



# **Your rights and responsibilities as a customer**

**South East Water**



**Easy English**

## Blue words



Some words in this book are **blue**.

We write what the blue words mean.

## Help with this book



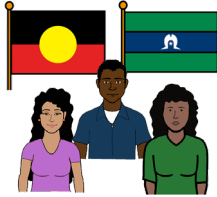
You can get someone to help you

- understand this book
  
- find more information.



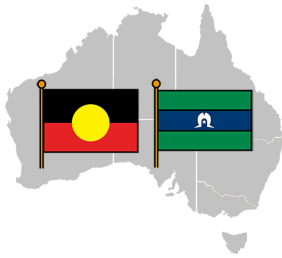
Contact information is at the end of this book.

## We acknowledge First Nations people



**Acknowledge** means we understand the importance of **First Nations people's**

- culture
- language
- history.



First Nations people are the Aboriginal and Torres Strait Islander people.

We acknowledge the

- Bunurong
- Gunaikurnai
- Wurundjeri Woi Wurrung.

## About this book

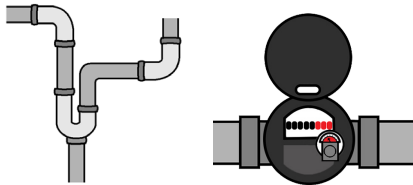


This book is from South East Water.



We wrote this book to tell you about

- how we can help you



- your pipes and water meter



- **rights** and **responsibilities**.

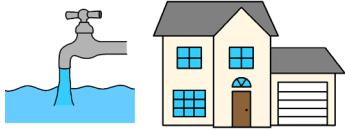
Rights tell you

- how everyone should be treated
  
- what everyone should be able to do.

Responsibilities tell you

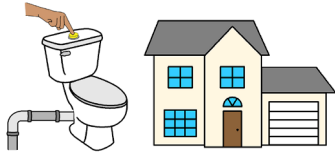
- how you should treat other people
  
- what you should do.

## How we can help you

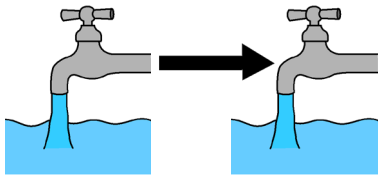


We use your pipes to

- bring clean water to your home



- take dirty water away from your home.



We can help some homes get **recycled water**.

Recycled water means we have used it before.



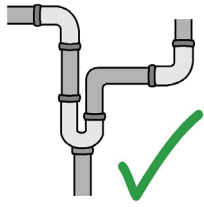
You might be able to use it at your home,  
like to water the garden.

We call how we help you a **service**.



You can contact us to learn more about our  
services for your home.

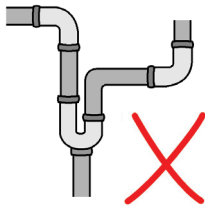
## About your pipes



We can say the water will be clean if

- your pipes are in good condition

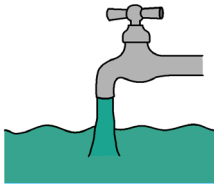
- we own the pipes.



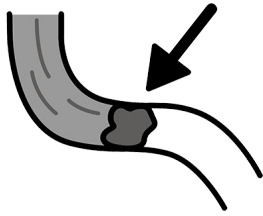
We can test your pipes if you think they are in bad condition.

Bad condition means

- your pipes might have **rust**
  - for example, the water is a blue or green colour



- water is **not** running how you need
  - for example, the water comes out of your tap very slow.



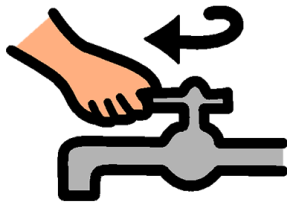
Sometimes your pipes might also get blocked.

For example

- the water in your toilet is slow to empty
- your sink makes a gurgling sound.



You **should** tell us if you think your pipes are blocked.

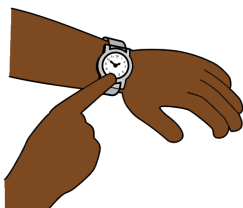


We might need to turn off your water so we can work on the pipes.



If we need to turn off your water we will tell you

- before it happens unless it is an emergency

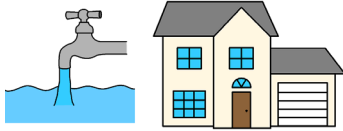


- how long we will take to work on the pipes



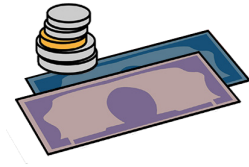
- how to get water for drinking.

## About your water meter



Your water meter tells us

- how much water you use at your home

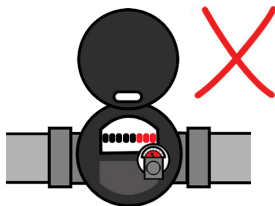


- how much money you need to pay for your water.



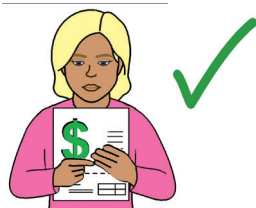
You **should** tell us if you think your water meter is broken.

Sometimes we guess the amount of water you have used if



- your meter does **not** work properly

- we **cannot** access your water meter.

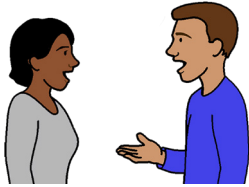


We will make sure you do **not** pay too much money on your bill if we have to guess.



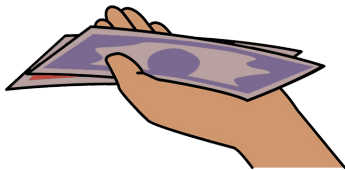


If we **cannot** access your water meter we might ask you to read it for us.



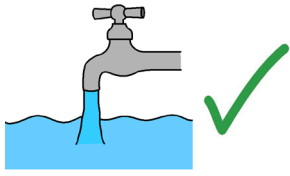
We will tell you if you need to read it for us.

We might also put in a device that lets us read your water meter without us going to the meter.

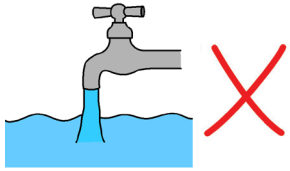


You will have to pay us money if we need to put in the device.

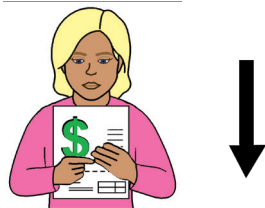
## Your rights



You have the right to get the service we say we will give you.

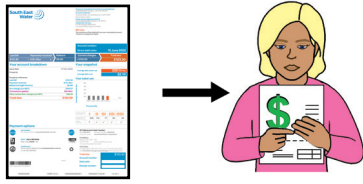


If we do **not** give you the service we say we will you might get a **rebate**.

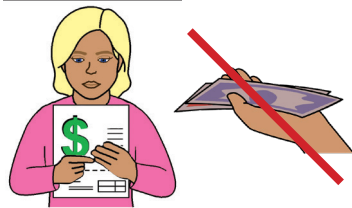


Rebate means we take money off your bill so you pay less.

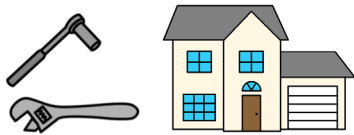
## Your responsibilities



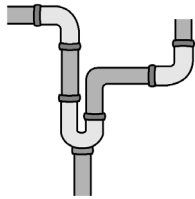
You **must** pay the bill we give you for our service.



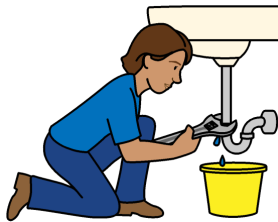
You **should** tell us if you are having trouble paying your bill so we can help you.



You **must** fix or clean things if you own the home.



For example, your pipes.



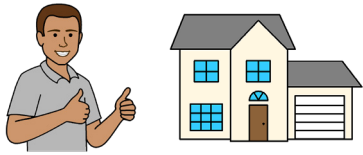
You might need to get a **plumber** to help you.

A plumber is someone who fixes the places where you use water, like pipes and taps.



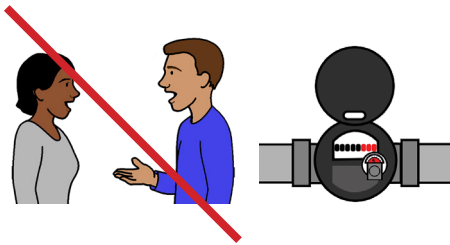
You **must** tell us if you want to do anything to your pipes that use the water we give you.

## Our rights

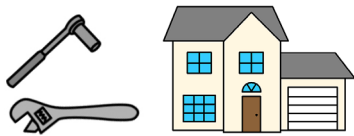


We can enter the outside of your home.

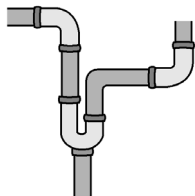
For example, the front garden to read your water meter.



We do **not** have to tell you if we come to your home to read your water meter.

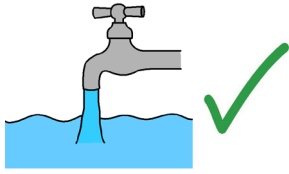


We can ask you to fix or clean things if you own the home.

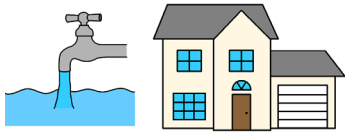


For example, your pipes.

## Our responsibilities

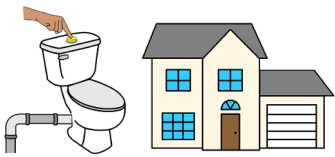


We **must** give you the service we say we will.

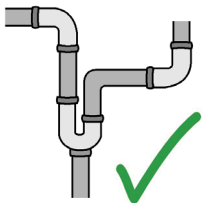


For example

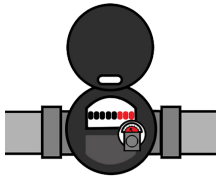
- make sure you get clean water



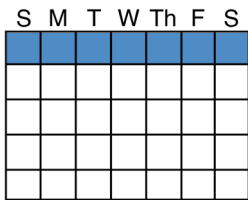
- make sure we take away your dirty water



- clean and fix your pipes



- read your water meter.



We **must** give you 7 days notice if we come to your home to fix or test something.



Our staff **must** tell you who they are if they come to your home.

## More information



For more information contact South East Water.



Call 131 851



Website [southeastwater.com.au](http://southeastwater.com.au)



Email [support@sew.com.au](mailto:support@sew.com.au)



Easy English

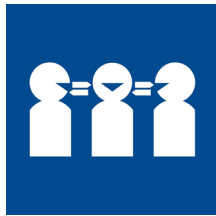
This book is an Easy English version of our Customer Charter.

On our website you can read

- the original version of the policy
  
- our other Easy English books.



Website [southeastwater.com.au/about-us/  
community/easy-english/](http://southeastwater.com.au/about-us/community/easy-english/)



## If you need help with English

Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.



## If you need help to speak or listen

Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website [accesshub.gov.au/nrs-helpdesk](http://accesshub.gov.au/nrs-helpdesk)



Call 1800 555 660

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