

Our customer promise

We promise to deliver water and wastewater services you can trust

我们的客户保证

我们承诺为您提供值得信赖的供水和污水处理服务。

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

安全

我们将:

- 为您提供符合新西兰饮用水标准的安全饮用水
- 对您的污水进行处理, 以保护环境
- 在我们的工作区域内确保您的安全

Respect

We will:

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

尊重

我们将:

- 尊重您的文化、价值观和时间
- 在您遇到困难时帮助您
- 保护您的隐私

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

服务

我们将:

- 让您更容易与我们联系
- 倾听并回应您的忧虑
- 在我们承诺的期限内修复我们管道网中的故障

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

参与

我们将:

- 让您参与决定我们该如何提供供水和污水处理服务
- 根据您的反馈意见来改进客户服务
- 帮助您认识到水作为一种宝贵资源 (taonga) 的价值, 并指导您如何明智地使用水资源

Delivering on our promise

履行我们的承诺



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)

计划内停水

有时，我们会关闭供水以升级我们的基础设施。

我们将确保：

- 至少提前5个工作日通知您
- 在5小时内恢复供水
- 不在用水高峰期停水：早上（5:00-9:00）和晚上（17:00-23:00）

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

计划外停水

有时，我们会关闭供水以修复意外损坏的设备。

我们将确保：

- 在我们的网站上发布相关信息
- 在5小时内恢复供水
- 提供应急饮用水

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

污水溢出

有时，我们的管道会发生堵塞或破裂，导致污水溢流至私人房屋。

我们将确保：

- 我们的工作人员会在5小时内解决问题并清理现场

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

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

投诉

有时，我们可能没有满足您的期望。

我们将确保：

- 当出现问题时，您有便捷的投诉渠道。
- 投诉流程公平透明
- 您将在10个工作日内得到我们的答复及解决方案

如需进一步了解我们的服务标准及其适用情形，请访问 www.watercare.co.nz/customerpromise