



SunWater Customer Service Charter

- We will involve you, our customers, via representative customer groups, in the operational management of each water supply scheme.
- We will aim to meet or exceed service targets that have been set in consultation with customers, and will report annually on our performance in achieving these targets.
- We will provide you with information on your account details, water use and future water availability to support your business.
- We will work with you to schedule planned maintenance at a time that suits most customers.
- We will respect your privacy by treating any personal information in the strictest confidence, and will not give any information about you to any other organisation or person without your consent, or unless we are required to by law.
- We will ensure that any concerns or complaints you may have about our service are handled promptly and efficiently.
- We will work with you to help you select the services and products that best meet your business needs.
- We will be available 24 hours a day to rectify critical supply problems and respond to emergency situations.
- We will be courteous and helpful in providing our services.

