



SunWater is Queensland’s major regional bulk water provider, supplying water to irrigators, industry and local authorities. We play an integral role as your service provider in ensuring we deliver on the needs of customers for reliable, cost effective water supplies.

Our values – **Value People, Work Together** and **Take Responsibility** are the basis for our daily business and our business relations. Each and every person at SunWater makes a contribution to our respectful working environment.

- Value people: We are the sum of our parts, and everyone matters
- Work together: We are our best when we work together as one SunWater and with our stakeholders front of mind
- Take responsibility: This is a concerted, strategic effort – we all have a part to play to deliver on our promise

Our customer service commitment underpins our purpose of delivering water solutions for today and tomorrow.

We commit to:

- Treat you with fairness, courtesy and respect whilst being reasonable and open with you
- Add value through water solutions for today and tomorrow
- Meet or exceed service targets that have been set in consultation with Customers
- Report annually on our performance
- Provide you with information on your account, water use and expected future water availability to support your business
- Work with you to schedule planned maintenance at reasonable times through customer consultation

You can help us by:

- Reporting safety hazards or incidents, maintenance concerns or damage to our systems immediately
- Reporting suspicious behavior including water theft, asset tampering or trespassing
- Ensuring your water orders are accurate
- Giving us constructive feedback on our service
- Treating our staff with courtesy and respect

Feedback:

At SunWater we are committed to working with you and delivering a service that assists your business needs. We recognise there may be times when we do not get it right first time. We encourage you to constructively let us know what we are doing well and where we can improve. You can contact us in a number of ways:

Online via our website www.sunwater.com.au


Email customersupport@sunwater.com.au

Phone 13 15 89

In writing SunWater Limited, PO Box 15536, City East QLD 4002

In person Talk to your local Water Officer

You can find more information on our feedback process [here](#).



Our Operational Absolutes

- We will listen to you, seek your feedback and communicate transparently
- We commit to deliver on our agreed service and customer satisfaction
- We will be open to working together on sustainable and innovative solutions