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# 1 Definitions and Acronyms

<table>
<thead>
<tr>
<th>Acronym</th>
<th>Definition</th>
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</thead>
<tbody>
<tr>
<td>Complaint</td>
<td>An expression of dissatisfaction made to an organisation, related to its products or services, or the complaints handling process itself, where a response or resolution is explicitly or implicitly expected.</td>
</tr>
<tr>
<td>Compliment</td>
<td>Praise or support for the services/products provided, policies and values demonstrated or satisfaction with interaction with an SA Water employee, contractor or agent.</td>
</tr>
</tbody>
</table>
| Customer             | An external person who owns land in relation to which a retail service is provided and includes:  
  a) Where the context requires, a person seeking the provision of a retail service; and  
  b) In prescribed circumstances, a person supplied with retail services as a consumer or user of those services (without limiting the application of this definition to owners of land); and  
  c) A person of a class declared by the regulations to be customers.                                                                                                                                       |
| Enquiry              | An enquiry is a customer interaction with SA Water to request information through the nominated enquiry channels.                                                                                                                                                                                                                     |
| ESCOSA               | Essential Services Commission of South Australia.                                                                                                                                                                                                                                                                                         |
| EWOSA                | Energy and Water Ombudsman of South Australia.                                                                                                                                                                                                                                                                                            |
| First Point of Contact | The employee and/or SA Water contractor or agent who first received the customer complaint, compliment or suggestion.                                                                                                                                                                                                                  |
| Investigation        | An investigation is required if:  
  a) A response cannot be provided to a customer based on information that is available to SA Water with SA Water systems or previous documentation/inspection notes;  
  b) An inspection of the property is required; and/or  
  c) A complaint is received about the behaviour of a staff member or a complaint about a contractor.                                                                                                                                                                |
| Information Privacy Principles | The State Government of South Australia issued a set of Information Privacy Principles (IPPs) to regulate the way personal information can be collected, used, stored and disclosed.                                                                                                                                                 |
| Regulatory Service Standards | Timeframes for response to complaints as determined by ESCOSA from time to time.                                                                                                                                                                                                                                                         |
| Suggestion           | Advice, recommendation or comment from a customer that proposes to lead to some improvement in SA Water’s ability to deliver a higher level of customer service.                                                                                                                                                                                    |
2 Introduction

SA Water is a government enterprise, wholly owned by the Government of South Australia responsible for delivering water, sewerage and recycled water services.

SA Water was issued with a Water Retail Licence for the sale and supply of water and wastewater services on 1 January 2013. The Water Retail Code - Major Retailers issued by the Essential Services Commission of South Australia (ESCOSA), sets out the requirements for compliance with SA Water's Water Retail Licence.

SA Water's Customer Service Centre manages most customer interactions and is the first point of contact for general enquiries and complaints.

The SA Water Customer Feedback Management Unit manages, tracks and coordinates responses for all written complaints requiring investigation and escalated complaints received by SA Water.


3 Purpose

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

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

The process ensures that customers are fully aware of the channels available to them to raise queries or complaints about SA Water'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.

4 Customer enquiries

SA Water will:

1. Ensure enquiries, complaints and dispute resolution is available to all SA Water customers via:
   a) Telephone;
   b) E-mail;
   c) Written correspondence;
   d) SA Water’s website;
   e) In person;

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

3. Provide early resolution of customer enquiries and complaints and resolve matters at the first point of contact where possible;

4. Manage customer expectations by providing relevant information and meeting the service standards related to enquiry and complaint responsiveness;

5. Ensure customer enquiries and complaints are dealt with in a fair and reasonable manner;

6. Encourage customers who may require a language interpreting service to facilitate communication with SA Water to phone 13 1450 in order to gain access to free interpreting services; and

7. Encourage customers who are deaf, hearing impaired or who have a speech impediment to contact SA Water via the National Relay Service. Contact can be made by the following communication channels:
4.1 How can I contact SA Water?

You can contact SA Water on the following dedicated phone lines, between 8.30am and 5.00pm weekdays (excluding public holidays) to discuss various matters as detailed below.

These services are also available through the interpreting and National Relay Service facilities mentioned at section 4 above.

<table>
<thead>
<tr>
<th>Section</th>
<th>Description</th>
<th>Phone Number</th>
<th>Call Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>General Enquiries</td>
<td>1300 650 950</td>
<td>Local call</td>
</tr>
<tr>
<td></td>
<td>Accounts</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Meter readings and water use</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Change of name and/or address</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Payment arrangements</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Hardship</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Complaints, compliments and suggestions</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Concessions, grants or rebates</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Registration of Special Needs Customers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Water restrictions or conservation measures in place</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>How to obtain technical water efficiency advice for your home or business</td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Service faults and emergencies (24 hours)</td>
<td>1300 883 121</td>
<td>Local call</td>
</tr>
<tr>
<td></td>
<td>Water supply, water quality</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Leaking or faulty water meter and</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Sewer blockage or overflow</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Major SA Water projects</td>
<td>1800 812 362</td>
<td>Free call</td>
</tr>
<tr>
<td>4</td>
<td>Connection enquiries</td>
<td>1300 650 951</td>
<td>Local call</td>
</tr>
<tr>
<td></td>
<td>Applications for connections</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Availability of services and</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Land development</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Australian Water Quality Centre</td>
<td>1300 653 366</td>
<td>Local call</td>
</tr>
<tr>
<td></td>
<td>Water sampling and testing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Dial Before You Dig</td>
<td>1100</td>
<td>Free call</td>
</tr>
<tr>
<td></td>
<td>State wide water and sewer main plans</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
You can also contact SA Water in a variety of other ways:

<table>
<thead>
<tr>
<th>Method</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enquiries e-mail</td>
<td><a href="mailto:customerservice@sawater.com.au">customerservice@sawater.com.au</a></td>
</tr>
<tr>
<td>Fax</td>
<td>(08) 7003 3329</td>
</tr>
<tr>
<td>Mail</td>
<td>GPO Box 1751 Adelaide 5001</td>
</tr>
<tr>
<td>In Person</td>
<td>250 Victoria Square Adelaide</td>
</tr>
<tr>
<td>SA Water website</td>
<td><a href="http://www.sawater.com.au">www.sawater.com.au</a></td>
</tr>
</tbody>
</table>

4.2 Commitment to customer enquiries

SA Water will ensure Customer Service Centre staff, who receive calls on the enquiry lines mentioned at section 4.1 above, are equipped with the necessary knowledge, and skills to provide quality service, handle interactions professionally and efficiently and communicate effectively.

SA Water staff will:

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

4.3 Recording and monitoring of enquiries

SA Water records and monitors all customer enquiries made through its dedicated phone lines and other channels. Enquiries are tracked to ensure Regulatory Service Standards are met and also to assist SA Water in improving customers’ experiences when making enquiries with SA Water.

If you do not wish for your call to be monitored please advise the staff member assisting you.

5 Complaints and dispute resolution

SA Water welcomes your complaint as an opportunity to maintain your confidence and trust as well as improve our customer service performance and efficiency.

SA Water defines a complaint as an expression of dissatisfaction whereby a resolution or response is expected (either explicitly or implicitly). It may be related to our products, services, or the complaints handling process itself. If you are dissatisfied with any aspect of SA Water’s services or products, please contact us so that we can resolve your concerns.

5.1 SA Water’s commitment to complaints and dispute resolution

SA Water will address customer concerns in a timely and efficient manner, with a view to resolving issues in a non-confrontational, non-adversarial environment. We will also:

- Listen to your concerns;
- Identify ourselves;
- Ensure that correspondence has a contact name and telephone number;
• Respect your right to privacy;
• Provide you with high quality information and advice; and
• Provide information and guidelines in plain language.

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

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

5.1.1 Guiding Principles

SA Water is committed to the following complaints management guiding principles when handling your complaints:

1. **Visibility** - Information about the ‘how and where’ to make a complaint is visible to customers, staff and other stakeholders.

2. **Accessibility** - Complainants can easily access the complaints management process and the methods of making complaints will be flexible.

3. **Responsiveness** - All complainants should receive timely acknowledgement that their complaint has been received and best endeavours will be made to provide a response within the required response targets.

4. **Objectivity** - Each complaint will be addressed in an equitable, objective and unbiased manner.

5. **Charges** - No fees will be charged to manage legitimate customer complaints and enquiries.

6. **Confidentiality** - Personally identifiable complainant information should be available where needed, but only for the purposes of addressing the complaint within SA Water. The complainant’s information will be actively protected from disclosure, unless the customer expressly consents to its disclosure.

7. **Customer Focused Approach** - A customer focused approach will be adopted and the rights of customers to disagree with us will be respected and supported by providing and promoting an accessible, timely, fair and friendly process for the lodgement and management of customer complaints.

8. **Accountability** – SA Water will ensure that 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.

5.2 How to make a complaint

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

1. **Speak to our Customer Service Centre**

   If you are dissatisfied with any of our products or services, please contact us on 1300 650 950 and discuss your concern with our Customer Service Centre staff. Alternatively, you can speak to us in person at 250 Victoria Square, Adelaide.

   SA Water’s Customer Service Centre 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 Team Leader or our Customer Feedback Management Unit who will further investigate this matter.
2. Write to us

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

Customer Feedback Management Unit
SA Water
GPO Box 1751
ADELAIDE SA 5001

Alternatively you can send an email to feedback.management@sawater.com.au or provide your complaint via our website www.sawater.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.

5.3 Method of response

We endeavour to resolve all complaints at the 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 and aim to provide you with a resolution within the Regulatory Service Standards.

Should we be unable to meet these timeframes, 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, SA Water will respond via the same channel as the complaint is received unless advised otherwise.

5.4 Complaint escalation

If you have attempted to resolve your concerns through the above process, you may escalate your complaint to the Customer Feedback Management Unit, a Team Leader, or 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. Ombudsman SA can assist with concerns regarding SA Water’s processes used to make decisions and determine if they are fair, reasonable and lawful.

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 (free call)
Facsimile: 1800 665 165 (free fax)
Email: contact@ewosa.com.au

**Ombudsman SA**
Street address: Level 5 East Wing, 50 Grenfell Street, ADELAIDE SA 5000
Postal address: PO Box 3651, RUNDLE MALL SA 5000
Telephone: 08 8226 8699
Toll free: 1800 182 150 (outside metro SA only)
Facsimile: 08 226 8602
Email: ombudsman@ombudsman.sa.gov.au

5.5 Complaint recording

SA Water will record and monitor all complaints received from customers for the purposes of monitoring compliance with Regulatory Service Standards but also to assist in improving the experience of our customers.
We report regularly to SA Water’s Board of Directors on the complaints SA Water receives and the timeliness with which they are responded to and resolved in order to improve SA Water’s service.

Statistical non-personally identifiable complaints data is also disclosed and publicly reported to external bodies.

6 SA Water’s Customer Charter

Customers requiring more information on the following should refer to SA Water’s Customer Charter, available on our website:

- How to register life support equipment (Special Needs Customers);
- Financial hardship information;
- Translation and interpreting Services; and
- Large print requirements.

7 Privacy Principles

SA Water is governed by the State Government Information Privacy Principles. SA Water will collect, use, disclose and store personal information in a manner that meets community expectations and reflects the current South Australian Government information privacy principles.

A copy of the State Government Information Privacy Principles can be found on the State Records of South Australia website www.archives.sa.gov.au.

8 References

2. SA Water Customer Charter
3. SA Water Standard Customer Contract
4. State Government Information Privacy Principles
5. Water Industry Act 2012
6. Water Industry Guideline No. 2 (WG2/01)
7. Water Industry Regulations 2012
8. Water Retail Code - Major Retailers