

Riverina Water County Council is committed to delivering personalised service to our customers in a professional manner, ensuring consistency and efficiency. Our Charter sets out how we propose to meet these commitments to our customers and fulfil our regulatory obligations. Council operates under the Local Government Act 1993.

The following are the basic commitments we make to our customers:

Contacting Riverina Water County Council

We are committed to:

- Treating you with honesty and integrity
- Providing prompt, friendly, courteous and efficient customer service
- Enabling you to contact us in the way you prefer – by telephone, online, in writing or in person
- Providing service at our administration office from 8.30am to 4pm each business day
- Being clear and helpful in our dealings with you, giving reasons for our decisions and referring enquiries we cannot answer to an appropriate source

Billing and Payments

We are committed to:

- Providing you with accurate, easy to understand bills
- Providing you with accessible payment options
- Providing flexible payment options to customers experiencing financial hardship

Our Service Standards

We are committed to:

- Attend to enquiries made in person within 5 minutes
- Answer calls within 20 seconds, identifying ourselves on answering. We will deal with the call, redirect the call or take a clear message as appropriate
- Return calls within 1 business day and ensure follow-up activities are carried out
- Respond to written correspondence within 5 business days. We will keep you informed of our progress if a final response cannot be given within a specified timeframe

Your Privacy

We are committed to:

- Protecting your personal information from misuse and unauthorised access
- Providing you access to your personal information and taking reasonable steps to keep your details accurate and up-to-date

Your Concerns and Complaints

We are committed to:

- Dealing with your concerns or complaints promptly, fairly, completely and informing you of how we propose to act, how long it should take and what the results are

How You Can Help Us

We request that you:

- Treat our staff with courtesy and respect
- Respect the rights of other customers
- Be accurate and complete with the details relating to your enquiry with us
- Work with us to solve problems
- Provide us with feedback to help us improve our services to you
- Respect community property

How You Can Contact Us

Street address: 91 Hammond Avenue, Wagga Wagga NSW 2650

Postal address: PO Box 456, Wagga Wagga NSW 2650

Phone: 02 6922 0608

Fax: 02 6921 2241

Email: admin@rwcc.nsw.gov.au

Website: www.rwcc.nsw.gov.au