

Water and Sewer Customer Charter SUMMARY

Upper Mooney Dam

What is a customer charter?

A customer charter outlines

- Our standard of service to you.
- Your expectations on your water and sewer services.
- Your rights and obligations as a customer, and ours.
- How you can help us to help you.

Our service commitments

Simple and easy to interact with us

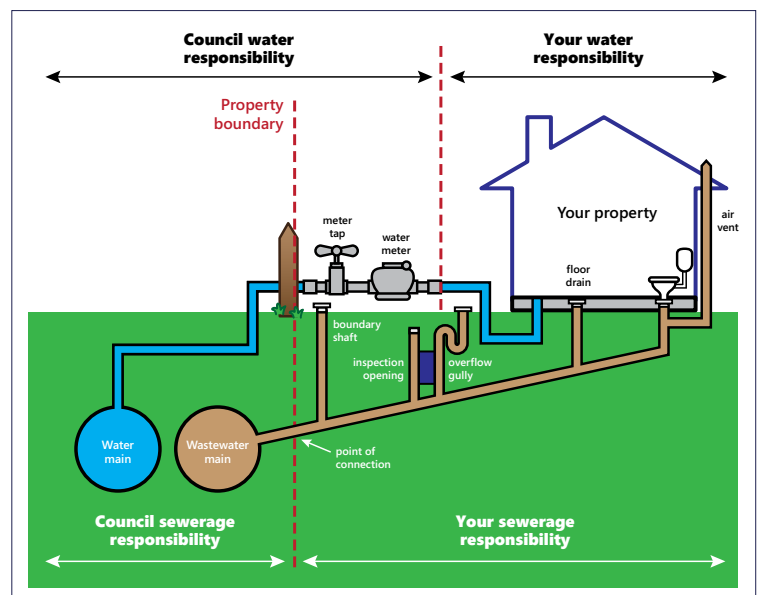
- We will communicate clearly.
- You know what to expect at every step.
- You will have a choice of options to contact us.

The experience is consistent for you

- We will communicate honestly, professionally and in plain language.
- You can expect friendly, helpful and knowledgeable service from our staff.

We will ask you how we went and what we need to change

- We will listen carefully to you to ensure our water and sewer services meet your needs.
- We will make decisions in consideration of the best interest of the whole community.



Your water and sewerage supply system responsibilities

Shared rights and responsibilities

Central Coast Council Water and Sewer is accountable for maintaining your water service up to the water meter, while for sewer services, Council is responsible up to the connection point.

It is the responsibility of the property owner to maintain all plumbing and pipework from the connection points to their residence.

Complaints management

Our responsibility

- We seek to address enquiries and complaints promptly and efficiently, preferably during the first contact with our customer.
- Council values all feedback, and considers that good management of feedback cultivate transparency and trust.

In accordance with our Central Coast Council Complaints and Feedback Management Policy, we strive to:

- Respond to urgent issues within one business day.
- Acknowledge all requests within five working days.
- Investigate complex complaints within 20 working days, while maintaining regular communication to keep you informed of progress.
- If you remain dissatisfied, you have the right to request a review of your complaint. You may also contact the NSW Ombudsman for further assistance.

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Be water wise

 lovewater.centralcoast.nsw.gov.au

For more information visit

 centralcoast.nsw.gov.au



General enquiries, billing and payment difficulties

 (02) 4306 7900 – 8:30-5:00pm Monday-Friday

If you have hearing or speech impairments, call the National Relay Service on 13 36 77, and quote Council's contact number 02 4306 7900.

 ask@centralcoast.nsw.gov.au

 Search 'customer help' at centralcoast.nsw.gov.au

 Council Office
2 Hely Street, PO Box 20, Wyong NSW 2259

Faults, services and emergencies

 (02) 4306 7900 – 24 hours/7 days

 Search 'water service interruptions' at centralcoast.nsw.gov.au

Contact us about issues with:



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centralcoast.nsw.gov.au/enews

Read the latest news online

 centralcoast.nsw.gov.au/news

