

Customer Charter

Newman Drinking Water Services



BHP Iron Ore, Western Australia
December 2020

Introduction

BHP provides drinking water to customers at Newman, Western Australia.

The purpose of this Customer Charter is to provide customers with a clear understanding of the standards of service you can expect from BHP, your responsibilities as a customer, and our obligations in providing our services to you.

Existing Agreements

Agreements in place prior to 1 Jul 2021 take precedent over the conditions contained within this charter.

Customers covered by the Charter

This charter covers customers in Newman that receive a supply of drinking water direct from BHP

It does not cover customers in the Newman township that receive a supply from the Water Corporation.

Our Obligations

BHP will:

- Maintain all water supply infrastructure to the delivery point agreed by BHP and you
- Make every effort to minimise interruption to your water supply
- Provide a minimum of 48 hours notice for planned service interruptions
- Restore service interruptions as soon as practicable
- Enter the property for the purposes of reading, inspecting or maintaining the water meter

Water Supply

Drinking water will be supplied compliant with the *Australian Drinking Water Guidelines* (2011).

BHP does not guarantee a minimum flow or pressure to drinking water customers. Annual volumes and flow restriction device sizing will be specified in individual agreements.

Conditions of Supply

Except in an emergency, BHP will provide prior notification of the need to enter your property or do works that will interrupt your services.

BHP reserves the right to recoup reasonable costs associated with providing the service, subject to providing two (2) months' notice to the users.

BHP may discontinue the supply of water to your connection if:

- You do not comply with your obligations under this Customer Charter
- There is a public health, safety or environmental risk to our services from your connection (e.g. back flow)

Your Obligations

Customers shall:

- Pay any fees and charges where applicable
- Not tamper with our water supply infrastructure
- Keep a clear area around the water meter of at least 300mm horizontally and 1200mm vertically
- Contact us if you experience a change in water quality or a significant change in water flow or pressure
- Advise BHP in writing if a water supply is no longer needed
- Undertake annual backflow device tests as per AS2845.3 and provide test reports to BHP
- Ensure all plumbing works comply with AS 3500

Information and privacy

We will treat your personal information in accordance with all applicable laws.

Customer Enquiries, Suggestions and Complaints

If you have any enquiries, suggestions or complaints on the way we deliver our services, please contact BHP by phoning 1800 421 077.

We will endeavour to resolve any complaint within 15 days. If we can't resolve your complaint within 15 business days, or a mutually acceptable time, we will provide you with advice on how to refer your complaint to the Energy and Water Ombudsman

Service Faults and Emergencies

Faults with the water supply system involving significant service outages or possible damage to property are to be reported immediately to BHP by phoning 1800 421 077