

Service level guarantees

At South East Water, we are committed to delivering high standards of service. If we fail to meet this commitment to you, you may be eligible for an automatic rebate on your next bill.

A \$50 rebate will be provided to residential and commercial customers who experience:

- More than five unplanned water supply interruptions in any 12 month period.
- An unplanned water supply interruption which takes longer than five hours to be restored (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.*
- More than three sewerage interruptions during a 12 month period.
- A sewerage service interruption, which takes longer than four hours to be restored. This does not include sewer service interruptions in your internal 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 provided to residential and commercial customers who experience:

- A sewer spill on the property (caused by a failure in our sewer) that takes longer than five hours to contain.
- A sewer spill within the premises (which is caused by a failure in our system) that takes longer than one hour to contain. This does not apply if the spill was caused by a blockage in the premises connection branch due to the actions of the occupier or a failure of your overflow relief gully.

Please be aware that a Guaranteed Service Level Payment will only be given to the customer responsible for the usage account and will not be given if an event is caused by, or is the responsibility of the customer concerned, or a third party.

Customers will also not be eligible for a rebate where they are connected to our water supply by a private main and the interruption is caused by a fault in the private water main.

For further information please contact us on **131 851**.