

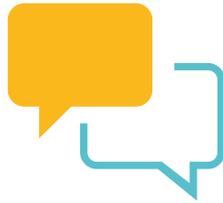
## What we do

### Melbourne Water

- Collect, treat and supply drinking and recycled water to water retailers.
- Remove, treat and reuse sewage.
- Manage waterways and regional drainage systems in the Port Phillip and Westernport region.

## Who to contact?

The below list outlines who to contact on certain water matters.



### Victorian Government

- Provide policy, legislation and regulatory standards.

### Water Retailers (e.g. South East Water, City West Water, Yarra Valley Water, Western Water)

- Water supply and sewage removal for individual homes and businesses, including trade waste.
- Some small scale sewage treatment and recycled water production and supply.
- Meter reading & billing for homes and businesses.

For contact details of these providers please visit:

[www.melbournewater.com.au/aboutus/contactus/Pages/Local-water-company-contacts.aspx](http://www.melbournewater.com.au/aboutus/contactus/Pages/Local-water-company-contacts.aspx)

### Local Government

- Install and maintain the local drainage network, including street gutters and drains.

### Community

- Responsible for drains and pipes to individual households and businesses.

## How to contact us

### General Enquiries

 **Phone**  
131 722 or for overseas callers +61 3 9679 7100

 **Email**  
[enquiries@melbournewater.com.au](mailto:enquiries@melbournewater.com.au)

 **Mail**  
PO Box 4342, Melbourne VIC 3001

 **Website**  
[melbournewater.com.au](http://melbournewater.com.au)

 **Social Media**  
Facebook at [www.facebook.com/melbournewater](http://www.facebook.com/melbournewater)  
Twitter at <https://twitter.com/Melbournewater>

**To connect your water supply or report faults and emergencies, please contact your local retail water companies:**

<i>City West Water</i>	<i>South East Water</i>	<i>Yarra Valley Water</i>
132 642	131 851	1300 304 688

**Or to find out who your local water retail company is:**  
<http://www.delwp.vic.gov.au/water/water-in-your-region>

### *Not satisfied with our service?*

If you are not satisfied with our service and wish to make a formal complaint, please contact us. We will do our best to resolve your complaint within ten business days.

### *Respecting your privacy*

We respect the privacy of your personal information and are committed to collecting and handling it responsibly in accordance with the *Privacy and Data Protection Act 2014 (VIC)*.

To view our Privacy Policy visit  
[melbournewater.com.au/privacy](http://melbournewater.com.au/privacy)

## Our Customer Commitment 2015

## Our Role

Melbourne enjoys some of the highest quality water services in the world. Water is central to living. It sustains the communities we live in, the natural environment we value and the economy we depend on.

Melbourne Water treats and supplies wholesale drinking and recycled water, removes and treats most of Melbourne's sewage, and manages waterways and major drainage systems in the Port Phillip and Westernport region. Our customers include the metropolitan retail water businesses, other water authorities, land developers and businesses that divert river water. The 1.8 million Melbourne householders and businesses who receive waterways and drainage services are also our customers.

We deliver our services in partnership with others including government agencies, local councils, catchment authorities, contractors and suppliers.

## Our Vision

*"Enhancing Life and Liveability"*

Our vision recognises the role our services play in sustaining and improving the quality of living across Greater Melbourne.

We understand that this can be achieved by engaging with our customers to ensure we continue to deliver value.

We also understand that we must work together with our community to ensure that the essential services we deliver are financially and environmentally sustainable.

Our organisational values of care, integrity and courage are integral to the way we do business and are intrinsically linked to our vision of *enhancing life and liveability*. They build a foundation for both internal conduct and our relationships with our customers, colleagues and stakeholders.



## Our Commitment To Our Customers

Melbourne Water is committed to providing safe, secure and reliable water services to greater Melbourne. We set and strive to maintain the highest standards of service to ensure we are delivering real value for our customers and the community. Melbourne Water's Customer Commitment is a public statement that reflects this commitment and provides a clear framework for what you can expect from us.

When you contact us you can expect to be treated with honesty, fairness, sensitivity and dignity.

Our commitment to you is to:

- Put safety and wellbeing first at all times, and seek the best for our community, customers and environment.
- Be open and transparent in everything we do by providing our customers with honesty and clarity in our interactions.
- Take the time to listen and understand our customer's needs.
- Be responsive in a timely manner, keeping to our promised contact standards. See next column.
- Provide innovative services to better meet customer expectations.

## Our Contact Standards

We are committed to communicating with you in a timely manner and being as responsive as possible to your issues and concerns.

For general enquiries we will endeavour to respond in the following time frames:

Response types	Time (Business Days)
Online:	1
Phone:	1
Written correspondence acknowledgment & receipt:	2
Updates on progress / investigation:	3, or as mutually agreed
Complaint Resolution:	10, or as mutually agreed

Some matters are governed by statutory response timeframes and we will strive to meet those timeframes in each case.

More complex requests or investigations will be assessed on a case by case basis.

Customer  
FOCUS