



Water Utilities Group

Customer Enquiry, Complaint and Dispute Resolution Process





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1 Introduction

Water Utilities Australia Pty Ltd ACN 129 876 213 trading as Water Utilities Group (“WUG”) is an independent private corporation responsible for the provision and delivery of recycled water services.

WUG was issued with a Water Retail Licence for the sale and supply of recycled water services on 19 March 2013. The Water Retail Code for Minor and Intermediate Retailers issued by the Essential Services Commission of South Australia (ESCOSA), sets out the requirements for compliance with WUG’s Water Retail Licence.

WUG's Customer Service staff manage most customer interactions and are the first point of contact for general enquiries and complaints.

WUG’s Customer Service staff manage, track and coordinate responses for all written complaints requiring investigation and escalation received by WUG.

More information can be found in WUG's Customer Charter at www.waterutilitiesgroup.com.au.

2 Purpose

This document should be read in conjunction with WUG’s Customer Charter and outlines WUG’s customer enquiry, complaints and dispute resolution process detailing the requirements for recording, managing and responding to complaints, enquiries and escalations which are received by WUG.

This process applies to all enquiries and complaints received from external customers and consumers via telephone, in writing, in person or electronically.

WUG processes ensure customers are fully aware of the channels available to them to raise queries or complaints about WUG’s services. It also ensures that accurate information is collected and can be used to analyse trends and areas for improvement.

This document is reviewed periodically and is subject to change.

3 Customer enquiries

WUG will:

Provide a source of customer-related information as directed by the Water Retail Code including WUG’s Customer Charter and Standard Customer Contract;

Ensure enquiries, complaints and dispute resolution is available to all WUG customers via:



- Telephone
- E-mail
- Written correspondence
- WUG's website
- In person

Provide resolution of customer enquiries and complaints and resolve matters at the first point of contact wherever possible;

Manage customer requirements by providing relevant information and meeting service standards related to enquiry and complaint responsiveness;

Ensure customer enquiries and complaints are dealt with in a timely, fair and reasonable manner; and

Assist customers who may require language interpreting by referral to relevant interpreter services.

3.1 How to contact WUG?

You can contact WUG on the following phone numbers, between 8.30am and 5.00pm weekdays (excluding public holidays) to discuss various matters as listed below.

- General Enquiries - (08) 8210 2300
- Accounts;
- Meter readings and water use;
- Change of name and/or address;
- Payment arrangements and options available;
- Hardship and difficulties in paying retail billings;
- Complaints, compliments and suggestions;
- Registration of Special Needs Customers;
- Service faults and emergencies - (08) 8210 2300
- Water supply, water quality and reliability; and
- Leaking or faulty water meter.
- Connection enquiries - (08) 8210 2300
- Applications for connections;
- Availability of services; and
- The connection and supply to a supply address.
- Dial Before You Dig - 1100
- State wide water and sewer main plans.



You can also contact WUG in the following ways:

Enquiries - email	info@waterutilitiesgroup.com.au
Fax	(08) 8210 2399
Mail	PO Box 265 Rundle Mall, SA 5000
In Person	Level 10, 111 Gawler Place Adelaide SA 5000
WUG website	www.waterutilitiesgroup.com.au

3.2 Commitment to customers

WUG ensures Customer Service staff, who receive calls, are equipped with the necessary knowledge and skills to provide quality service to customers.

WUG staff will endeavour to:

- Treat customers in a polite and courteous manner;
- Obtain any details necessary to ensure the customer receives the service they expect;
- Attempt to resolve the matter at the first possible point of contact;
- Make an accurate record of any correspondence so the matter can be tracked, monitored and reported; and
- Respond to all enquiries in a timely and efficient manner.

4 Complaints and dispute resolution

WUG welcomes feedback including the lodgement of any complaints you may have as a customer (either as property owner or tenant) with our service which provides us with the opportunity to maintain your confidence and trust as well as improve our customer service.

WUG considers complaints as an opportunity to better understand your dissatisfaction with any of our services, and provide you with a response in order to arrive at a resolution. It may be related to our products, services, or the complaints handling process itself. If you are dissatisfied with any aspect of WUG's services or products, please contact us so that we can resolve your concerns.



4.1 WUG's commitment to complaints and dispute resolution

WUG will address customer concerns (either property owner or tenant) in a timely and efficient manner, with a view to resolving issues in a friendly and efficient manner. We will:

- Listen to your concerns;
- Identify ourselves;
- Ensure that correspondence has a contact name and telephone number;
- Respect your right to privacy;
- Provide you with quality information and advice; and
- Provide information required in a clear and concise manner.

When contacting WUG with a complaint we ask our customers to:

- Be honest in all your dealings with us; and
- Provide us with relevant information when requested to help us address the issue.

4.1.1 Complaints Management Principles

WUG is committed to the following complaints management principles when handling complaints:

1. **Transparency** – Information about the 'how and where' to make a complaint is clearly available to customers and staff.
2. **Availability** – Customers can easily access the complaints management process and the methods of making complaints will be flexible.
3. **Responsiveness** – All customers should receive timely acknowledgement their complaint has been received with best endeavours made to provide a response within the required response targets.
4. **Objectivity** – Each complaint will be addressed in an objective and unbiased manner.
5. **Fees** – No fees will be charged to manage legitimate customer complaints and enquiries.
6. **Confidentiality** – Personal information should be available where needed, but only for the purposes of addressing the complaint within WUG. The information will be protected from disclosure unless the customer expressly consents to its disclosure.
7. **Customer Focused Service** – A customer focused service approach will be adopted and the rights of customers to disagree with WUG will be respected by providing and promoting an accessible, timely, fair and friendly process for the management of customer complaints.
8. **Accountability** – WUG will ensure systematic reporting of customer complaints against documented standards and lessons learned is undertaken.
9. **Continual Improvement** – Analysis of customer complaints will drive improvement in customer service and the complaints handling process.



4.2 How to make a complaint

There are two ways to contact and lodge a complaint with us:

1. Call and speak to our Customer Service staff

If you as a customer (either property owner or tenant) are dissatisfied with any of our products or services, please contact us on (08) 8210 2300 and discuss your concern with our Customer Service staff. Alternatively, you can speak to us in person at Level 10, 111 Gawler Place, Adelaide SA 5000.

WUG's Customer Service staff are able to resolve most of your concerns over the telephone at the first point of contact. If you remain dissatisfied with the outcome, you may request to have your complaint reviewed by a senior manager who will further investigate the matter.

2. Write to us

If you prefer, write to us at the following address with the details of your complaint:

Customer Complaints Service
Water Utilities Australia Pty Ltd
PO Box 265
RUNDLE MALL SA 5000

Alternatively you can send an email to info@waterutilitiesgroup.com.au or provide your complaint via our website www.waterutilitiesgroup.com.au.

Upon receipt of your letter, email or website complaint, we will provide you with a written acknowledgement of your complaint as well as the contact details of the staff member who will be managing your complaint.

4.3 Method of response

We will endeavour to resolve all complaints at first point of contact. However, there are some instances where this is not possible and further investigation may be required. In these instances, we will acknowledge receipt of your complaint within five days and aim to provide you with a resolution within thirty days.

Should we be unable to meet these time frames, we will advise you of our suggested course of action and timeframe, as well as the name of a contact person for any further queries regarding this matter.

As a general rule, WUG will respond via the same channel as the complaint is received unless advised otherwise.



4.4 Complaint escalation

We reiterate that if you have attempted to resolve your concerns through the above process without resolution, you may escalate your complaint to a senior manager for further review.

If the matter still cannot be resolved, you will be advised of your option to escalate your grievances to an Ombudsman - an independent, free service available to residential and business customers.

The Energy and Water Ombudsman of South Australia can assist with complaints regarding billing, account payment, connection, supply, marketing and customer service. Contact details are:

Energy and Water Ombudsman SA

Street address: Level 11, 50 Pirie Street, ADELAIDE SA 5000

Postal address: GPO Box 2947, ADELAIDE SA 5001

Telephone: 1800 665 565 (freecall)

Facsimile: 1800 665 165 (freefax)

Email: contact@ewosa.com.au

4.5 Complaint recording

WUG will record and monitor all complaints received from customers for the purposes of monitoring and compliance purposes but also to assist in improving the future experience of customers.

WUG reports regularly to WUG's Compliance Committee and its Board of Directors on the complaints WUG receives and their resolution in order to improve WUG's service.

5 WUG's Customer Charter

Customers requiring more information on how to pay your bill, payment options available and what to do in cases of difficulty in paying, financial hardship or special needs should refer to WUG's Customer Charter, available on our website: www.waterutilitiesgroup.com.au



6 Privacy Principles

WUG will only collect, use, disclose and store any relevant personal information in a manner that meets customers' expectations and reflects the Australian Privacy Principles of the *Privacy Act 1988* (Cth).