

# Overview

Our Customer Charter summary provides an overview of the services we provide and the standard of service you can expect to receive.

If you would like to read our full Customer Charter please visit our website [www.gmwater.com.au/customer-charter](http://www.gmwater.com.au/customer-charter). You can also phone us on 1800 013 357 and request a copy be emailed or posted to you.

## Our region

GMW is your rural water provider. We manage the storage, delivery and drainage systems for more than 70 per cent of Victoria's stored water and 50 per cent of Victoria's underground water supplies.

Our region covers about 68,000 square kilometres bordered by the Great Dividing Range to the south, the River Murray to the north and stretches from Corryong in the east to Nyah in the west.

## Our commitment to you

GMW is committed to improving our service delivery to benefit our customers and stakeholders. Underpinning our approach are our three fundamental commitments which lay the foundation for our strategic priorities and initiatives. They are:

- Partnering with our customers
- Creating the opportunity to increase production in northern Victoria over the next 20 years
- A high performing organisation.

We are committed to providing a high standard of service and place our customers first by:

- striving to establish and foster positive relationships
- making it easy to contact us
- responding to your issues and concerns
- providing you with timely and accurate information
- listening to your feedback
- consulting regularly with the Water Services Committees
- respecting and protecting your privacy.

# Contact information

<b>Phone</b>	<b>General enquiries</b> 1800 013 357 8:00am - 4:45pm Monday to Friday
	<b>Water ordering</b> 1300 469 469
	<b>Emergencies (24 hrs)</b> 1800 064 184
<b>Email</b>	<a href="mailto:info@gmwater.com.au">info@gmwater.com.au</a>
<b>Website</b>	<a href="http://www.gmwater.com.au">www.gmwater.com.au</a>
<b>Address</b>	40 Casey Street, Tatura
<b>Postal</b>	PO Box 165, Tatura Vic 3616
<b>Customer Service Centres</b> Visit us at one of our local Customer Service Centres located in Cobram, Kerang, Kyabram, Pyramid Hill, Rochester, Shepparton, Tatura and Wangaratta.	

## Translation services



If English is not your first language and you need to contact us, please phone 03 9280 1993. Your call will be transferred to us with an interpreter on line to assist.

## Accessible version

An accessible electronic version of this summary is available at [www.gmwater.com.au/customer-charter](http://www.gmwater.com.au/customer-charter)

## Deaf, hearing or speech impaired

If you are deaf, or have a speech or hearing impairment, you can contact GMW through the National Relay Service by following these instructions:

- **TTY users** – phone 13 36 77 then ask for 1800 013 357
- **Speak and Listen users** – phone 1300 555 727 then ask for 1800 013 357
- **Internet relay users** – connect to [internet-relay.nrscall.gov.au](http://internet-relay.nrscall.gov.au) then ask for 1800 013 357

For more information on the National Relay Service go to [www.relayservice.gov.au](http://www.relayservice.gov.au)

## Your privacy

GMW is committed to protecting your privacy. GMW is required to comply with the *Privacy and Data Protection Act 2014 (Vic)* and is bound by the Information Privacy Principles set out in that Act. For further information, please refer to our Privacy Policy at [www.gmwater.com.au/privacy](http://www.gmwater.com.au/privacy) or phone 1800 013 357.



# Customer Charter Summary

AUGUST 2016



Delivering more than just water

# Our services

GMW provides water storage, delivery and drainage services to about 38,000 customers across our region including irrigators, river diverters, groundwater users, domestic and stock supply, urban water providers and the environment.

## Service standards

The quality of service we provide to you is important to us. We measure our performance against a range of service standards which have been approved by the Essential Services Commission.

A full list of approved service standards is available in our Customer Charter.

## Your feedback

We welcome your feedback and recognise that from time to time you may need to raise a concern or complaint about our service.

If you have a complaint please call, email or write to us. Our complaints form is available to download from [www.gmwater.com.au/feedback](http://www.gmwater.com.au/feedback)

If we are unable to resolve your complaint, you can contact the Energy and Water Ombudsman (Victoria) on 1800 500 509 or visit [www.ewov.com.au](http://www.ewov.com.au)

# Charges and accounts

## Charges

Our charges are set annually after they are reviewed and approved by the Essential Services Commission.

You can obtain a schedule of our charges by:

- visiting [www.gmwater.com.au/feesandcharges](http://www.gmwater.com.au/feesandcharges)
- phoning 1800 013 357
- dropping into one of our Customer Service Centres.

Each year GMW issues two types of accounts; fixed and variable. Fixed charges recover the costs of maintaining and replacing our storage, delivery and drainage systems. Variable charges meet a portion of the costs associated with operating the delivery and drainage network and for storing any water above your entitlement volume.

Fixed Charges Accounts are issued annually, normally in July, while Variable Charges Accounts are usually issued in June. However if you use over 20 megalitres or incur an above entitlement storage charge you may also receive an interim account in March.

## Due dates

Payment of your Fixed Charges Account is normally due in mid December\*. You can elect to pay your Fixed Charges Account in full or by instalment. Instalment payments are generally due in mid October through to February (excluding December).

Payment of Variable Charges Accounts is normally due 30 days after the date of issue.

The due dates for payment in full and early payment discounts or payment by instalment options (if applicable) are listed on your account.

*\*some exceptions apply – please check the Customer Charter or refer to your account for further details.*

## Payment difficulties

We have a range of options to assist customers who are having difficulty paying their account on time. These include short term payment extensions and flexible payment plans. We can also develop payment programs for customers experiencing financial hardship.

GMW acknowledges that extraordinary circumstances may adversely affect the ability of many customers to pay their account. This may result in special payment terms being put in place for all our customers which vary from the standard payment terms we usually offer. Where special payment terms are implemented, GMW will include information with the account.

## Pensioner concession

A concession on Fixed Charges Accounts is available if you hold a specific Veteran Affairs Gold Card, a pensioner concession or health care card (subject to meeting certain eligibility criteria). Contact us for more information.

## Overdue accounts

If an account remains unpaid after the due date, we will issue a series of notices advising of the actions we may take.

## Reminder Notice

Once the due date for an account has passed we will issue a Reminder Notice requesting the customer pay the account and advising that interest may apply on the outstanding amount.

## Overdue Notice

If the account remains unpaid after the revised due date or if the customer has not made contact and agreed to a flexible payment plan, an Overdue Notice will be issued for all outstanding balances. The customer will be notified that interest may accrue on the account and that if payment is not received, we may take legal action.

## Warning Notice

If the account remains unpaid after a further five business days or the customer has not agreed to a flexible payment plan, a Warning Notice will be issued stating that further action will be taken if the account remains unpaid after five business days.

## Suspension of supply

If an account remains unpaid following the issue of the Warning Notice, we may suspend your water supply.

# Works and maintenance

GMW has an extensive channel, pipeline and drainage system and we have programs to maintain our systems. We undertake this work in accordance with the approved service standards outlined in the full version of the Customer Charter.

We rely on the assistance of customers to make sure we identify and address maintenance issues as soon as they arise. Please inform us if you notice a leaking channel, see damage or vandalism on or around GMW assets. The issue will be assigned a priority rating and we will aim to have the problem rectified within our target timeframes as outlined in the Customer Charter.

To maintain our water delivery system and service our customers, we are at times required to enter customers land. On these occasions our staff and contractors abide by the general principles of conduct outlined in our Customer Charter.