

Customer Charter

Leinster Drinking Water and Wastewater Services

BHP Nickel West, Western Australia
September 2023

Introduction

BHP provides drinking water and wastewater services to customers in the town of Leinster, 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.

Customers covered by the Charter

This charter covers customers in Leinster that receive:

- A supply of drinking water
- Wastewater (sewerage) services

Our Obligations

BHP will:

- Maintain all water supply and wastewater infrastructure to the boundary agreed by BHP and you
- Make every effort to minimise interruption to your water supply and wastewater services
- Provide a minimum three days' notice of planned service interruptions
- Restore service interruptions as soon as practicable

Water Supply

BHP will supply a sufficient volume of drinking water to meet the essential needs of the Site and Town occupants.

BHP aims to supply drinking water that is compliant with the *Australian Drinking Water Guidelines* (2011).

High nitrate concentrations in the Leinster drinking water means that this water is unsuitable for pregnant women and children under three months of age to consume. Water treated using reverse osmosis to reduce nitrate concentrations to acceptable levels can be collected from the Medical Centre or Camp Mess.

Small reverse osmosis units are also available in the Leinster Fly-in Fly-out Village for use by occupants.

Wastewater Services

BHP is committed to environmentally sound practices in the treatment and disposal of wastewater. BHP will collect, treat and dispose of residential wastewater from each customer's premises and public amenities.

BHP does not provide commercial or industrial wastewater services.

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 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 or unauthorised waste discharge)

Your Obligations

Customers shall:

- Not tamper with our water supply and wastewater infrastructure
- Not dispose of harmful substances, rubbish and foreign objects (eg. litter, cleaning products, nappies, food scraps, cooking oils and grease, chemicals) to the wastewater system
- Contact us if you experience a significant change in water flow, quality or pressure or have issues with wastewater blockages and/or spills

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Fees and Charges

No fees and charges will be applied for the supply of drinking water or wastewater services to the boundary agreed by BHP and you.

Information and privacy

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

We may be required to provide relevant information to authorities in the event that you are under investigation for the illegal use of any services or any other crime.

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 (08) 9026 5227 between 9 am and 4 pm on business days or emailing (niwnIntownmaintenance@bhp.com).

We aim to reply to you as soon as possible and in any event within 10 business days.

Alternatively you the customer are able to engage the Energy and Water Ombudsmen to assist in Complaint resolution/appeal or review by contacting using the FREECALL phone number 1800 757 004.

Please contact us by phoning (08) 9026 5227 between 9 am and 4 pm on business days or emailing (niwnIntownmaintenance@bhp.com) if you require access to additional resources or support in accessing information or general enquiries, including support for:

- Customers with hearing / speech impairment, or if interpreter services are required;
- Access to a large-print version of any BHP publicly available information

Service Faults and Emergencies

Faults with the water supply and wastewater systems involving significant service outages or possible damage to property are to be reported immediately to BHP Facilities Management by phoning (08) 9026 5227.

External Links

- [Water Services Code of Conduct \(Customer Service Standards\) 2018](#)
- [Leinster Water Services Licence WL52](#)
- [Water Services Code of Practice \(Family and Domestic Violence\) 2020](#)