South East Water

Customer Charter

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Section 1. About South East Water

South East Water, one of three government-owned retail water companies in Melbourne, provides water, sewerage and recycled water services to over 1.6 million people living and working in Melbourne’s south east – from Port Melbourne to Portsea and from Parkdale to east of Pakenham.

We purchase approximately 340 million litres of high quality drinking water per day from our wholesaler, Melbourne Water, which we distribute to customers through a secure, closed network that includes over 8,950 kilometres of pipelines. South East Water also collects the sewage and trade waste from our customers’ homes and businesses through some 8,570 kilometres of sewer pipes.

The majority of the wastewater is transferred to Melbourne Water’s Eastern Treatment Plant. The remainder is treated at either Melbourne Water’s Western Treatment Plant or one of our eight sewage treatment plants. As part of the sustainable management of Melbourne’s water supplies, we also supply recycled water to 7,500 customers each year and provide water efficiency education programs and other initiatives.

We collect rates on behalf of Melbourne Water (to manage the regional drainage system and protect and improve waterways) and the Department of Environment and Primary Industries (known as the Parks Charge).

South East Water is committed to the prevention of pollution; product safety; providing high quality, innovative and adaptive products and services to its customers and community. To provide our customers and community with a high quality reliable service, we have documented, implemented and maintained business management systems that comply with the requirements of ISO 9001, ISO 14001, ISO 22000 and Codex HACCP principles.

South East Water’s vision is healthy water for life, and our mission is to deliver water and sewerage services that our customers value.

Online services

South East Water is moving towards increased online services to deliver environmental benefits of paperless transactions and faster response times. These services provide alternative ways for our customers to access the information they require when they require it.

Two of our online services are ‘mySouthEastWater’ and ‘Property Connect’.

Our self-service website mySouthEastWater gives residential customers the option to perform a range of functions online at any time when it suits you.

- Update your details. Update your email address or mobile number online.
- Manage your bills. Our array of payment options will help you to make an informed choice about how to best manage your bills. You can even set up a payment plan to smooth your bills.
- Set up paperless billing. Register to receive your bill electronically.
• Track your past water use. Monitor your water use and even graph it online.
• Move in and move out. Simply give us a few details online and we will arrange a meter reading.
• Request more time to pay. You can request a payment extension online without having to call us.

You can register for mySouthEastWater at mysoutheastwater.com.au

Property Connect

*Property Connect* provides a complete service for customers when undertaking work in our service area.

You can order products and services online, and check the progress of your items as they are dispatched.

You can access *Property Connect* at southeastwater.com.au/Building/Pages/BuildingDevelopment.aspx.
Section 2. What is the Customer Charter?

As a South East Water customer, your satisfaction with our services is of utmost importance to us. This Customer Charter outlines the customer service standards we aim to deliver and your obligations as our customer.

This Charter has been prepared with advice from our Customer Consultative Committee and any changes require the approval of Victoria’s independent regulator the Essential Services Commission (ESC). This Charter meets or exceeds the minimum customer service standards specified in the ESC’s Customer Service Code: Urban Water Businesses. A copy of the ESC’s Customer Service Code: Urban Water Businesses is available at esc.vic.gov.au
Section 3. Your rights as our customer

If you are connected to one of our services (drinking water, recycled water or sewerage), we will provide that service in accordance with the terms and conditions set out in the ESC’s Customer Service Code: Urban Water Businesses and this Charter.

Where you request connection to one of our services, we will connect you or approve connection within ten business days, if:

- the service is available to your property;
- you have paid, or agreed to pay, all applicable connection fees; and
- you have complied with our terms and conditions of connection.

We endeavour to achieve similar connection times for our recycled water service; however, we reserve the right to vary this timeframe.

3.1 Extended private water supply works and extended sanitary works

Private extensions are installed where a South East Water water or sewer main does not front or pass through a customer’s property and is therefore connected to our water supply or sewer system through privately owned pipes, which run from the property to our water or sewer main. If you receive your water or sewer service by a private main, we provide your water or sewer service to the point where it connects with the private main (sometimes called a ‘private extension’).

As such, the pipe owners are responsible for all costs associated with the installation, maintenance and repair of private mains. If the main is not regularly maintained, then the quality of water may deteriorate. We are not responsible for the quality of the water once it leaves our water main.

Note:
Section 145 of the Act provides that a water corporation may consent to a person’s works being connected to the works of the water corporation and that consent may be subject to any terms and conditions the water corporation thinks fit.

3.2 Separate written agreements

South East Water supplies some services under an express written agreement with a customer (such as trade waste, private extension supplies and recycled water). The terms of such agreements often differ from, and prevail over, the terms mentioned in this Charter. Any such agreements made after 1 November 2004 to apply beyond 1 July 2005 will also explain any provisions of the ESC’s Customer Service Code: Urban Water Businesses that do not apply to the agreement.
Section 4. Creating a sustainable future

4.1 Sustainable water use

To help secure our water supplies into the future, we all need to use water wisely.

Reducing your water usage can also help to reduce your bill. As a large proportion of your water bill is based on the amount of water you actually use, you can save money and water at the same time. From time to time the government and/or South East Water offer programs to encourage you to save water such as rebates on the purchase of water saving devices. For details on current available programs, please visit our website at southeastwater.com.au or contact us.

South East Water does not prevent you from:

- collecting and using rainwater for your own use;
- installing a composting toilet which does not require connection to South East Water’s water or sewerage systems; or
- diverting domestic grey-water for non-drinking purposes, such as watering the garden, subject to the requirements of the Building Act 1993.

There are health and environmental considerations to be taken into account when installing these systems and local council or other approval may be required. In particular, these systems must not allow cross-contamination of the drinking water supply.

4.2 Permanent Water Saving Rules

Permanent Water Saving Rules are in place across metropolitan Melbourne. These are a set of common sense measures, which are designed to prevent wastage of the drinking water supplied by South East Water (such as using watering systems during the heat of the day or hosing down paved areas). Breaches of these rules can lead to prosecution; fines and restriction of your water supply (see section 10.2). If you would like more information on Permanent Water Saving Rules, please visit southeastwater.com.au or contact us.

4.3 Water restrictions in drought or emergency

In addition to the Permanent Water Saving Rules, from time to time there could be a drought or emergency where the use of water may be restricted or prohibited. Any restriction or prohibition of water will be in accordance with a schedule of restrictions on the use of water contained in the South East Water Drought Response Plan or Emergency Management Plan, which must be approved by the Minister for Water. Breaches of water restrictions can lead to prosecution, fines and restriction of your water supply (see section 10.2).

Please note: water restrictions do not apply to stored rainwater.

An up-to-date copy of any approved Drought Response Plan or Emergency Management Plan is available at our offices during business hours for inspection upon request.
From time to time these plans will be updated. However, before submitting any revised Drought Response Plan or Emergency Management Plan to the Minister for consideration, we will advertise draft plans in local newspapers and call for comment from the public.

4.4 Recycled water

Customers supplied with both drinking water and recycled water have a dual water supply system. This means that one pipe entering the property delivers water for drinking, bathing and washing purposes and a second pipe delivers recycled water for clothes washing, toilet flushing and external garden use. Both these pipes will have had a full system integrity check when recycled water was first supplied, to ensure there are no cross connections between the drinking water and recycled water supplies.

If recycled water is supplied to your property, you must comply with the permitted uses for the service and inform all users and visitors of the permitted uses associated with the service. This helps to ensure your safety and the safety of your visitors. We will keep you regularly informed about the permitted uses of recycled water and notify you if changes are made. The limits on the permitted use of recycled water are available at southeastwater.com.au

We reserve the right to restrict your supply of recycled water or stop you using recycled water if you do not comply with the permitted uses.

Plumbing works
State Government legislation requires that a licensed plumber conduct all plumbing work. All such work must be completed in accordance with AS/NZ 3500.

It is also advisable to conduct a cross connection check after any plumbing works have been undertaken on the property, to ensure recycled water pipes and drinking water pipes are not cross connected on your property. We will provide you with instructions to help guide you through the process. These instructions are available at southeastwater.com.au

If you are a new recycled water customer, you will be sent a copy of the permitted uses and a copy of the cross connection instructions within five days of becoming a customer.
Section 5. Quality of service

5.1 Our services

At South East Water, we aim to meet or exceed customer expectations in relation to the range of services we provide. This section details the key service standards we aim to deliver to our customers. A more comprehensive list of service standards that have been approved by the Essential Services Commission is provided in Schedule 1 of this Charter.

Please note we are not able to guarantee the water quality, pressure or reliability to private extension customers beyond the point where water leaves our supply pipes.

5.2 Water quality

Drinking water

As our customer, you can expect a drinking water supply that meets regulatory requirements outlined in the Safe Drinking Water Regulations 2005 and is clear and free from objectionable taste and odour. To ensure we achieve this objective, we carefully monitor water quality and take appropriate action to rectify any problems. We also publish the results of our water quality monitoring in our annual Water Quality Report as well as on our website at southeastwater.com.au

However, if your water pipes are in poor condition or the service is provided via a private extension, we cannot guarantee the quality of the water supply beyond the point where it leaves our pipes. One instance of poor condition in water pipes is copper corrosion. This is a worldwide problem that affects a small number of our customers. The problem is usually related to a corroding copper pipe within a customer’s own property and often leads to a blue/green water discolouration at the customer’s tap. This water may contain copper at concentrations above the current health guidelines. If you suspect your property has blue/green water please contact us on 132 812.

Recycled water

Where we provide you with recycled water it will comply with all applicable requirements of health and environmental regulations including those set by the Environment Protection Authority (EPA) - as specified in EPA Guidelines.

Tests to check water quality

If you are not satisfied with the quality of your water, please tell us and we will investigate. For advice, please contact us on 132 812.

5.3 Flow rates

We will ensure that the flow rate for your drinking water service meets the minimum standards. Single residential properties (houses) generally have a property service pipe of 20mm diameter. Subject to the exemptions set out below, we will provide a minimum flow rate for a standard 20mm service, which equates to 20 litres per minute to the property boundary.

However, this may not be possible if:

- your water pipes are undersized or in poor condition;
- the service is provided via a private extension or maintained private extension;
• there is a drought or an emergency;
• there is a local water shortage due to peak summer demand;
• there is a planned or unplanned interruption to your water supply; or
• supply is restricted or disconnected in accordance with law, in the manner provided by the ESC’s Customer Service Code: Urban Water Businesses.

The flow rate is measured at the water meter, or where no water meter is installed, at the tap at the property boundary. For information about minimum flow rates for different sized pipes please refer to Schedule 1.

Please note: higher costs apply for services greater than 20mm.

Tests to check flow rates
If you believe that your service is not meeting minimum flow rates as specified earlier, you may ask us to conduct a test. If the test demonstrates that we are not complying we will rectify the problem as soon as possible and pay the cost of the test. If the test demonstrates that we are complying, you will be charged the cost of the test.

If you are a residential customer, you can get an indication of your flow rate by testing at the tap nearest to the meter, provided that the tap and the pipe work leading to the tap are in reasonable condition (free from corrosion and obstructions) and properly maintained.

5.4 Sewerage services

Sewage collection and treatment is vital for the protection of public health and the environment. If you are connected to our sewerage system, we will supply you with sewerage services and take all reasonable care in operating our sewerage system to avoid blockages, spills and odours.

Sewer blockages
Usually the first sign of a sewer blockage affecting your property occurs when a toilet becomes slow to drain away, there is gurgling from other internal fittings or there is some form of spillage from a surface fitting like a gully trap, overflow relief gully or waste grate. Please call South East Water on 132 812 for advice in these circumstances.

5.5 Trade waste services

Liquid waste discharged from factories and commercial businesses to the sewers is known as trade waste. Businesses that want to discharge trade waste into our sewers must first enter into a Trade Waste Agreement with us. This Agreement is designed to protect health and safety, the sewers, the operation of sewage treatment plants, the environment and the recycling of wastewater and biosolids.

More details about requirements for entering into a Trade Waste Agreement and trade waste standards can be found in South East Water’s Trade Waste Customer Charter. For a copy of the Trade Waste Customer Charter visit our website at southeastwater.com.au

Please note: there are charges associated with the processing and ongoing administering and monitoring of trade waste agreements as well as charges relating to the volume and quality of discharge to the sewer.
5.6 Interruptions to service

We understand that any interruption to your drinking or recycled water supply or sewerage service is inconvenient. We aim to provide you with access to these services all day, every day, and we will make every reasonable effort to minimise the number of interruptions to our supply system and to promptly attend to any emergency. To further minimise the impact of any unplanned interruptions, we provide a 24-hour emergency service. For information about any interruptions and emergency services please contact us on 132 812.

As your water and sewerage provider, we aim to:

- restore your drinking or recycled water service within five hours if there is an unplanned interruption to the supply;
- minimise the number of unplanned drinking or recycled water supply interruptions you experience to no more than five in any 12 month period;
- minimise the number of sewer blockages you experience to no more than three in any 12 month period;
- within one hour of being notified, attend any site of a burst or leak on our water or sewer pipes which might cause substantial or moderate damage to your property, your neighbours’ properties or the environment;
- clear a sewer blockage in our sewer, which is affecting your ability to use the service, within four hours;
- contain a sewer spill caused by our assets on your property within five hours; and
- contain a sewer spill caused by our assets within your home within one hour.

South East Water’s performance against these key performance indicators is outlined in schedule 1 of this charter.

5.7 Notification of interruptions

Unplanned interruptions

In the event of an unplanned interruption to your drinking or recycled water supply, you can obtain information within 30 minutes of South East Water being notified of the interruption by calling 132 812. For quality of service evaluation purposes, calls to this number may be recorded. If you object to your conversation being recorded, we will delete the recording.

The telephone service will advise how long we estimate the interruption will last and, where applicable, how to obtain emergency supplies of water.

Planned interruptions

From time to time we will need to interrupt supplies to undertake planned maintenance or asset renewals. When this is required we will inform you in writing of the time and duration of any planned interruption to your drinking or recycled water supply, at least two working days in advance.

In the event of a planned interruption to the water supply, we will provide access to emergency supplies of drinking water.
5.8 Guaranteed Service Levels

Guaranteed Service Level (GSL) payments are financial payments, which we will make to any customer who experiences service levels below defined thresholds. We will automatically apply a rebate to your next water bill whenever we become aware that we have failed to meet a specific GSL. If you believe you are entitled to a rebate you may apply by contacting us on 131 851, or by writing to us at PO Box 2268, Seaford, Vic, 3198.

A $50 rebate will be given:

- where you have experienced more than five unplanned water supply interruptions in any 12 month period;
- where you have experienced more than three sewerage interruptions during any 12 month period;
- where you have experienced an unplanned water supply interruption and we take longer than five hours to restore supply (the interruption time commences when the water supply is lost and ends when supply is fully restored). No rebate will be given for an interruption to the water supply where we are not responsible for the interruption; and
- where you have a sewerage service interruption and we take longer than four hours to restore the service. This does not include sewer service interruptions in your own pipe work.

A $300 rebate will be given:

- where we restrict the water supply of, or take legal action against, a residential customer prior to taking reasonable endeavours (as defined by the Essential Services Commission) to contact the customer and provide information about help that is available if the customer is experiencing difficulties paying.

A $1,000 rebate will be given:

- where there is a sewer spill on your property caused by a failure in our sewer and we take longer than five hours to contain it; and
- where we fail to contain a sewage spill within your house, which is caused by a failure in our system, within one hour. This does not apply if the spill was caused by a blockage in the property connection branch or due to the actions of the occupier or a failure of your overflow relief gully.

Please note, GSL payments do not apply to the recycled water supply or water services supplied by a private extension.

Events beyond our reasonable control

Where our failure to meet a GSL is as a result of an event caused by, or is the responsibility, of the customer concerned or a third party, a GSL rebate will not be given.

More particularly, where the GSL is a cumulative measure of interruptions (for example, more than three sewerage service interruptions in a 12 month period), we will not count an interruption caused by, or is the responsibility of the customer concerned or a third party in calculating whether we have met the GSL.
5.9 Health or special needs

If you need water for a life-support machine, it is important to register this requirement with us. If you are registered we will:

- provide you with a free allowance of 42,000 litres of water every billing quarter. This allowance will be reflected in both your water usage and sewage disposal charges;
- contact you at least two business days (or any other period we agree with you) before any planned interruptions to your water supply;
- attempt a personal contact immediately before a planned interruption; and
- contact you as soon as possible after an unplanned interruption to your drinking water supply.

If you have other special needs regarding water requirements, we may agree to register them. Once you are registered, your water meter will be painted blue and tagged in order for our field staff to identify your special needs.

If you do have special health needs (for example, infants and people with impaired immune systems) you may need to further treat your drinking water (such as by boiling). For more detailed advice, please contact your health practitioner.

5.10 Safety standards

Any works we undertake will be in accordance with safety standards set by our Occupational Health and Safety system (certified against ASO 4801), VicRoads, or any other relevant health or safety authority.

5.11 Reconnection

If for any reason your property has been disconnected from our water supply system, we will reconnect the property within 24 hours:

- once the reason for a restriction no longer exists;
- upon receipt of an acceptable written undertaking as to compliance; and
- payment of any reasonable charges imposed by South East Water.
Section 6. Charges and billing

If you’re a residential customer you can contact us or manage your account online:

- pay and view your bills
- set up direct debit, monthly or fortnightly payments
- switch from paper to email bills.

Register at mysoutheastwater.com.au or send us an email via support@southeastwater.com.au

6.1 Drinking water and sewerage charges

Your water bill generally contains two main charges. The first is a service charge which is a fixed fee levied for accessing our water and sewerage systems. The second is a usage charge for both your water usage and sewage disposal. Other relevant charges will be separately itemised on your bill.

The usage charge for water and sewage disposal is based on the volume of water used. However, the sewage disposal volume is smaller than your drinking water volume to allow for the estimated amount of water not disposed to sewer (for example, garden watering). We calculate your Sewage Disposal Charge based on a percentage of your water usage. You have the right to ask us to review the formula if you believe it substantially and systematically overstates the estimated volume. You need to provide reasons to support your request on an appeal form for the estimate to be reviewed. Please contact us if you would like an appeal form mailed to you.

Under the relevant legislation, the owner of a residential property is liable for any water and sewerage service charges and the occupier of a residential property is liable for any usage charges provided the property is separately metered and we have been advised of the full name and other personal details of the tenant as required by South East Water (such data requirements will include, but not be limited to telephone number, date of birth and drivers’ licence number). If an owner and/or their authorised representative fails to provide tenancy details, the owner will be held liable for all water usage and Sewage Disposal Charges incurred during the relevant period. We require to be notified within 48 hours of a tenants move in or move out.

For non-residential properties, as required under legislation, the owner is liable for both the water and sewerage service charges and usage charges. We understand that as part of your lease agreement you may have an arrangement in place with your tenant regarding payment of these charges. If you require South East Water to change the mailing address of this account (e.g. amending to ‘care of’ your tenant), please notify us in writing. You can do this by emailing info@sew.com.au or sending a letter to: South East Water, PO Box 2268, Seaford, Vic, 3198.

Tenants of non-residential properties will be billed for trade waste charges in accordance with their trade waste agreement.

Service and usage charges for drinking water and sewerage are approved by the ESC. Some usage charges may be directed to an Owners Corporation.
6.2 Recycled water charges

For recycled water, service and usage charges apply, similar to drinking water. In some cases, these charges will be billed to you directly and in other cases the Owners Corporation will be billed and the costs recovered through the Owners Corporation fees. Billing will occur four times a year, unless we agree otherwise, and usage charges will be based on the volume of recycled water used.

Service and usage charges for recycled water are approved by the ESC.

6.3 Fire Service Charges

A fire service charge is only imposed in respect of each connection to the water main that supplies water to a sprinkler system or fire service within a property.

6.4 Extended Private Water Supply Fees

Properties supplied with water as part of extended private water supply works are charged a supply fee at the same rate as properties connected to the water supply. Details of charges can be found at southeastwater.com.au

6.5 When you will be billed

We bill customers on a quarterly basis unless otherwise agreed, for water, sewerage, trade waste, recycled water and Melbourne Water’s drainage rates (where relevant). We bill customers annually on behalf of the Department of Environment, Land, Water and Planning (Parks Charge).

Non-residential customers using significant volumes of drinking water or recycled water or discharging large volumes of trade waste or sewage may be billed monthly for usage charges.

6.6 Issue of bills

We will issue a bill to:

- you electronically at your nominated email address; or
- you at the physical address you nominate; or
- your agent at the physical address you nominate where you have made a written request to us to do so; or
- any person authorised to act on your behalf at the physical or electronic address you nominate.

If no address is specified, we will send the bill to the property address where the charges have been incurred, or your last known address.

6.7 What you will see on your water bill

Your water bill will include the following information:

- the date of issue
- your postal address, account number and the address of the property to which the charges in the bill relate
the date on which the water meter was read, or if an estimate was made instead, a clear statement that an estimate was made
the amount you are required to pay, the total of any payments you have made since the last bill and any outstanding credit or debit from previous bills
service charges, usage charges, rates that we collect on behalf of Melbourne Water and the Department of Environment and Primary Industries (Parks Charge) and any other charges we have power to impose will be separately itemised on the bill
the date by which you are required to pay
the ways in which you can pay
information about help that can be provided if you are experiencing difficulties paying
our telephone contact details
information about our interpreter service; or
information on available concessions and any concession to which you may be entitled.

6.8 Paying your water bill
You are required to pay your water bill by the date shown on your bill. This will be at least 14 days after the date of issue.

We provide a number of options through which you can pay your water bill, which are outlined on the bill itself.

You can pay:

- by direct debit from your bank account or credit card. To arrange direct debit payments visit mysoutheastwater.com.au or contact us; or
- by electronic banking facilities such as BPay (Biller Code 24208); or
- by credit card by visiting southeastwater.com.au or over the telephone by calling 1300 659 658; or
- by mailed cheque, addressed to Locked Bag 6000, Richmond Vic 3121; or
- through a facility provider of income support (i.e. Centrelink); or
- in person at our office; or
- in person at a network of payment outlets.

6.9 Bill history
Upon request, we can provide you with your water bills and water usage history for the preceding three years. There may be a charge for providing information more than three years old.

6.10 Rebates and concessions

Rebates
Not-for-profit organisations may be eligible for a rebate on drinking and recycled water and sewerage service charges (but not usage charges) if the property is predominantly used for:

- education purposes
- hospitals and nursing care
- religious worship
- outdoor sporting and recreational activity
- charity.
Concessions
If you are a residential customer and hold an eligible concession card you may be eligible for government funded concessions on some of your charges on your principal place of residence.

For details of your concession entitlement, please visit southeastwater.com.au or contact us.

6.11 Payment assistance

Anyone can experience financial pressures from time to time and staying on top of household bills isn’t always easy.

We offer a range of support to help you manage these costs. Whether you’re after greater flexibility with your payments, information about sustainable water use or looking for a bit more help, we’re here to help if (and when) you need it.

If you are experiencing financial difficulty, please let us know as soon as you can. The earlier you let us know, the sooner we can help.

Get greater flexibility with your bill payments
We offer flexible payment plans consistent with your capacity to pay. We will confirm in writing, within 10 days, any payment plan we make with you and state how the payment amount has been calculated, the period over which you will pay the agreed amount and the amount to be paid in each period. If you would like to arrange a flexible payment plan, please visit southeastwater.com.au or contact us.

We are not required to offer you a payment plan, if, in the previous 12 months, you have had two flexible payment plans cancelled due to non-payment. In such a case, we will offer you an alternate flexible payment plan only if you provide reasonable assurance to us that you will comply with the new arrangement.

If you have been offered a flexible payment plan and refused or failed to respond, or if you have agreed to a flexible payment plan and failed to comply with the agreement, we may take legal action or restrict your supply (see section 7 – Actions for non-payment).

If you receive Centrelink benefits, you can have your bill payments automatically deducted through Centrepay (contact Centrelink to set this up).

Access support through South East Water Assist
A specialist team is on hand to help residential customers experiencing financial difficulty. Our South East Water Assist team can provide a range of practical support or connect you to free and confidential financial counselling.

The team can also discuss our plumbing assistance program with you. This provides access to free plumbing services for eligible customers – helping them to conserve water and reduce water bills.
6.12 Our Hardship Policy

Our Vulnerable Customer and Hardship Policy outlines the standards we will adopt in relation to managing customers experiencing financial hardship and the rights of customers experiencing financial hardship.

For details about our Hardship Policy please visit southeastwater.com.au or contact us.

Rights of Hardship Customers

Each customer experiencing financial hardship has the right to:

- Be treated sensitively on a case by case basis and have their circumstances kept confidential.
- Receive information about alternative payment arrangements, our Hardship Policy and Government concessions including the Utility Relief Grant Scheme (URGS).
- Nominate an amount they can afford to pay on an agreed arrangement plan.
- Choose from various payment methods offered by us and receive written confirmation of the agreed payment arrangement within 10 working days of the agreement being reached.
- Re-negotiate the amount of instalment payments in the event that there is a change in their circumstances.
- Receive information about free and independent financial counselling services from an accredited financial counsellor.
- Receive a language interpreter service at no cost to the customer.
- Be shielded from legal action and additional debt recovery costs, whilst they continue to make payments according to an agreed schedule.
- Not have their water supply restricted as long as they have agreed to a payment arrangement.
- Have access to water efficiency information to assist in reducing consumption.

6.13 Flexible payment plans

We offer flexible payment plans consistent with your capacity to pay. We will confirm in writing, within 10 days, any payment plan we make with you and state how the payment amount has been calculated, the period over which you will pay the agreed amount and the amount to be paid in each period. If you would like to arrange a flexible payment plan please visit southeastwater.com.au or contact us.

We are not required to offer you a payment plan, if, in the previous 12 months, you have had two flexible payment plans cancelled due to non-payment. In such a case, we will offer you an alternate flexible payment plan only if you provide reasonable assurance to us that you will comply with the new arrangement.

If you have been offered a flexible payment plan and refused or failed to respond, or if you have agreed to a flexible payment plan and failed to comply with the agreement, we may take legal action or restrict your supply (see section 7 – Actions for non-payment).
6.14 Final water bills

If you are vacating your property and have any unpaid charges, other than those that may be adjusted as part of the sale of a property, we need to send you a water bill including any additional charges for water you have used since your last water bill. For tenants, we require at least two business days notice so we can read the water meter, and a forwarding address to send your final water bill. If you do not tell us that you are leaving your property, you will be responsible for usage charges until the date the water meter is next read even though you may have already vacated the property.

If you have an unpaid debt on a water account for your previous property within our service area, we may remind you of the debt by including the outstanding amount in bills we send you with respect to your current property. We reserve the right to transfer any outstanding debt you may have from your previous water bill/s to any new bill you open with us.

If your property is supplied with recycled water, we require at least five working days notice upon change of occupancy in order to provide the next resident with the necessary information kit to inform them of the extra service available, if they choose to use it.

6.15 Collection

Overdue account notices

If you fail to pay your water bill by the due date we will send you a reminder notice. We encourage you to contact us on 131 851 before the due date if you are unable to pay your bill by the due date.

Final notices

At least seven days before we take action for non-payment of a water bill (for example, restricting your water supply or commencing legal proceedings), we will send you a final notice. The final notice will specify help that is available; remind you that the bill is overdue and that it must be paid to avoid legal proceedings or restriction of your drinking or recycled water supply, which may also result in you incurring additional costs.

Dishonoured payment

If we incur costs from a financial institution due to your cheque being dishonoured, or by having insufficient funds available when paying by direct debit, we may recover those costs from you.

6.16 Under or overcharging

Undercharging

If we have undercharged you, except in the case of illegal use, we will limit the amount to be recovered to the 12 months prior to notifying you that the undercharging has occurred. We will also allow you to pay the amount over a time period equal to the period in which the undercharging occurred.

Overcharging

If we have overcharged you we will notify you within ten business days of becoming aware of the error and refund or credit the amount according to your preference. If you have any overdue water bill/s charges unpaid we will apply the credit to your bill/s. No interest shall accrue to a credit or refund as a result of overcharging.
6.17 Information about price changes

We will notify you as soon as possible of any change to both service and usage charges. Such information will accompany your first water bill, issued after a price change. We publish a schedule of approved fees and charges on our website at southeastwater.com.au and can also provide you with a copy upon request.
Section 7. Actions for non-payment

We will make all reasonable efforts to help you pay your water bill. However, if you have not paid or agreed to pay by at least 28 working days from the time a water bill was first sent to you, we may take legal action or restrict your drinking and recycled water supply where relevant. If both parties are able to communicate freely about payment difficulties, it may be possible to avoid legal action and restricting supplies. There may be some additional costs to you if either of these steps has to be taken.

7.1 Limits on legal action and restriction

We will not take legal action or restrict your drinking or recycled water supply:

- if the amount owed is less than $200
- without having sent a final notice (see under “Collection”)
- without having sent information about our Hardship Policy and programs that are available to customers with payment difficulties, or giving you a chance to receive the benefit of a concession or relief grant
- without specifying any assistance that is available, including information about the Energy and Water Ombudsman (Victoria)
- without attempting to contact you about the non-payment
- without having sent information warning of the proposed restriction or legal action and the associated costs that may be incurred by you, including the cost of removing a restriction device
- if you are eligible for and have lodged an application for an eligible concession card and the application is outstanding
- if you have made an application for a Utility Relief Grant Scheme and the application is outstanding
- if there is an unresolved dispute about the amount owing
- if you are a residential tenant and
  o your landlord owes the amount unpaid
  o you have a claim against the landlord in respect of a water bill pending at the Victorian Civil and Administrative Tribunal.

This section does not restrict our right to pursue a debt owed to us by a person who is no longer a customer.

7.2 Additional limits on restriction

We will also not restrict your drinking or recycled water supply:

- on a Friday or the day before a public holiday, or after 3pm, or on a day of Total Fire Ban declared by the Country Fire Authority in the area in which the property is located;
- if you are registered as a special needs customer (for example, you need water for a life-support machine) (see section 5.9). This does not apply to recycled water; or
- if we believe that the restriction will cause a health hazard.
7.3 Interest on overdue amounts

South East Water may charge interest once an amount is overdue.

South East Water will not charge interest if you hold an eligible concession card or if you are on an approved payment plan or if you have advised South East Water that you are experiencing financial hardship.

The maximum rate of interest that South East Water will charge on unrecovered amounts will be in accordance with the maximum rate as set by the Essential Services Commission from time to time.

7.4 Charges over property

Lien charging will apply for all South East Water charges incurred by a property owner (both residential and non-residential). This includes charges for water service, sewerage service, recycled service, fire service and any usage charges.

When lien debt is incurred against a property, this debt remains with the property upon a change in ownership. This is provided under section 274(4A) of the Water Act 1989 and the ESC Customer Service Code. This means that upon settlement of a property, any unpaid charges will become the responsibility of the purchaser.

7.5 Minimum flow rate during restriction

If your water supply is restricted, we will reduce the supply of water to no less than two litres per minute at the tap nearest the water meter. If the restriction is likely to cause a health hazard, please contact us on 131 851.

Please note it is an offence under the Water Act 1989 to tamper with a restrictive device legally installed by South East Water.

7.6 Restoring supply

When the reason for a restriction no longer exists (for example, you pay your water bill or make alternative arrangements with us) we will restore your drinking and/or recycled water supply after you pay the relevant fee. We will do so within 24 hours, but will do so on the same day if you take the required action before 3pm.
Section 8. Water meter reading

8.1 Why you have a meter

Our drinking water and sewerage usage charges are based on the volume of water you use. Your bill is calculated by reading the relevant meter. If the meter becomes defective, registers incorrectly or is removed from a property service, we may estimate your water consumption. An estimate will be subject to later correction if it proves to be incorrect. We will take reasonable measures to ensure that you have an actual meter reading at least once in every 12 months and use reasonable endeavours to take an actual reading every billing cycle. Where your meter is not readily accessible, we may ask you to make it accessible.

If you receive recycled water, your usage will be calculated by reading a meter separate from your drinking water meter. Recycled water meters will be coloured purple to distinguish them from drinking water meters.

8.2 Testing your meter

If you think that your meter is reading inaccurately, you may ask us to test it. You will be required to pay a testing fee. If the test shows that the meter is not meeting required standards of accuracy, we will replace it and refund the cost of the test. We will also refund or credit any amount you were overcharged, as you prefer.

We will notify you of the results of the test within five business days after completing the test.

8.3 Special meter readings

Special meter readings are usually conducted with a change of occupier in order to produce a final account for the property. These special meter readings are free of charge.

8.4 Your meter should be accessible

Where a meter is not readily accessible, we may ask you to make it reasonably accessible for reading and maintenance.

If we are not able to read your meter, for example, if its location makes access difficult, we may ask you to read the meter on our behalf. If your meter is difficult to access, we can, on payment of a fee, arrange for the installation of a remote reading device, which enables us to read your meter without entering your property. However, we may still need to have access to the meter from time to time.

8.5 Meter security

If the meter is stolen, you should contact South East Water within 2 days, as well as the local police, to report the theft. South East Water may request a financial contribution from you towards the costs associated with the replacement of the stolen meter. For new developments that are under construction, the applicant (if not the owner but the owner’s agent), accepts responsibility on behalf of the owner, for costs associated with stolen meters.

8.6 Keys

In some cases we may need to hold keys to your property to enable us to access your meter. If so, we will hold those keys in safe custody and return them to you when you notify us that you are vacating the property or if access is no longer required. Only authorised representatives of South East Water will have access to the keys.
Section 9. Entry to your property

9.1 South East Water’s right

Our employees and people we authorise have a right to enter your property for a number of purposes, such as reading a water meter, carrying out works and to find out whether water legislation is being complied with. If we enter your land we will cooperate as much as possible with you, cause as little harm and inconvenience as possible, leave the land as nearly as possible in the condition in which we found it and not stay longer than is necessarily reasonable.

9.2 Worker identification

When entering your property, our employees and people authorised by us are required to carry and display current identification at all times.

9.3 When we will give notice

Our employees and people we authorise are not required to give you notice to enter your property to read a water meter, or to carry out a trade waste inspection, or in response to emergency works, or with a warrant issued by a magistrate, or to find out whether water legislation is being complied with.

Except in those circumstances, we will give you at least seven days’ notice of our intention to enter your property to carry out any works, or conduct an inspection or test unless you consent to a shorter period.

9.4 Times of entry

Generally we will not enter a residential property before 7.30am or after 6pm unless you consent.

However, for trade waste inspections we can enter a property at any reasonable time, or in an emergency, at any time.

9.5 If no one is home

If an employee or person authorised by us enters your property when no one is home (except for the purposes of reading an easily accessible meter), the person will leave a notice stating their identity and the date, time and purpose of entry.

9.6 Tell us of dangers

We ask you to inform our employees and people authorised by us of anything on your property that could be dangerous to them, for example, a guard dog.
Section 10. Powers and penalties

10.1 South East Water’s powers

We have a number of powers to require property owners to correct faults in their plumbing, remove trees, contribute to the cost of our works (for example, when redeveloping property) and do certain other things. We will exercise these powers in accordance with relevant legislation, and the Customer Service Code: Urban Water Businesses.

If you plan any building, demolition or construction work, which might interfere with our service or system, you may commit an offence if you do not first obtain our consent to the works. You must not connect to, alter or interfere with any of our works or alter or remove any works connected to our system without our consent. To make an application for consent visit Property Connect at http://southeastwater.com.au/Building/Pages/BuildingDevelopment.aspx or contact us on 131 694.

10.2 Penalties for breaching Permanent Water Saving Rules or water restrictions

Penalty Infringement Notices
Fines up to more than $500 can be issued on-the-spot for breaches of Permanent Water Saving Rules or water restrictions.

Prosecutions
Penalties by way of fines up to more than $9,000 and imprisonment for up to six months may be imposed for a breach of Permanent Water Saving Rules or water restrictions where there has been a successful prosecution for an offence.

Restriction of supply
A customer’s water supply may also be restricted if they breach Permanent Water Saving Rules or water restrictions (a fee may also be imposed for removing a restricting device).
Section 11. Responsibilities for maintenance

- On 1 July 2014 the *Water (Estimation Supply and Sewerage) Regulations 2014* came into effect. These regulations determine who (water corporation [such as South East Water] or property owner) is responsible for arranging and paying for maintenance and repairs of property service pipes (sewer and water).

### 11.1 Water supply

The following drawings have been created to assist in defining South East Water and property owner responsibility for infrastructure supplying drinking water and recycled water.
MAINTENANCE RESPONSIBILITY FOR DRINKING WATER/RECYCLED WATER SUPPLY - WHERE PRIMARY METER IS GREATER THAN 2m INSIDE PROPERTY BOUNDARY

- Greater than 2m from property boundary
- Primary water meter
- Maintained by property owner
- Water Corporation maintain to property boundary

MAINTENANCE RESPONSIBILITY FOR DRINKING WATER/RECYCLED WATER SUPPLY - NO PRIMARY METER OR PRIMARY METER IS LOCATED WITHIN A STRUCTURE

- Primary water meter
- Maintained by property owner
- First accessible stop valve from the water main
- Water Corporation to maintain to the first accessible stop valve from the water main.

If a meter assembly stop valve is not accessible at all times, or where the primary water meter or any part of the property service pipe is located within or beneath the walls of a structure.
Where the primary meter or part of the property service pipe (other than a fire service) is within or beneath the walls of a structure built on a serviced property, an additional stop valve must be installed external to the property within 300mm of the property boundary unless otherwise approved by South East Water. Access for control of the valve shall be secured by placing a casing pipe and approved valve cover over the stop valve to South East Water’s requirements and any other relevant authority.

**Maintenance responsibilities for private fire services**

The following drawings have been created to assist in defining South East Water and property owner responsibilities for infrastructure supplying private fire services and/or private fire services including drinking water.
11.2 Backflow prevention devices

The property owner is responsible for maintaining any backflow prevention device which has been installed at the outlet of the meter.

Note: Property owner responsibility includes connecting bolts/nuts/gaskets and piping into the property from the outlet of the sluice valve.
11.3 Sewerage services

Property owners are responsible for maintaining all sanitary drains up to the South East Water property connection branch. In accordance with the Water (Estimation Supply and Sewerage) Regulations 2014 existing property connection branches may be longer than the length in which South East Water is responsible. Where an existing property connection branch is now the responsibility of the property owner, plumbers are to ensure care is taken to prevent infiltration of foreign material or ground water into the South East Water sewerage system. Plumbers must ensure all existing drains comply with the provisions of AS/NZ3500.2.

Please note that buildover clearances are applicable (refer to the Customer Guidelines for Proposed Works Over/Adjacent to Water Authority Assets up to and including 225 mm diameter on our website).

We can tell you where the property connection branch is located by visiting South East Water’s Property Connect at southeastwater.com.au/Building/Pages/BuildingDevelopment.aspx. or contacting us on 131 694. We can also give you a copy of your property service plan, for a small fee.

Sewerage works which you are required to maintain must be kept in good repair and good working order, so that they operate in an efficient and hygienic manner. To do this, you will need to keep any inspection shaft, grate, vent or grease trap connected to these works clean, clear and accessible at all times. Further, if you know or suspect that any stormwater on your property is connected to the sewerage system, you need to call a licensed plumber to disconnect it.

Slightly different rules apply to combined drains and pressure sewer systems.
**South East Water Customer Charter**

**BS2485 30**

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**SEWER MAIN INSIDE PROPERTY BOUNDARY**

Water Corporation ownership terminates:
- Up to 1m from sewer main or the
  I.O (Inspection Opening) whichever is less
- 1m if an I.O (Inspection Opening) does not exist

---

**LEGEND**

- Property Connection Branch (PCB) / Sewer Main Water Corporation responsibility
- Sanitary Drain
- Owner Responsibility
- Property Boundary

---

**NOTE:** Build Over clearances are applicable; refer to Customer Guide for required clearances
**Water Corporation ownership terminates:**
- Up to 1m from property boundary or the  
  I.O (Inspection Opening) whichever is less  
- 1m from the property boundary if an I.O  
  (Inspection Opening) does not exist

---

**NOTE:** Build Over clearances are applicable; refer to Customer Guide for required clearances

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**LEGEND**
- Property Connection Branch (PCB)/Sewer Main Water Corporation responsibility
- Sanitary Drain Owner Responsibility
- Property Boundary
Figure 2.2

Legend

- Property Connection Branch (PCB)/Sewer Main - Water Corporation responsibility
- Sanitary Drain - Owner responsibility
- Property Boundary

**NOTE:** Build Over clearances are applicable; refer to Customer Guide for required clearances
Plumbing Industry Commission Certificate of Compliance

If the property service pipe requires maintenance or repairs and is covered by a valid Plumbing Industry Commission Certificate of Compliance, please contact the licensed plumber who issued the certificate in the first instance.
Sewer main outside property boundary, building close to or on building line

To meet South East Water buildover requirements, where a sewer main is located outside the property boundary within government land, South East Water can choose to terminate the property connection branch externally to the property boundary of the service allotment.

Private sanitary drains are not permitted within an adjoining private property curtilage. Refer to figure 2.2 (image 2).

Where the property connection branch terminates outside the property boundary the owner must obtain South East Water and government authority permission(s) prior to the work(s) commencing.

Sanitary drains should be laid having regard to the applicable road owner’s requirements. It is the developer, plumber and/or owner’s responsibility to ensure sanitary drains be laid having regard to the applicable road owner’s requirements.

Where an existing and/or proposed structure is located on, or near the property boundary, the sewer main is located outside the property boundary and within government land, South East Water ownership terminates one metre from the building, foundations or building overhang.

Combined drains
In accordance with the Water (Estimation Supply and Sewerage) Regulations 2014, the location of an allotment in relation to the property connection branch determines the responsibility for maintenance and repair.

Pressure sewer system
If your property is serviced by a pressure sewer system, we own and are responsible for maintaining the pump unit and all works from the unit to our sewer. You are responsible for maintaining all sewerage works on your property beyond the unit.

The relevant conditions of connection also require you to maintain the power supply, the independent circuit-breaker and the power cable to the pump control panel on your property and to pay electricity charges for operating the pump.

If the pump unit or works on our side of that unit require repairs, please contact us on 132 812.

Owner’s Corporation and multi-unit developments
South East Water is not responsible for any shared private water and sewer mains in an Owner’s Corporation, multi-unit development or any other property sharing a private main. It is the responsibility of the Owner’s Corporation of individual owners of the development to maintain any such shared private mains. However, any water meter purchased from us will remain our responsibility to maintain.
Section 12. Enquiries, complaints and disputes

At South East Water, we pride ourselves on providing excellent customer service. By bringing your concerns or problems to our staff at an early stage, you can help us to understand when things go wrong and how we can improve both our service and our policies. Our aim is to resolve the problem at the beginning and to ensure that you are satisfied with the outcome.

12.1 Resolving your problem

If you are ever dissatisfied about any aspect of your dealings with us, often all it takes to find a solution is to talk with one of our customer service officers. Our staff are ready and equipped to listen to your concern and aim to resolve your problem at the first point of contact.

We will respond within ten working days to any complaint lodged with us. If the case is complex and we are unable to deal with the substance of the enquiry within ten days, an interim response will inform you of when you will receive such a reply. Where appropriate, the main reply will explain the reasons for our decision, including details of any legislative or policy basis.

Further details about our complaints handling procedures are available on our website at southeastwater.com.au or contact us.

12.2 How to take the matter further

If you are still not satisfied, we will help you refer the matter to the Energy and Water Ombudsman (Victoria) (EWOV) or other relevant dispute resolution forum such as Consumer Affairs Victoria and the Victorian Civil and Administrative Tribunal. EWOV is a free independent industry dispute resolution scheme and can be contacted on 1800 500 509 (or GPO Box 469D, Melbourne 3001).

12.3 Disputes over money

If your complaint involves a dispute over money you owe, we will not seek payment unless 10 business days have elapsed since we have informed you of our decision in the matter and you have not sought a review of the decision or lodged a claim with an external dispute resolution forum. You must, however, pay any other amount owing to us that does not directly relate to the dispute.
Section 13. Information and privacy

13.1 Privacy

We must keep your personal information confidential and comply with binding privacy laws, such as the Information Privacy Principles contained in the Privacy and Data Protection Act 2014 (Vic), the Health Privacy Principles contained in the Victorian Health Records Act 2001, other privacy legislation that may apply from time to time, and any approved privacy code or privacy policies we adopt and publish from time to time. For further information on our confidentiality obligations, please visit southeastwater.com.au

13.2 Enquiries

If you have an enquiry, please visit southeastwater.com.au or contact us during business hours. Our aim is to answer your enquiry promptly and courteously.

You can also make an enquiry by writing to PO Box 2268, Seaford, Vic, 3198 or by email to info@southeastwater.com.au.

If you request a written reply, you will receive one within ten working days. Otherwise, we will respond to your enquiry via the telephone within ten days.
Section 14. Approved service standards

This charter outlines the customer service standards that we aim to deliver and your obligations as our customer.

Key indicators of our performance against these standards are outlined in section 5 – Quality of service. However, a comprehensive list of standards, as approved by the Essential Services Commission, is contained in the schedule listed on the following page.

14.1 Approved service standards

<table>
<thead>
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<th>Service standards</th>
<th>Proposed target 2013/18</th>
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<tbody>
<tr>
<td>Compliance with drinking water quality regulations (%)</td>
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<td>Unplanned water supply interruptions restored within 5 hours (%)</td>
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<td>Unplanned water supply interruptions (per 100km of main)</td>
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<td>Planned water supply interruptions restored within five hours (%)</td>
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<td>Unaccounted for water (%)</td>
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<td>Compliance with environment discharge licence requirement (%)</td>
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<td>Sewer blockages (per 100km of sewer)</td>
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<td>Sewer spills contained within five hours (%)</td>
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<td>Customers receiving more than three sewer blockages (number)</td>
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<td>Sewer backlog connections (number)</td>
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<td>Complaints to EWOV (per 1,000 customers)</td>
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14.2 Minimum Flow Rates

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<th>Pipe size</th>
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<tr>
<td>Flow rate (litres per minute)</td>
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<td>35</td>
<td>60</td>
<td>90</td>
<td>160</td>
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</table>
Glossary of terms

**Accessible stop valve**: is a stop valve that is placed above ground or is placed below ground within a stop valve cover approved by South East Water.

**Customer Service Code: Urban Water Businesses**: was established by the Essential Services Commission (ESC) and specifies minimum customer-related standards, procedures, policies and practices with which water businesses must comply.

**Eligible concession card**: means a Pensioner Concession Card issued by Centrelink or the Department of Veteran Affairs; a Centrelink Health Care Card; or a Department of Veteran Affairs Gold Card (Cards marked as ‘Dependent’ are not eligible).

**Essential Services Commission (ESC)**: is the independent economic regulator established by the State Government of Victoria to regulate prescribed essential utility services supplied by the electricity, gas, water, ports, grain handling, rail freight industries and aspects of the insurance industry.

**Extended private water supply works**: where no property service pipe has been installed by or on behalf of a water corporation for that property, means the property service pipe installed between the property and a water corporation’s water main by the property owner and connected to the water main with the consent of the water corporation under section 145 of the *Water Act 1989*.

**Sanitary drain**: means a line of pipes including all fittings, conveying or intended to convey sewage (from the kitchen, bathroom, laundry and toilet) or trade waste from a serviced property to the South East Water sewer main. These pipes are separate to those provided to collect stormwater from the roof via downpipes and run-off from paved areas. It is illegal for stormwater pipes to be connected to the sewerage system. The local council is usually responsible for stormwater pipes and any regulations for their use. The property owner is responsible for maintaining their sanitary drain.

**Maintained private extension**: a water main constructed by South East Water under a maintained private extension scheme. These schemes enabled reticulated water supplies to be provided to small communities in remote areas (e.g. Maryknoll) to receive a limited water supply at a reduced cost.

**Melbourne Water**: manages drainage services, the reservoirs and major sewage treatment works serving Melbourne. Provides wholesale water and sewerage services to metropolitan Melbourne water companies.

**Non-residential customer**: is the owner of a property used for non-residential purposes.

**Overflow relief gully**: is a drain-like fitting located outside the home, designed to release any sewage overflow away from the interior of your home and outside to the garden, in the event of a sewer blockage.

**Parks Victoria**: manage a network of parks, including national, state and metropolitan parks, marine national parks, many significant cultural assets and Melbourne’s bays and waterways.

**Permitted uses**: required limits placed by South East Water on relevant customers on the permitted use of recycled water, to comply with health regulation and environmental regulation.
**Planned interruption**: an interruption, which is caused by South East Water to allow planned maintenance or augmentation of works to be carried out.

**Pressure sewer system**: involves a number of individual household pumps pumping sewage via a pressure line. The cumulative effect of all the pumps moves the sewage to the treatment plant. Pressure sewer systems are used in situations where the normal gravity sewer system is more difficult to implement (for example, where the water table is high).

**Private extension**: where a South East Water water main does not front or pass through a customer’s property, you as the property owner (or a previous owner) may have connected to a South East Water water main using your own pipe work.

**Private fire service**: that part of any works from the water main of a water corporation to an outlet on a serviced property, where the outlet is designed to supply water to the property for the principal purpose of combating an outbreak of fire on the property, whether or not that part of the works is also connected to another outlet used for purposes other than combating an outbreak of fire. *Source: Water (Estimation, Supply and Sewerage) Regulations 2014.*

**Private water supply works (internal property pipework)**: In relation to a serviced property, means the property service pipe (including any backflow prevention device and any other fixtures or fittings other than a water meter) from the outlet of any fixtures installed on the serviced property to the property service works, but does not include any extended private water supply works. *Source: Water (Estimation, Supply and Sewerage) Regulations 2014.*

**Property service pipe**: the water supply pipe connecting the water main of a Water Corporation to the outlet of any fixtures installed on a serviced property. *Source: Water (Estimation, Supply and Sewerage) Regulations 2014.*

**Property service works (external works generally maintained by the water corporation with the exception of private fire services and extended private water supply works)**: the property service pipe (including any stop valves and any other fixtures or fittings other than a water meter) from a water main of a water corporation to—
   (a) the primary meter; or
   (b) the property boundary if the primary meter is more than 2 metres inside the property boundary; or
   (c) the first accessible stop valve—
      (i) where the primary meter or part of the property service pipe is within or beneath the walls of a structure built on the serviced property; or
      (ii) where there is no water meter.

**Recycled water**: water that has been derived from sewerage systems or industry processes and treated to a standard that is appropriate for its intended use (EPA, 2003).

**Stop valve (isolation)**: a flow control fitting capable of regulating and shutting off the flow in a water main or property service pipe, and includes any fitting of a stop tap type, gate valve, ball valve or ferrule tap type. *Source: Water (Estimation, Supply and Sewerage) Regulations 2014.*
**Water recycling plant**: a plant that treats incoming sewage to whatever level or levels are required to safely recycle the water; for example, irrigating crops, flushing toilets, etc. Includes producing biosolids suitable for reuse.

**Residential customer**: is the owner or occupier of a dwelling used for residential purposes.

**Sewage**: is water and waste discharged from a property into our sewer.

**Sewerage system**: the pipes and pumping stations, which carry sewage from your home to a water recycling plant.

**South East Water**: is a water corporation wholly owned by the Government of Victoria under the Water Act 1989.

**Trade waste**: is the liquid waste, as opposed to the domestic sewage, which is generated by industrial, commercial, trade or manufacturing processes and is discharged to the sewer.

**Unplanned interruption**: an interruption which is caused by a fault in South East Water's system or a fault which is the maintenance responsibility of South East Water.

**Water main**: Means the water main of the water corporation including any stop valve and any fittings located at the connection between a water main and a property service pipe. Source: *Water (Estimation, Supply and Sewerage) Regulations 2014*. 
South East Water’s contact details

Office address
South East Water
101 Wells Street
Frankston Vic 3199

Mailing address
South East Water
PO Box 2268
Seaford, Vic, 3198

Online
Internet southeastwater.com.au
Email support@southeastwater.com.au

If you’re a residential customer you can contact us or manage your account online. Register at mysoutheastwater.com.au or send us an email via support@southeastwater.com.au.


Phone numbers
Faults and Emergencies (24 hours) 132 812
Account enquiries 131 851
General enquiries 131 694

Permanent water use rules 131 867
Trade Waste enquiries 9552 3662
Hearing Impaired service 133 677 (ask for 131 851)
Interpreter service 9209 0129
Country and interstate callers 1800 637 064
Overseas billing enquiries +613 9552 3737

Essential Services Commission
PH: 9032 1300; or
1300 664 969
Internet: esc.vic.gov.au

Energy and Water Ombudsman (Vic)
GPO Box 469
Melbourne Vic 3001
PH: 1800 500 509
Internet: ewov.com.au

Large print copies
For large print copies of this charter, please contact us on 131 694.

This charter has been approved by the Essential Services Commission.