



Mangrove Creek Dam

Central Coast Council **Water and Sewer Customer Charter**

We are committed to meeting our service standards for you and improving your water and sewer services.



Water
and Sewer

Contents

- Director’s message3
- Acknowledgement of Country4
- Central Coast Council Water and Sewer4
- Our vision, purpose and values.....6
- Customer charter and service commitments7
- Shared rights and responsibilities8
- Service standards.....9
- Entry onto your property9
- Your water supply.....11
- Your sewerage services11
- Correct disposal of non-flushable items.....12
- Liquid trade waste13
- Water meters13
- Billing.....14
- Rebates and hardship14
- Special health needs for customers15
- Access and inclusion15
- Environmental obligations16
- Complaints management16
- Get in touch17

Director’s message



Welcome to Central Coast Council’s Water and Sewer Customer Charter. This Charter is our commitment to our community and ensures that you, our customer, continue to be at the centre of everything we do.

Our Customer Charter will help us to deliver on today’s water and sewer needs while ensuring we are prepared for the future.

A special thank you to the community members who helped inform this Charter through participation in our community consultations. Your input helped us co-design this Charter to reflect the needs and opinions of our community.

I encourage you to continue to have your say about water and sewer services and keep in touch to receive our updates on how we are delivering our water and sewer service commitments.

Jamie Loader
Director Water and Sewer



Mangrove Creek Dam

Acknowledgement of Country

We acknowledge the Traditional Custodians of the land on which we live, work and play.

We pay our respects to Darkinjung Country, and Elders past and present.

We recognise the continued connection to these lands and waterways and extend this acknowledgement to the homelands and stories of those who also call this place home.

We recognise our future leaders and the shared responsibility to care for and protect our place and people.

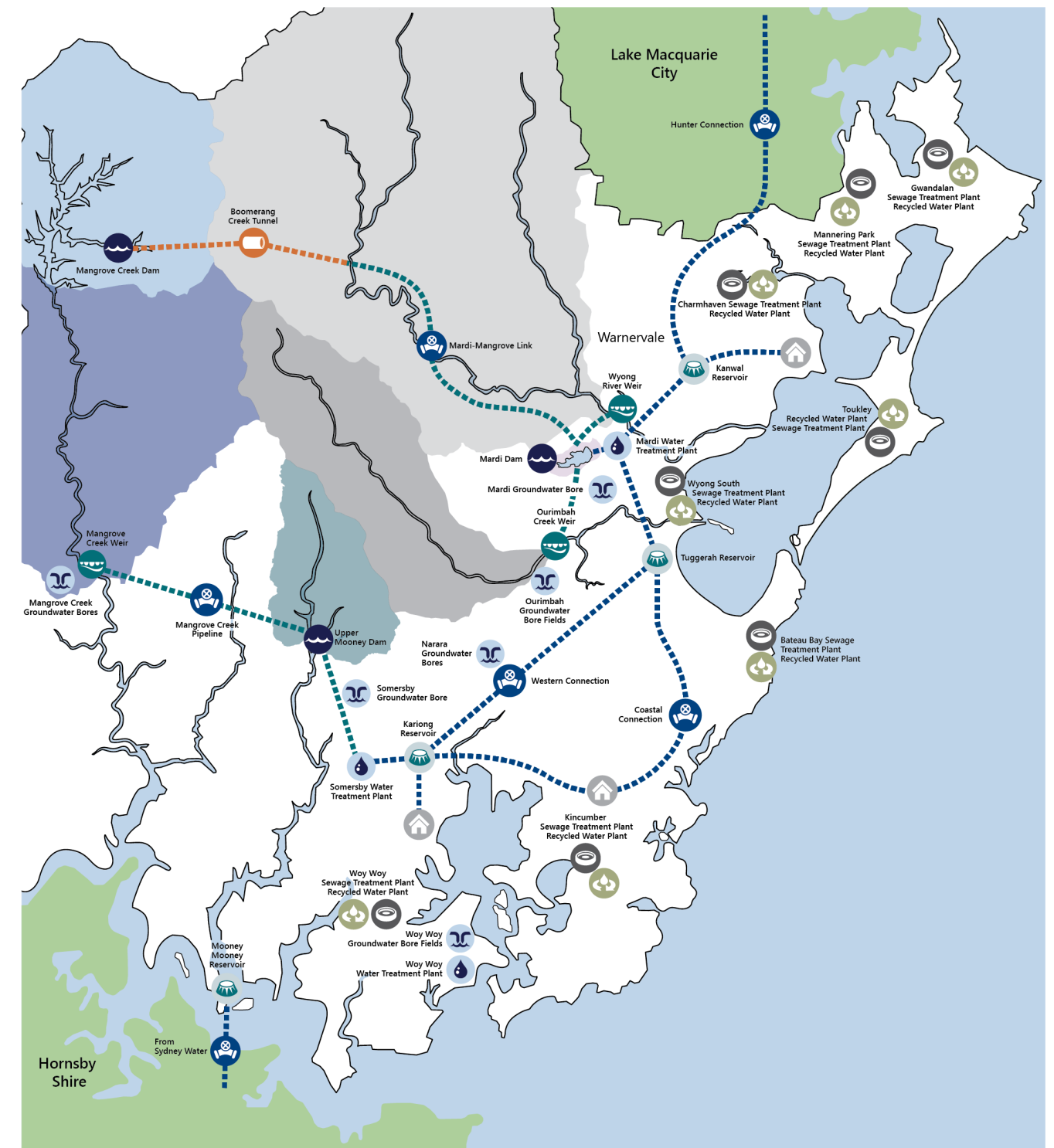
Central Coast Council Water and Sewer

Central Coast Council Water and Sewer is the third largest water utility in NSW and serves as the Local Water Utility to a thriving population of approximately 360,000 people.

We deliver safe and reliable water and sewerage services to more than 140,000 homes and businesses. Currently, Council produces around 83 ML of drinking water per day that is accessed by homes and businesses. Sewage is collected through 2,660km of mains and 324 pumping stations with treatment undertaken at one of eight sewage treatment plants.

Council's drinking water is regulated by NSW Health and must comply with the Australian Drinking Water Guidelines 2011 published by the National Health and Medical Research Council and adopted by the NSW Government. Council's sewerage services comply with environmental protection licensing as set by the Environment Protection Authority (NSW EPA).

We have a continued focus on planning to ensure we have a resilient and sustainable water supply, now and for future generations.



Mardi Dam

Our vision, purpose and values

Our vision

To be a trusted service provider for the Central Coast community and place our customers at the centre of everything we do.

Your water and sewer values

Through our community consultations you told us what you value most about your water and sewer services:

- Good quality drinking water.
- Quality sewage treatment.
- Reliable service.
- Affordability.
- Effective planning.
- Environmental focus.
- Transparency and education.

Our purpose

To provide water and sewer services that preserve our environment and maintain the liveability and health of the Central Coast community.



Customer Charter and service commitments

What is a Customer Charter?

A customer charter is a clear, public document that sets out what a service provider and its customers can expect from each other.

Our Charter

- Outlines our standard of service to you.
- Provides expectations on your water and sewer services.
- Summarises your rights and obligations as a customer, and ours.
- Suggests how we can work together to get the best outcome.

Our service commitments

Simple and easy to interact with us

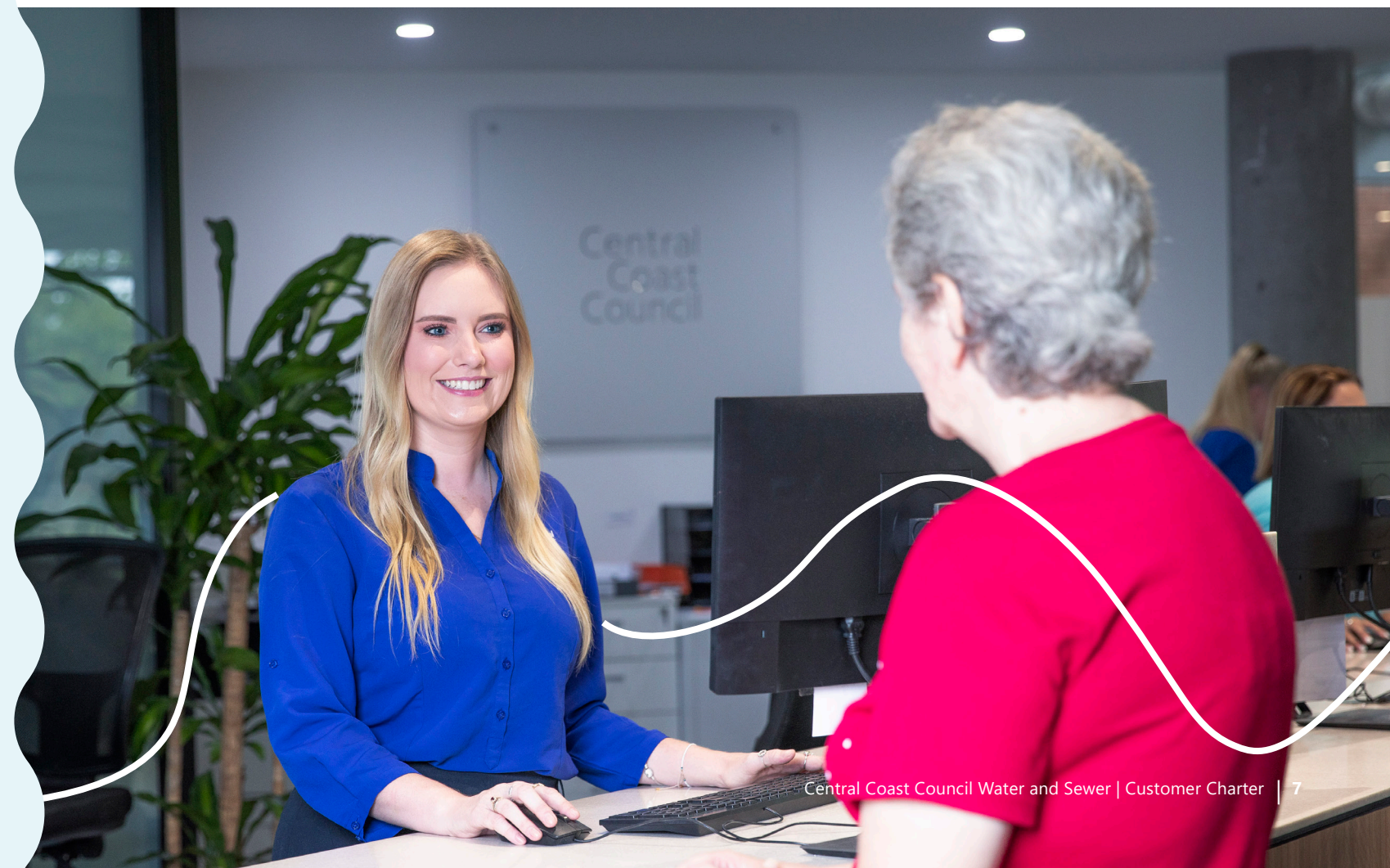
- We will communicate clearly.
- You know what to expect at every step.
- You will have a choice of options to contact us.

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 the best interests of the whole community.



Shared rights and responsibilities

Central Coast Council delivers water and sewerage services through two connected networks. The water network brings clean drinking water to your home, and the sewerage network safely removes used water.

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

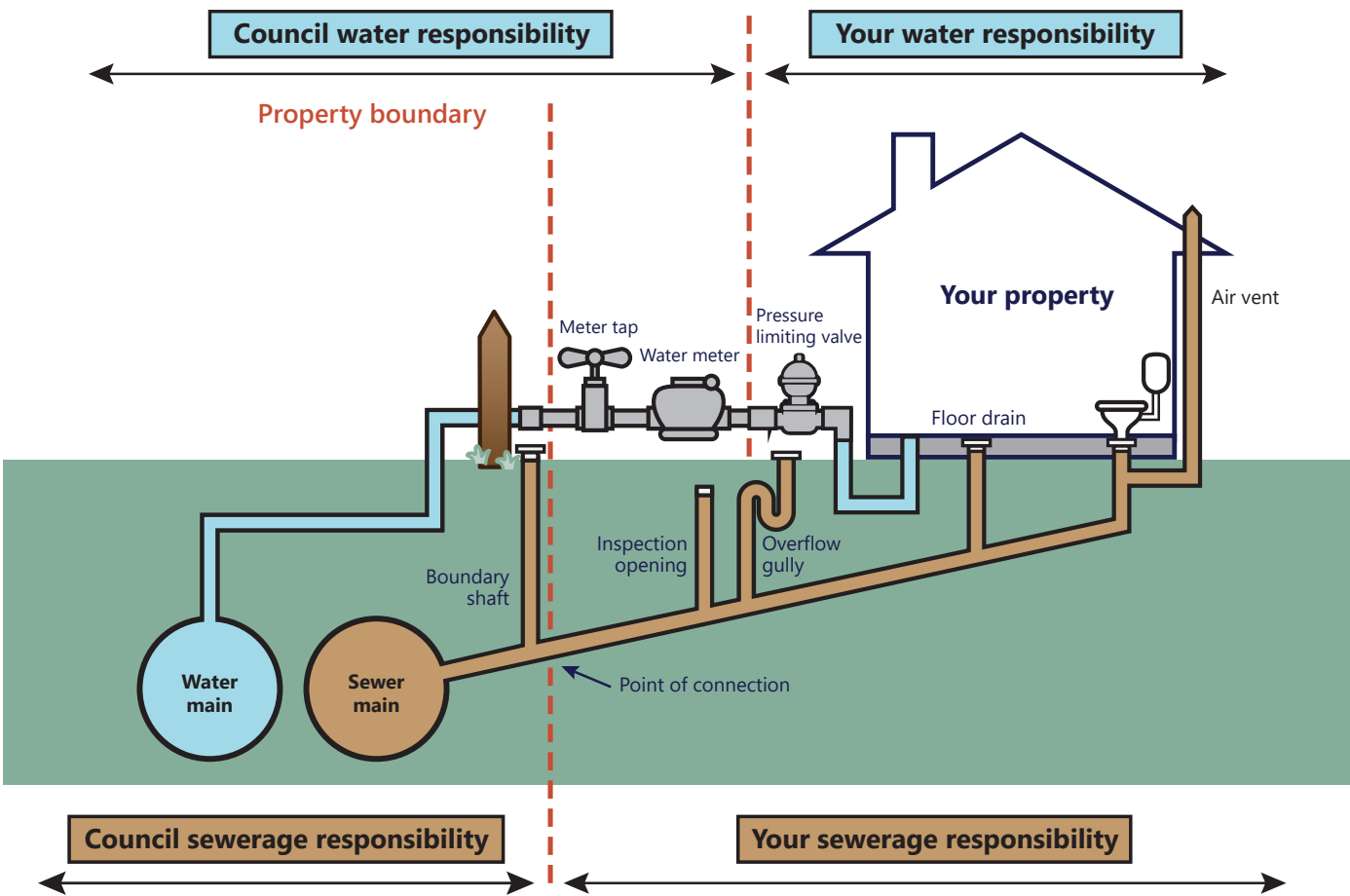
It is the responsibility of the property owner to maintain all plumbing and pipework from the connection points to their residence.

Connections to Council’s water supply and sewerage services

The Central Coast’s water and sewer infrastructure is vital for delivering services to the community. To protect it, we ask that you do not undertake any excavation, building, landscaping or other construction work that is over, or adjacent to, our infrastructure without speaking to us first.

For more information search ‘**building in proximity to water and sewer pipelines**’ at centralcoast.nsw.gov.au

Council and customer responsibilities



Service standards

Our responsibility

- Ensure a consistent level of service which is in the best interests of the whole community.
- Maintain our service commitments with you.
- Assess and prioritise your service requests.
- Be fair and impartial in our dealings with customers.
- Engage with the community to ensure your views are considered in service planning and delivery.

Your responsibility

- Be courteous and respectful to our staff.
- Refrain from using abusive language.
- Be clear and direct in your communication with us regarding any service issues or enquiries you may have.

Our response times

Our response times are based on the below matrix:

Description	Examples	Timeframes
1 Priority 1 Emergency	Water and/or sewer main break. Pump station failure. Dry weather sewer overflows. Urgent safety concerns.	Response time within 1 hour. Return to service within 5 hours.
2 Priority 2 Urgent	Broken water service. Failure of vacuum sewer system. Wet weather event follow-ups. Blockage of sewer main. Network sewer odours.	Response time within 5 hours. Return to service within 24 hours.
3 Priority 3 Non-urgent	Seepage (excess water on nature strip). Leaking water meter.	Response and rectification time within 5 days.
4 Priority 4 Low	Sewer manhole adjustments. Faults on Council assets that have a visual impact only.	Response and rectification time within 15 days.

Entry onto your property

Our employees and contractors have the right to enter and undertake emergency works on your property under the Local Government Act 1993 (NSW). Staff will make their best effort to notify residents that they are entering their property.

Our team may need to access our infrastructure on your property to:

- Carry out investigations and inspections, including responding to emergencies.
- Inspect pipes, fittings and sewer pits.
- Read the meter located at the property.



Your water supply

Our commitment is to provide you with a reliable and secure supply of drinking water that adheres to all applicable public health, environmental, and regulatory requirements.

Our responsibility

- Supply safe drinking water for you and your family that adheres to the Australian Drinking Water Guidelines.
- Monitor and assess the quality of drinking water supplied.
- Inform you of planned works that may interrupt your services.
- Advise you of unplanned system interruptions.
- If we need to excavate the verge or road outside your house, we will leave your street or property in a similar state (timeframes depend on works required).

Your responsibility

- Install, maintain and repair all pipes and fittings on your property from the point of connection with our meter – this includes garden taps, hot water service and water tanks.
- Protect your water meter from damage.
- Ensure your water meter is easy to access.
- Report any significant change in the flow, quality or pressure of your water.

Your sewerage services

We are dedicated to removing sewage from your property and treating it to the appropriate standard while prioritising public health and environmental protection. Our goal is to provide a reliable service that ensures the wellbeing of both the community and the environment.

Our responsibility

- Respond as soon as possible to sewer issues.
- Notify you in advance of any planned works that may interrupt your services.
- Minimise any damage or inconvenience in the event of a sewage spill.
- Schedule restoration works as required.
- Clear blockages that occur in our infrastructure.

Your responsibility

- Only flush the 3Ps - pee, poo and toilet paper.
- Ensure all stormwater connections are legally connected to the stormwater system.
- Maintain and repair all pipework from the point of connection on your property in accordance with the relevant plumbing standard.
- Ensure the overflow gully is not obstructed to prevent a sewer overflow inside your home.
- Contact Council in the first instance of a sewer blockage or overflow within your property's pipework. Council will advise if a plumber is required.

DUNNY DO'S



For more information on Council's sewerage system campaign, search '**Dunny Do's and Dunny Don'ts**' at lovewater.centralcoast.nsw.gov.au

Correct disposal of non-flushable items

Some everyday items can cause problems if they're flushed down toilets or poured down sinks and drains. Disposing of these items correctly helps protect the environment, avoids costly repairs, and keeps the sewerage system working properly for our community.

	Wet wipes, nappies, cotton buds, feminine hygiene products.	Dispose of appropriately in the general waste bin.
	Cooking oils, fats and grease	Wrap in paper towel or cloth and dispose of appropriately in the general waste bin.
	Chemicals e.g paint, pesticides and cleaning products.	Dispose at Buttonderry Community Recycling Centre, during a Council scheduled chemical collection or via a licensed hazardous wastes contractor.
	Newspaper and plastics	Dispose of appropriately in a recycle or general waste bin.
	Food scraps	Compost or dispose in general waste bin.
	Syringes	Place in a properly sealed puncture-proof container and take to your nearest participating pharmacy or public hospital.
	Unused medicines	Contact your local pharmacy and return your unused medications.
	Engine oils	Pour used motor oil back into an empty oil container and dispose of for free at one of Central Coast Council's scheduled chemical collections or at Buttonderry Community Recycling Centre.

For more information on how to dispose of common waste materials, search **'hazardous waste disposal'** at centralcoast.nsw.gov.au

Liquid trade waste

We are proactively working alongside our commercial customers to ensure effective disposal and monitoring of liquid trade waste creating a safe, clean environment for today and the future. Council's Liquid Trade Waste Policy 2024 outlines specific requirements and industry standards for the disposal of liquid trade waste.

Our responsibility

- Process and issue approvals to ensure customers are aware of their specific industry obligations.
- Regulate customers' trade waste activities through scheduled inspections, sampling and audits of trade waste facilities and effluent quality.
- Provide immediate written notification to the owner of non-compliances associated with effluent quality, trade waste pre-treatment devices and any breach of approval conditions.
- Implement a sound pricing structure for trade waste services with full cost recovery through trade waste fees and charges.
- Carry out proactive monitoring and annual trade waste reviews with customers to ensure compliance, identify issues early, and reduce blockages, overflows and service disruptions.

Your responsibility

- Operate, maintain and repair approved trade waste infrastructure and associated pipework and fittings.
- Ensure all pre-treatment equipment is installed and compliant with relevant regulations.
- Ensure all plumbing and drainage work is carried out by a licensed plumber.
- Ensure you have approval from Council and adhere to all the conditions.

Water meters

All properties should have a water meter installed. A small number of properties also have a separate meter for recycled water. When required, we will install a water meter on your property to measure the quantity of water we supply to you. The water meter remains the property of Central Coast Council.

If you need to read your meter it is usually located in line with the boundary of the property. Black digits show the kilolitres (1000 litres) and red digits show the single litres used.

Our responsibility

- Read your meter, including recycled water where used, every quarter to accurately measure your water usage.
- Maintain your meters and ensure they are functioning correctly.



The water meter above is reading 30,502L

Your responsibility

- Protect all meters on your property from damage.
- Inform us promptly if your water meters are damaged, leaking or contain reading errors (send us a photo and we will investigate).
- Ensure access for Council staff and its contractors to maintain or repair the water meters.
- Request a water meter test if you suspect your meter is faulty.
- Recycled water customers need to adhere to end use controls as per your user agreement to prevent cross-connections with the drinking water supply.



Billing

You may receive quarterly bills for water usage and service charges for water and sewerage depending on the property type and Council services available to your property. If you do not pay your account by the due date, interest will accrue.

Our responsibility

- Issue accurate notices to all customers quarterly.
- Publish water and sewerage fees and charges annually on Council's website in accordance with the prices set by the Independent Pricing Regulatory Tribunal (IPART).

Your responsibility

- Pay your bill by the due date. Payment can be made at the time it falls due or regular payments can be made to ensure the bill is paid in full by the due date.
- Contact us as soon as possible if you are having difficulty paying your bill or if you find a mistake with your bill.

Payment Options



Direct Debit - Savings account only. Contact Council for an application form or visit centralcoast.nsw.gov.au



Online - Mastercard or Visa. centralcoast.nsw.gov.au



Telephone - Mastercard or Visa. Call 1800 226 651.



BPAY - Use the BPAY details shown on the front of the notice.
® Registered to BPAY Pty Ltd
ABN 69 079 137 518



Centrepay - Contact Centrelink and quote 555 121 781J and your assessment number.

In Person - Pay by Eftpos or credit card at Council Administration Buildings and Service Centres.

Please note cash payments are not accepted at any Council Service Centre.

Rebates and hardship

We provide eligible pensioners with rebates on water notices. If you are having trouble paying your account, we can also provide hardship assistance or a personalised payment plan to help you get back on track.

Our responsibility

- Offer payment plans as part of our hardship assistance.
- Assess applications for pensioner rebates.
- Refer you to a financial counselling service for additional support.

Your responsibility

- Apply for a pensioner rebate if you hold an eligible concession card.
- Advise us if you are having difficulty paying your bill.

Special health needs and critical customers

It's important we know if you or your business has any special health or operational needs, so we can take steps to support you if water services are interrupted.

Critical customers include households that rely on a continuous water supply for health reasons, such as people receiving home haemodialysis, as well as non-residential customers like hospitals and care facilities that depend on uninterrupted services to operate safely.

Our responsibility

- Prioritise you as a critical customer reliant on drinking water supply.
- Personally liaise with you before interrupting your water supply.
- Advise and work with you to meet you or your business's needs in the event of an unplanned water outage affecting your area.

Your responsibility

- Provide confirmation from a registered medical practitioner or hospital so we can register you as a critical customer.
- Let us know if the critical customer with special health needs changes address or no longer lives at the registered property.

Access and inclusion

We are committed to making our services more accessible and inclusive, so people with a disability and those whose first language is not English can access them easily.

Our responsibility

- Proactively ensure that we meet the needs of all our customers, including those living with disabilities.
- Provide access to customers with hearing or speech impairments.
- Offer the National Relay Service on 13 36 77 by quoting Council's contact number 02 4306 7900.

Your responsibility

- Provide feedback on our access and inclusion to help us improve our services to you.
- Contact us if you experience any difficulties.

For more information, search '**disability inclusion action plan**' at centralcoast.nsw.gov.au



Environmental obligations

We are dedicated to promoting environmental sustainability and empowering our customers to have a positive impact on the environment and our infrastructure.

Our responsibility

- Respond promptly to any environmental incidents and investigate to identify the cause of incidents.
- Work with industry to implement effluent improvement plans to reduce the impact of poor quality effluent on the sewerage system and the environment.
- Demonstrate ongoing commitment to water conservation and efficient water use.
- Adhere to all requirements of our Environmental Protection Licenses.

Your responsibility

- Ensure only appropriate items are flushed down the toilet.
- Dispose of fats, oils and grease correctly.
- Report incidents that may have an adverse impact on the environment.
- Rectify any plumbing defects including illegal stormwater connections.

Complaints management

We seek to address enquiries and complaints promptly and efficiently in accordance with Council’s Complaints and Feedback Management Policy. Council values all feedback and considers that good management of feedback cultivates transparency and trust.

Our responsibility

- Acknowledge all requests within five working days.
- Investigate complex complaints within 20 working days, while maintaining regular communication to keep you informed of progress.
- Make contact with you to finalise your enquiry or complaint.
- Advise customers that there is an option for an internal review, and should they still be dissatisfied with the outcome of their complaint they can request an external review available through the NSW Ombudsman.

Your responsibility

- Be direct in your communication with us regarding any service issues or enquiries you may have.
- Provide evidence if available to support your enquiry or complaint.
- Advise us if you no longer require a response.
- Contact the NSW Ombudsman if you would like to exercise your right to request a review of your complaint.

Get in touch

Our customer service team can assist you anywhere, anytime if you’d like to report an issue, make a request, or offer feedback.

General enquiries, billing and payment difficulties

 (02) 4306 7900 – 8:30am-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 a day, 7 days a week

 Search ‘water service interruptions’ at centralcoast.nsw.gov.au

Contact us about issues with:



We invite you to

Take part in local community forums, in person or online, to provide feedback and learn about our projects and programs. Visit:

 yourvoiceourcoast.com

Attend Council meetings. For more information, search ‘council meetings’ at centralcoast.nsw.gov.au

Keep in touch and up-to-date

Sign up to the Coast Connect weekly e-newsletter. Register at centralcoast.nsw.gov.au/enews

Read the latest news online

 centralcoast.nsw.gov.au/news

Be water wise

 lovewater.centralcoast.nsw.gov.au



Water
and Sewer

Follow us on socials

 @CentralCoastCouncil  @CentralCoastCouncil  @CCoastCouncil  /central-coast-council

For more information visit
centralcoast.nsw.gov.au