

What you can do to help us

As a customer of Redland Water you also have some responsibilities, and by fulfilling these you will help 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 if you have special needs that 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 network

Feedback/complaints

Redland 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 Redland 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 or info@ewoq.com.au
Visit www.ewoq.com.au
Fax 07 3087 9477
Mail PO Box 3640, South Brisbane QLD 4101

Customer Water and Wastewater Code

A Customer Water and Wastewater Code was released by the Queensland Government and came into effect on 1 January 2011. This code provides additional safeguards around the standard and conditions of service and supply for residential and small business customers, as well as outlining the Energy and Water Ombudsman's dispute resolution role. For more information visit www.dnrme.qld.gov.au.

Contact us at Redland Water

Phone 07 3829 8999
Email **General enquiries:**
rcc@redland.qld.gov.au
Fax 07 3829 8765
Mail PO Box 21 Cleveland 4163
Address Cnr Bloomfield & Middle Sts
Cleveland Qld 4163
Website www.redland.qld.gov.au

Redland Water

Customer Service Commitment Statement



9841 3/15

June 2019



Redland Water is committed to providing safe, reliable and high quality water, trade waste and wastewater services to consumers.

This customer commitment statement summarises your rights and obligations as a customer, as well as our service standards and commitments to you.

We wish to be valued as a trusted partner by the community and our customers.

We deliver water and wastewater services in alignment with the Redland Water Customer Service Standards and the Customer Water and Wastewater Code. Our customer service standards are set out on our website. These include our targeted response times and our water quality and service reliability measures.

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

Our commitment to you, the customer is to:

- provide a continuous supply of clean drinking water at an adequate pressure and flow rate for your reasonable household and business needs
- collect, treat and dispose of your wastewater in accordance with our environmental obligations
- maintain and renew 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 request for service in a timely manner
- always provide you with our response time when you contact us

Supporting our community

The supply of water and wastewater is vital to the community. To help you, our customers, understand our role and to reduce any operational impacts we will 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 systems. We also help you manage your own environmental impacts by providing helpful and appropriate guidance on improving water efficiency and reducing water consumption.

Your water and wastewater Invoice

It is important that customers of Redland Water settle their accounts within the required payment period. Your water meter at your property helps us to calculate 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 arrangements.

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Our customer service commitments

At Redland 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
- not provide your information to any other organisation or person without your consent, unless required by law
- 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

