you with our response time

Our customer service standards are set out on our website. These include our targeted response times and our water quality and service reliability measures. In some areas we are also able to make recycled water available, under strict health and safety arrangements.

Annual reports detailing our performance will also be available to you on request.

Our customer service commitments

At Allconnex Water we value our customers and we are contactable, responsive and efficient in our communication with you.

We commit to:

- being available 24 hours a day, 365 days a year
- being polite, helpful and respectful in providing our services
- respecting your privacy by treating your personal information in strict confidence
- Unless required by law, we will not provide your information to any other organisation or person without your consent.
- keeping your personal information accurate, complete and up-to-date
- ensuring any concerns or complaints you may have about our service are handled promptly and efficiently



Supporting our community

The supply of water and wastewater services is vital to the community and we fully understand our role in supporting its needs. To reduce the impact of our operations we actively communicate and consult with those affected. We strive to ensure our impact on the environment is minimised by careful planning and responsible operation of our system. We also help our customers manage their own impact on the environment by providing helpful and appropriate guidance on improving their water efficiency and reducing water consumption.

Your water and wastewater account

It is important that customers of Allconnex Water settle their accounts within the payment period set out in their water account. Your water meter at your property helps us to calculate your account.

We commit to:

- offering a range of payment options to suit your needs
- reading your meter at least once per year
- estimating your consumption where a meter reading is not available
- issuing you with a water and wastewater account that includes all the necessary information to help you understand your charges

Our fees and charges are published annually and are available on our website.

For payment assistance, please contact us as early as possible. We will discuss options and work with you to make suitable payment arrangements.

Allconnex Water has a hardship policy which applies to small customers who have the intention but not the capacity to make a payment within the timeframe required. For further information please contact us on 1300 000 928 or visit allconnex.com.au

all connected all for you all the time



What you can do to help us

As a customer of Allconnex Water you also have some responsibilities, and by fulfilling these you will help us to maintain your water supply and ensure you are charged correctly.

- Please ensure that you provide safe access to your water meter for our meter readers
- Advise us promptly if you are moving into or have sold your property, or if there is a change in the tenancy of any property you own.
- Please advise us if you have special needs which will be affected if your water supply is interrupted.
- Some substances are not suitable for disposal into the wastewater system. You must not dispose of toxic materials, chemicals, oils and fats, food scraps or foreign objects into the wastewater system.
- As a property owner you are responsible for the internal plumbing on the property. You should maintain it, including preventing tree root intrusion and regularly check for leaks.
- You must also ensure that stormwater drainage is not connected to the wastewater system.



Feedback / complaints

Allconnex Water welcomes feedback from our customers to improve our business. To assist this process we have adopted a comprehensive complaints management process with escalation points for unresolved/complex issues. If a customer remains dissatisfied with Allconnex Water service standards after attempted resolution the matter may be referred to the Energy and Water Ombudsman Queensland (EWOQ) who may be able to assist further.

EWOQ can be contacted on:

Phone 1800 662 837 (Freecall)
Email complaints@ewoq.com.au
Visit www.ewoq.com.au
Fax 07 3227 7068
Mail PO Box 3640, South Brisbane QLD 4101

Contact us

Phone **1300 000 WATER (1300 000 928)**
Email **info@allconnex.com.au**
Visit **www.allconnex.com.au**
Fax **1300 009 824**
Mail **PO Box 8042, GCMC 9726**

More information about Allconnex Water can be obtained from customer service counters at Gold Coast, Logan and Redland City Council's customer contact offices.

If you have any questions regarding this Customer Charter, our service or your obligations, please contact us. We welcome your questions and feedback on our service.