

# We want you to have a great experience with us



## Customer Charter Summary 2023-2028

# What we do

More than  
**19,932**  
megalitres of drinking  
water supplied



**19**  
Water Treatment Plants  
(Including 3 operated by Veolia Water  
(Bendigo, Castlemaine and Kyneton))



**179,386**  
customers

**\$2.2 BILLION**  
net book value of infrastructure assets,  
property, plant, and equipment



**81,639**  
water connections

**73**  
Water Pump Stations



**1,342**  
rural licenses

**147**  
kilometres of water distribution  
pipelines and channel systems



Approximately  
**350**  
megalitres of recycled water supplied



**13,210**  
megalitres of sewage collected and  
treated at our Water Reclamation Plants

**2,379**  
kilometres of potable  
and non-potable  
water mains

**1,124**  
recycled water  
connections

**184**  
Sewer Pump Stations



**34**  
water reservoirs and  
service basins



**77**  
kilometres of recycled  
water infrastructure

**3,728**  
megalitres of  
collected sewage  
treated for reuse



**2,100**  
kilometres of  
sewer mains

**383**  
kilometres of rural  
supply channels  
and mains

**One**  
recycled water factory



**74,657**  
sewerage  
connections

**16**  
Water Reclamation Plants  
(Including 2 operated by ETE Coliban Pty Ltd  
(Echuca and Rochester))



Average age of  
our customers  
is 53 years



**30%**  
of our customers have  
a concession card

## Your experience as a customer

At Coliban Water, we recognise our services are an everyday part of our customers' lives and underpin the wellbeing of our community. Being customer-focused is our top priority and we work hard to align what we do with your expectations.

As our customer, you can turn on the tap at home at any time. You can have a shower or flush the toilet and used water disappears. We provide a largely unseen service but one that enhances the quality of your life.

This summary of our Customer Charter provides an overview only of the services we provide, what you should expect to receive when dealing with us, along with your rights and obligations as our customer.

Our water and sewage services are delivered in alignment with the Water Industry Standard - Urban Customer Service (1 March 2023) and the Trade Waste Customer Water Industry Standard (1 March 2023) set by the Essential Services Commission, the independent regulator of the water sector in Victoria.

Our current Customer Charter covers the period 1 March 2023 to 29 February 2028. It applies to anyone supplied with reticulated drinking water, non-drinking water, or recycled water, and/or reticulated sewerage services and trade waste services. Our rural supply customers are covered under a separate Rural Customer Charter.

You can find a full copy of our Customer Charter online at [coliban.com.au](https://coliban.com.au) (search Customer Charters).



## Our value

What matters most to our customers drives the value we provide. Following engagement with customers like you, we make the following promises:



We will supply high quality water you can trust.



We will reduce our environmental impact and achieve a socially responsible, sustainable business for the future.



Our investments will support the economic prosperity of our region.



We will support customers in need and fairly balance generational investment and pricing.



We will provide services to meet the needs of customers now and in the future.

## Your water bill



We will provide a clear, easy to understand, and accurate water bill. We will issue your bill quarterly and send it to you via email or in the post, depending on your preference.

Or we will send your bill to your agent or representative at a nominated address.

### How you are charged

You will be charged in arrears based on your connection to our services and how much water you use. The charges may include:

1

#### Water and Sewer Access

Every property connected to water and sewage services pays a fixed annual fee, billed quarterly at a daily rate.

If you are a renter, your rental provider pays these access charges.

2

#### Water Usage

The price per kilolitre (1,000 litres) of water delivered to your property, measured by a water meter. This charge is likely to vary from bill to bill, based on how much water you use.

3

#### Recycled Water Usage

The price per kilolitre (1,000 litres) of water delivered to your property, measured by your purple water meter. This charge is likely to vary from bill to bill, based on how much water you use.

4

#### Sewer Volume

This charge will only apply to non-residential properties.

5

#### Other

If you have requested one, you may see an extra charge for a special meter reading or application fee.

You can find details of the full range of charges in our Schedule of Fees and Charges.

## Paying your bill

You can choose to pay via one of the following options.

- By direct debit from your savings or cheque account. You can set this up on our website or call 1300 363 200 for assistance.
- Through your financial institution using BPAY.
- Through automatic payments from your Centrelink allowance (Centrepay).
- At any Australia Post Office or via Post BillPay.
- By phone with us on 1300 363 200.

### Choose eBilling

If you're a customer, you can opt to receive your bill via email. It makes it harder for you to misplace your bill, and it's great for the environment.

### Payment reminders

If we have your number, we'll send you an SMS reminder before the due date if we have not already received payment. Reminder and Final Notices will be issued if payment is not received. We will continue to try and contact you before any additional steps are taken. We reserve the right to charge interest if your bill is overdue or where the terms of an agreed payment plan are not met (this interest rate is set by the Essential Services Commission).



## Customer support

We will aim to identify if you are experiencing financial difficulty and will attempt to contact you to offer information about the range of customer support options available.

Alternatively, you can find the details on our website or speak with a member of our team on 1300 363 200 about your situation. You may be eligible for one or more of the following:



### Payment extension

If your bill is not overdue yet, but you need more time to pay, you can request a two-week payment extension via our website or by contacting us.



### Concessions

A discount of up to 50% on water use charges (up to an annual maximum) can be applied to your bill if you hold an eligible concession or pension card.



### Alternative payment arrangements

Based on your capacity to pay, we can set up flexible payment plans, or bill smoothing to remove seasonal highs and lows.



### Utility relief, hardship grants and more

We can help eligible customers tap-in to a range of Utility Relief Grants, plumber assistance, and community support. We encourage you to contact us early if you are experiencing any difficulties paying your bill.

### Specialist help if there's violence at home

Your water bill should be the last thing on your mind if you've been impacted by family or domestic violence. Our trained team can provide confidential and respectful help if you need it. They can also work with other agencies to ensure you only need to share your story once.

### Communication assistance

We provide access to a free interpreter service for non-English speaking customers. Call 131 450.

A TTY service is accessible for customers with a speech or hearing impairment. Call 133 677. Or contact us if you would like a copy of this or other documents in large print.

You can also contact us to nominate a support person or representative to communicate with us on your behalf.

## Our service standards

### Underpinning healthy people is healthy water!

180,000 customers in North Central Victoria trust us to deliver their water and sewage services.

We deliver these services in 49 towns across an area spanning 16,500 square kilometres. And because what we do is 100% funded by the customers we serve, making sure we meet your expectations is part of our DNA.

Day-to-day this means we maintain and upgrade water and sewerage systems, including pipes, pump stations, and treatment plants. And it's why we strive to build trust by enhancing the natural environment, strengthening water security and resilience, providing education, awareness and customer support programs, and helping to shape the future of our region for the better.

In the following pages we've set out the standards and targets we've committed to, and how we provide rebates to acknowledge the rare occasions when things don't go as well as we planned.

## Our commitments to you

### Water

We manage water quality so you can trust your water is safe, affordable and accessible. We complete regular sampling and testing and ensure your water meets guidelines set out in the *Safe Drinking Water Act 2003* and the Australian Drinking Water Guidelines.

Maximum number of unplanned water supply interruptions you may experience in a 12-month period	4
Average time to attend to Priority 1 bursts and leaks	32 minutes
Average time to attend to Priority 2 bursts and leaks	80 minutes (reducing to 75 minutes for 2025/26 and 2026/27 and 70 minutes in 2027/28)
Average time to attend to Priority 3 bursts and leaks	1,440 minutes
Average duration of unplanned water supply interruptions	112 minutes
Average duration of planned water supply interruptions	130 minutes

### Sewer

Maximum number of sewer blockages you may experience in a 12-month period	3
Average time to attend to Priority 1 bursts and leaks	30 minutes
Average time to attend to Priority 2 bursts and leaks	80 minutes
Average time to attend to Priority 3 bursts and leaks	300 minutes

### Minimum flow rate at the tap closest to the meter

Standard residential connection	20 litres per minute in standard operating conditions
Restricted service	2 litres per minute



## Your obligations

As a customer, you have certain obligations under the *Water Act 1989* and the *Water Industry Act 1994*:

- Pay charges incurred after vacating a property (unless you provide at least 48 hours' notice).
- Ensure your water meter is accessible.
- Maintain your infrastructure in line with Australian standards, including all internal pipes and fittings after our network boundary points, private extensions, stop taps where the meter is more than two metres into your property, backflow prevention devices, and combined mains and fire services after the first isolation valve at the water mains.
- Remove trees at our request.
- Seek our consent for any building or construction work that might interfere with our services.
- Not alter our works without our consent.
- Observe Victoria's Permanent Water Saving Rules and/or water restrictions in place.

## What happens if we don't meet your expectations?

We know an extended interruption to your water supply, poor water pressure, a sewer spill, or other water quality issue can be inconvenient – and not the standard of service we've committed to as a customer-funded service provider.

If you experience service that does not meet our service standards, we will apply a rebate on your next quarterly bill (unless the failure is caused by you or a third party).

Sewer intrusion into your home contained instantly (blown seal)	First time \$60 (or \$120 for subsequent events)
More than four water outages in a financial year	\$60
Unplanned water supply outage not restored within five hours	\$60
Planned water supply outage during peak times	\$120
Failure to remove a restrictor from your water meter within 24 hours of you paying your bill or making a payment plan	\$360

Where a property is occupied by a renter and the renter is a customer, only the renter's account will be credited with the rebate.



You can find the full list of our Customer and Community Rebates at [coliban.com.au/help-advice](https://coliban.com.au/help-advice).



## Enquiries, feedback and complaints

We want our community of customers to feel heard. We encourage you to let us know what we are doing well, and where we can improve.

If you have feedback or a complaint, please contact us on **1300 363 200**, email **coliban@coliban.com.au**, or complete the webform available at **coliban.com.au**.

We aim to always provide the highest levels of service. However, we appreciate there may be times when we don't get things right the first time. If you're not happy, we'll work with you to come up with a solution. All complaints will be dealt with following our complaint handling procedures and you can expect:

- If you request a written reply, we'll respond within 10 business days.
- The reasons for our decisions and any legal basis.
- An escalation process that will raise your complaint to the level of a Senior Manager.

If you are not satisfied with the way your complaint was handled or with the outcome, you can make a referral to the Energy and Water Ombudsman Victoria. Call 1800 500 509 or email [ewovinfo@ewov.com.au](mailto:ewovinfo@ewov.com.au).

## Your privacy

We protect the privacy of our customers and employees in accordance with the *Privacy and Data Protection Act 2014 (Vic)* and the *Privacy Act 1998*.

We protect and maintain the security of your personal information and only use this for the purpose it was collected, for example to prepare bills, provide customer alerts and updates, manage debt recovery, or verify your identity.

You can contact our Privacy Officer at [privacyofficer@coliban.com.au](mailto:privacyofficer@coliban.com.au) or write to:

Coliban Water 'Confidential'  
PO Box 2770  
Bendigo Delivery Centre  
Bendigo VIC 3554

A full copy of our Privacy Policy is available at [coliban.com.au](http://coliban.com.au).



## Connect with us

<b>Billing and enquiries</b>	1300 363 200 8am to 5pm Monday to Friday
<b>Faults and leaks</b>	1300 363 200 24 hours a day
<b>Email</b>	coliban@coliban.com.au
<b>Online</b>	coliban.com.au
<b>Face-to-face</b>	37-45 Bridge Street Bendigo VIC 3550
<b>Mail</b>	PO Box 2770 Bendigo DC VIC 3554

### Need help understanding this information?

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#### Interpreter Service

13 14 50

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#### National Relay Service

TTY users call 13 36 77.

Speak and Listen users call 1300 555 727.

Internet Relay users connect to the NRS and ask for 1300 363 200.

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Please call us on 1300 363 200 if you'd like this information in large print.

