

# Our **contract** with you



**Sydney Water  
supplies drinking  
water, recycled  
water, wastewater  
services and  
some stormwater  
services to more  
than 5 million  
people in Sydney,  
the Illawarra  
and the Blue  
Mountains.**

This brochure summarises our *Customer Contract*, which is part of our *Operating Licence*, under the *Sydney Water Act, 1994*.

The full *Customer Contract* is legally binding. Find it at [sydneywater.com.au](http://sydneywater.com.au) or by calling 13 20 92.

We're committed to providing high quality products and services that improve our customers' lives.

Our *Customer Contract* outlines our obligations to you. It also details your responsibilities as a customer.

## What will Sydney Water do for me?

### We'll:

- supply drinking water that complies with the *Australian Drinking Water Guidelines*
- supply drinking water at a minimum of 15 metres head of pressure at the point of connection to our water system
- supply recycled water for non-drinking purposes, where available
- collect and treat your household wastewater
- collect and treat trade wastewater, if you have a trade waste agreement with us
- provide stormwater drainage, if your property is in a declared stormwater drainage area or the Rouse Hill stormwater catchment.

## What if there's a problem with Sydney Water's service?

Sometimes we may need to interrupt or limit our services to your property.

These interruptions may be for planned maintenance or unplanned emergency work.

If we need to work on our assets on or adjacent to your property, we'll leave the property, as near as possible to the condition it was in before the work, unless we've agreed to a different arrangement with you.

## For planned maintenance we'll:

- give residential customers at least two days written notice
- give non-residential customers at least seven days written notice, unless you agree to another period
- try to limit any interruption to less than five hours at a time.

If we need to do unplanned emergency work, we'll restore the service as quickly as possible.

## How will Sydney Water respond if there's a problem with my service?

If your services are interrupted by planned or unplanned work for over five hours, we'll give you an automatic \$35 rebate.

If you experience three or more unplanned water service interruptions of over one hour in a year, we'll rebate your full water service charge less any concessions for the next year.

If your water pressure is lower than 15 metres head of pressure at the point of connection to our water main continuously for 15 minutes, unless as a result of a supply interruption, we'll give you an automatic \$35 rebate. We'll only pay this for one event each quarter.

If wastewater overflows onto your property because our wastewater system has failed, we'll give you a \$60 rebate.

If wastewater overflows onto your property more than once in a year because our wastewater system has failed, we'll rebate your full wastewater service charge, less any concessions, for the next year.

If a problem in our water system prevents us from supplying clean water suitable for normal household purposes, we'll give you a \$35 rebate.

If NSW Health issues a boil water alert due to a Sydney Water fault, we'll give you a \$35 rebate.

If you don't receive a rebate you are entitled to, call us on 13 20 92.

If we do anything that damages your property, you may be able to claim compensation from us. See the full *Customer Contract* to find out how to claim.

## **What if I have a problem with my wastewater system?**

If there is a blockage or fault in the wastewater pipes on your property, you must arrange for a licensed plumber or drainer to clear or repair it at your cost.

As a free service, we will repair collapsed wastewater pipes within a footpath or roadway.

A licensed plumber must confirm that the fault cannot be repaired without excavating the roadway or footpath.

If our wastewater system is blocked, call us as soon as possible. We'll clear the blockage, but if you've caused it, we may charge for repairs.

We'll do all we can to reduce wastewater overflows on your property caused by a failure of our system. We'll try to minimise the inconvenience to you and make sure the area is properly cleaned.

## **What if I'm connected to a pressure wastewater system?**

If you are connected to a pressure wastewater system provided, owned and installed by us on or after 1 July 2015, you must enter into a separate additional service agreement covering operation and maintenance.

If you were connected to a pressure wastewater system before 1 July 2015, refer to our *Responsibilities of connected customers policy* for operation and maintenance requirements (available on our website or upon request).

## Who looks after the pipes and fittings?

You're responsible for maintaining all water pipes and fittings between our water main and the building/taps on your property.

As a free service, if you tell us of a failure in your water system, we'll repair it between our water system and the meter, up to one metre inside your property boundary. For units, this is the master strata property boundary.

You're responsible for maintaining all wastewater pipes and fittings between your property and Sydney Water's wastewater system.

If you share a private, joint water or wastewater pipe, you must maintain that pipe. How you split these costs is between you and whoever shares it with you.

## Can Sydney Water enter my property?

At times, we may need to enter your property to maintain our systems, read, fit, exchange or maintain a water meter or ensure compliance with this contract or other applicable laws. Our staff and authorised contractors will wear ID badges.

You must make sure we can safely enter your property during the day. In emergencies, we may need to enter your property at night.

We'll give you at least two days written notice when we need to enter your property for planned work unless you agree to a shorter notice period.

We won't give you notice :

- in an emergency
- to exchange, fit or read a meter
- to conduct a water restriction investigation
- to investigate a health or safety issue
- to conduct a general property inspection
- if giving notice would defeat the purposes of entry.

If we need to enter your property, we'll try to cause as little inconvenience as possible. We'll remove our rubbish and equipment and aim to leave your property, as near as possible, in the condition that it was found on entry. If we damage anything, you may be entitled to compensation.

## **What if something goes wrong with the water meter?**

The meter measures how much water we supply to you. We'll provide a meter, unless you make other arrangements with us. If the meter is damaged or stops, we'll estimate your water use based on your previous bills. If there is no meter, you must pay an unmetered service charge.

Sydney Water will maintain the meter and replace it if necessary. If you damage the meter, we may charge you to repair or replace it.

We may require some customers to install a backflow prevention containment device on the meter outlet to prevent contamination of the water supply.

If the water or wastewater charges change during the meter reading period, we'll apply the new price on a pro rata basis.

We must always have access to read or maintain your water meter. If we can't get to your meter, we may estimate your water use, so we can issue your bill.

## **What about defective or illegal services?**

If your water, wastewater or stormwater services are defective or unauthorised and we believe they could seriously affect our systems, we may ask you to fix them.

If you don't fix the faults by the date we set, we may fix them ourselves and charge you for the work.

## What if I want to do some building work on my property?





You must get our approval before doing any excavation, building, landscaping, or construction work that may interfere with our systems.

## Can I install a rainwater tank?

We encourage all customers to use water wisely by installing water efficient fixtures, appliances and equipment. Rainwater tanks can provide another source of water for non-drinking purposes. To avoid contaminating the drinking water supply, our approval is needed if you wish to connect a rainwater tank to our water supply.

## What can't I do?

### You must not:

-  wrongfully take, use or divert water supplied by us
-  interfere with water meters
-  wrongfully discharge any substances into our water, wastewater or stormwater systems
-  use a fire service other than for firefighting or testing of the service.

## How do I pay my bill?

We usually send residential customers quarterly bills. We may send monthly bills if you're a non-residential customer with high water use.

You may receive your bill by post or electronically. You'll find the various payment options on your bill including in person, by mail, via the internet or by direct debit.

We may charge you a fee if your bill payment is dishonoured or declined. We may also charge you interest or a fee if you don't pay your bill by the due date.



## What if I can't pay my bill on time?

If you're having difficulty paying your bill, call us and we'll discuss payment options with you, including negotiating more time for you to pay or an amount you can afford on an agreed payment plan.

If you're a residential customer, we'll offer you additional options, such as our payment assistance credits. These may be issued by an accredited agency or us.

## What if I'm a pensioner?

If you have either a Pensioner Concession Card, or a Department of Veterans' Affairs Gold Card with TPI/TTI or war widow/widower or Extreme Disablement Adjustment (EDA), call us to arrange a concession.

## Who sets the prices?

The New South Wales Government's Independent Pricing and Regulatory Tribunal (IPART) sets prices.







## Will Sydney Water disconnect my water supply?

If you don't pay your bill by the due date and haven't made other arrangements with us, we may restrict or disconnect the water to your property.

## We won't restrict or disconnect your water supply for non-payment, unless we have:

- given reasonable notice to the occupier of the property that we intend to restrict or disconnect the supply
- informed you about our policies on assistance options for payment difficulties and actions for non-payment.

## **We may also restrict or disconnect your water supply if:**

-  your private plumbing is defective or unauthorised
-  you fail to comply with this contract or other agreements you may have with us
-  you discharge trade wastewater into our wastewater system without an agreement
-  you haven't installed a backflow prevention containment device within the required timeframe
-  you fail to provide access to our water meter
-  you use recycled water improperly.

## **How can I talk to Sydney Water?**

If there's a problem with our water, wastewater, recycled water or stormwater systems, call our leaks and faults service on 13 20 90.




For general information about Sydney Water and our services, or to ask about your bill, call us on 13 20 92 between 8.30 am and 5.30 pm, Monday to Friday.

We supply an interpreter service for people from non-English speaking backgrounds and a telephone typewriter (TTY) service for the hearing impaired.

For TTY services, call the National Relay Service on 13 36 77 and ask for 13 20 92.

## **What if I'm not happy with Sydney Water's service?**

We want to know if you're not happy about our service. If you'd like to make a complaint, contact us:

-  by phone on 13 20 92 between 8.30 am and 5.30 pm, Monday to Friday
-  in writing at PO Box 399, Parramatta NSW 2124
-  visit [sydneywater.com.au](http://sydneywater.com.au).

If we can't resolve your complaint immediately, we'll respond within:

- two working days, if you phoned us
- five days, if you emailed or wrote to us.

We will respond to let you know what we're going to do to resolve your complaint and when.

If you're not satisfied with our response, you can ask for a manager to review it.

You can contact the Energy & Water Ombudsman NSW (EWON) any time for free, independent advice. You can also engage the NSW Civil and Administrative Tribunal (NCAT) or other legal avenues.

## Can I get more involved?

Sydney Water has set up a Customer Council to involve the community in our programs and services and help us make decisions.

To know more, visit [sydneywater.com.au](http://sydneywater.com.au) or call 13 20 92.

## What does Sydney Water do with my personal details?

Sydney Water respects the privacy of your personal information. It will only be used as allowed under the *NSW Privacy and Personal Information Protection Act 1998 (NSW)* and the *NSW Health Records and Information Privacy Act 2002*.

Visit [sydneywater.com.au](http://sydneywater.com.au) to find out more about how we handle your information.

# Contact us

## Sydney Water

General enquiries

Call 13 20 92

(8.30 am to 5.30 pm Monday to Friday)

Visit [sydneywater.com.au](http://sydneywater.com.au)

Email us at:

[CustomerService@sydneywater.com.au](mailto:CustomerService@sydneywater.com.au)

Mail to:

PO Box 399

Parramatta NSW 2124

To report leaks and faults

Call 13 20 90

## Energy and Water Ombudsman New South Wales

Freepost to:

Reply Paid 86550

Sydney South NSW 1234

Enquiries:

Freecall 1800 246 545

Visit [ewon.com.au](http://ewon.com.au)

Email [omb@ewon.com.au](mailto:omb@ewon.com.au)

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This work may be freely dealt with for any purpose, other than in  
a product for sale.