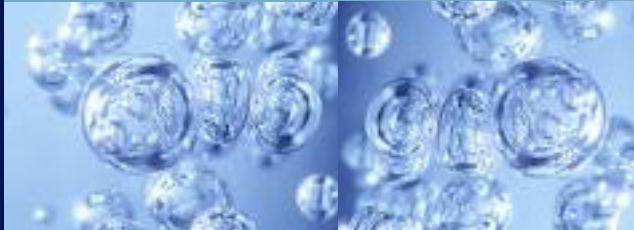


Customer Charter Summary



Water is our life; Yours too



**cradle
mountain**
WATER

Enquiries & Complaints

Cradle Mountain Water takes customers enquiries and complaints very seriously. We have policies, practices and procedures in place for handling enquiries and complaints. Our complaints policy is available on our website or by contacting our Customer Service Centre on 13MYWATER (136992).

If a customer has an enquiry or complaint they should first contact the Customer Service Centre. Complaints are accepted by phone, email, in writing and via our website.

Phone:

13MYWATER (136992)

Postal Address:

P.O. Box 3147 DC, Ulverstone, TAS, 7215

Email:

enquires@cmwater.com.au

Internet:

www.cmwater.com.au

We are keen to resolve complaints directly with our customers. This approach gives us the opportunity to review our practices or policies, improve our performance or explain things more clearly.

If you are dissatisfied with the outcome, you may lodge a complaint with the Tasmanian Ombudsman by phoning 1800 001 170 or by accessing the Ombudsman's website at www.ombudsman.tas.gov.au

Your Responsibilities

Customers have certain obligations under the water law, including but not limited to:

1. Advise Cradle Mountain Water of a change of address, ownership or any change to their land use, 5 days prior to this change occurring;
2. Contact Cradle Mountain Water if they are unable to pay for an account in full by the due date.
3. If a customer is planning to build a new home or carry out renovations, they should submit building plans to Cradle Mountain Water for approval prior to commencing work;
4. Advise Cradle Mountain Water immediately if damage occurs to any of its assets on a customer's property, or report deliberate damage or suspected criminal activity relating to Cradle Mountain Water's assets, by calling Cradle Mountain Water on 13 6992;
5. Provide reasonable access to water meters, to enable Cradle Mountain Water employees to read and maintain the meter safely and efficiently.

Hardship Policy

Cradle Mountain Water has a hardship policy which provides assistance to customers experiencing financial hardship. The policy can be found on our website.

If you experience difficulty in paying your bill please contact us on 13MYWATER (136992) to discuss our flexible payment plan options.

Concessions

If you have a valid Pensioner Concession Card, Health Care Card issued by Centrelink or Dept of Veteran Affairs Repatriation Gold Card, you may be eligible for a concession on your account for your principal place of residence. Application forms can be accessed on our website or we can post, email or fax a form to you.



Privacy

We are committed to ensuring information we hold about our customers is protected and only used in accordance with the Personal Information Privacy Act 2004 (TAS), or for a purpose authorised by our Customer Charter. We will only collect information for our customers that we need to enable us to conduct the business of providing water, wastewater and associated services in our region.

Contact Us

Burnie

Customer Service Centre
Columnar Court
22 Wilmot Street

Devonport

Customer Service Centre
23 Stewart Street

Queenstown

Customer Service Centre
17 Orr Street



PO Box 3147 DC
Ulverstone, 7315



13MYWATER (13 6992)



enquires@cmwater.com.au



www.cmwater.com.au



cradle mountain water Customer Charter Summary



Our service promise to you

Who is Cradle Mountain Water

Cradle Mountain Water is your water corporation. We are owned by the nine councils in North West Tasmania.

We are focused on understanding the expectations of our customers and delivering the highest levels of service accordingly.

Our goal is to improve public health by providing quality drinking water, improve the environment through proper treatment of wastewater and provide successful economic outcomes for all our customers and stakeholders, now and into the future.

Cradle Mountain Water is committed to providing high quality wastewater services. We are planning to investment significant funds into the upgrade our waste water treatment plants. This investment will ensure improved services postive enviromental outcomes for the region.

Customer Charter Aim

The aim of our Customer Charter is to explain how and to what standard we conduct business and outlines the responsibilities of both Cradle Mountain Water and our customers.

The Customer Charter explains your rights and responsibilities as a customer and our commitments to you in providing safe and reliable water, sewerage and trade waste services. We are committed to providing a high level of service across all of our operations.

You can access the full version of our Customer Charter through:

Internet:
www.cmwater.com.au

In person:
Customer Service Offices in Burnie, Devonport and Queenstown

Phone:
13MYWATER (13 6992) to arrange a copy to be sent via Australia Post.

Services:

Unplanned Interruptions:

Water - Sometimes you may experience an interruption to your water supply. Our aim is to ensure that there are limited unplanned interruptions to your water supply each year. When an unplanned interruption of the water supply occurs we will try to restore the water supply as quickly as possible.

Sewerage - We will use all reasonable endeavours to ensure that there are limited sewer interruptions to a customers' service each year.

Planned interruptions:
We undertake to comply with the following service standards:

- To notify you in writing at least two business days prior to any planned interruption to your water and sewerage service.

Bursts or leaks:

We are responsible for the maintenance of water and sewerage services up to the point of connection to your property, these are the stop tap for water and the Inspection Opening for sewerage. For faults that are our responsibility please contact our 24 hour service 13MYWATER (136992).

Faults between the connection point and your property are your responsibility.

Charges:

All fees and charges can be found on our website. Should you be unable to access our website please contact our Customer Service Centre on 13MYWATER (136992) and we will send you a copy. We will:

Notify customers via website and public notices at least 28 days in advance of imposing or varying:

- A fee that the customer is to be charged; or
- The method for calculation of the fee that the customer is to be charged; or
- A policy that is to be applied in the determination of a fee that is to be charged

Service Charge:

This is the fixed annual charge which is billed to the owner of every property, occupied or vacant, within our serviced land area. This pays for the ongoing costs of operating, maintaining and replacing the network.

Water Usage Charges:

Where properties are metered, usage charges will be levied at a rate per kilolitre (1000 litres) for water usage.

Miscellaneous Charges:

All other fees and charges for example, special water meter reads, testing of meters and land information requests.

Billing:

You will receive a quarterly bill outlining your service charges, water usage and any other miscellaneous fees. The payment due date is 30 days from the date of issue.

After 14 days past the due date we reserve the right to take action on unpaid accounts. We will not take any action if a payment plan arrangement is in place.

How can I pay my bill?

There are a number of easy ways to pay your bill:

Direct Debit:

Allows you to choose flexibility in paying your account weekly, fortnightly or monthly directly from your nominated bank account or credit card.

BPay:

Enables you to make payments online or via phone. This can be arranged through your bank or building society

Internet:

www.service.tas.gov.au

In Person:

At our Customer Service Centres in Burnie, Devonport or Queenstown or any Australia Post or Services Tasmania outlet

Phone:

Call 13MYWATER (136992)

Mail:

Cheques payments can be sent to PO Box 5118, Launceston TAS 7250

Centrelink:

Centrelink recipients can arrange automatic payments through Centrepay, call 13MYWATER (13 6992) for further details.

