

Our customer promise

We promise to deliver water and wastewater services you can trust

Tā mātou taurangi ki te kiritaki

E taurangi ana mātou, ka tukuna he ratonga e paingia rā e koe mō te wai me te waipara

Safety

We will:

- ◊ Provide you with safe water that meets Drinking Water Standards for New Zealand
- ◊ Treat your wastewater to protect the environment
- ◊ Keep you safe when working in your neighbourhood

Te haumarutanga

Ko tā mātou he:

- ◊ Whakarato wai ki a koe e rite ana ki tā ngā Paearu Wai Inu o Aotearoa.
- ◊ Whakatika i tō waipara hei tiaki i te taiao
- ◊ Whakaū i tō noho haumarau ka mahi ana mātou i tō rohe noho kāinga

Respect

We will:

- ◊ Respect your culture, values and time
- ◊ Support you in difficult times
- ◊ Protect your privacy

Te whakaute

Ko tā mātou he:

- ◊ Whakaute i tō ahurea, ō uara me te wā kei a koe
- ◊ Tautoko i a koe i ngā wā o te uaua
- ◊ Tiaki i tō mana tūmataiti

Service

We will:

- ◊ Make it easy for you to contact us
- ◊ Listen and respond to your concerns
- ◊ Fix faults in our networks within committed timeframes

Te ratonga

Ko tā mātou he:

- ◊ Whakamāmā i te ara e whakapā mai ai koe
- ◊ Whakarongo, he urupare hoki ki ō take
- ◊ Whakatika hē o ā mātou kōtuinga i mua i te paunga o te wā kua āta tohua

Engage

We will:

- ◊ Involve you in decisions about how we deliver water and wastewater services
- ◊ Use your feedback to improve customer services
- ◊ Help you to value water as a taonga and to use it wisely

Te whakapā

Ko tā mātou he:

- ◊ Tō mai i a koe ki ngā whakatau mō tā mātou āhua tuku ratonga wai, ratonga waipara hoki
- ◊ Whakamahia i ngā whakahokinga kōrero hei whakapai ake i ngā ratonga kiritaki
- ◊ Āwhina i a koe ki te manaaki wai hei taonga, kia tika hoki te whakamahinga

Delivering on our promise

Te whakatinana i tā mātou taurangi



Planned water outages

Sometimes, we turn off the water supply to upgrade our infrastructure.

You can expect:

- At least 5 working days' notice
- Water back on within 5 hours
- Outage to be outside of peak periods: morning (5am-9am) and evening (5pm-11pm)

Ngā wā kua whakaritea kia pāpunitia te rere wai

He wā ōna, ka pāpunitia te rere wai kia whakapaingia ake tā mātou tūāhanga.

Kia mataara koe ki ēnei tūāhuatanga:

- Ka roa atu i te rima rā mahi te tuku pānui ki a koe
- Ka rere anō te wai i roto i te rima hāora
- Ka pāpunitia te rere wai i ngā hāora kāore e pērā rawa te nui o te whakamahia: i te ata (5am-9am) me te pō (5pm-11pm)

Unplanned water outages

Sometimes, we turn off the water supply to fix something that has broken unexpectedly.

You can expect:

- Information on our website
- Water back on within 5 hours
- Emergency drinking water provided

Ngā wā kāore e whakaritea kia pāpunitia te rere wai

He wā ōna, ka pāpunitia te rere wai hei whakatika mea i tūpono noa tōna pakarutanga.

Kia mataara koe ki ēnei tūāhuatanga:

- Ngā pārongo i tā mātou paetukutuku
- Ka rere anō te wai i roto i te rima hāora
- He wai ā-whawhati tata ka tukuna hei inu

Wastewater overflows

Sometimes, our pipes become blocked or break, causing wastewater to overflow onto private property.

You can expect:

- Our crews to fix the issue and clean the area within 5 hours

Te puhanga waipara

He wā ōna, ka purua rānei, ka pakaru rānei ā tātou paipa e puha ai te waipara ki te rawa-whenua tūmataiti.

Kia mataara koe ki ēnei tūāhuatanga:

- Ka whakatika ā mātou ohu i te raru, ka whakapaingia hoki te wāhi i roto i te rima hāora

Complaints

Sometimes, we may not meet your expectations.

You can expect:

- When things go wrong, it is easy to make a complaint
- A fair and transparent process
- A response with a plan for resolution within 10 working days

Ngā amuamu

He wā ōna, kāore e ea i a mātou tāu i whai ai.

Kia mataara koe ki ēnei tūāhuatanga:

- Ka puta ana he hē, ka māmā te ara tuku amuamu
- He tukanga e tika ana, e kōataata ana hoki
- Ka tukuna he urupare me tōna mahere ka oti te mahi whakatikatika i roto i te 10 rā mahi

For further information about our service standards, and the circumstances in which they apply, please see www.watercare.co.nz/customerpromise

Mō ētahi atu pārongo mō ā mātou paerewa ratonga me ngā āhuatanga e whai pānga ai aua paerewa, tirohia www.watercare.co.nz/customerpromise