TECHNICAL COMPLAINT PROCESS TO BE FOLLOWED BY PHONE OPERATOR*
* Current Call Centre No: 13 20 90 (Press Number for faults or leaks)
Email Address: info@myrecycledwater.com.au

Courteous receipt of call:

1. Call centre records time of call AEST

2. First of all we shall need to record your name, address and contact phone number and email:
   a) Name
   b) Address of property
   c) Phone number at home and mobile
   d) Email address
   e) What is the most suitable number to call you back and at what time?

3. To help us understand your complaint for us to resolve the matter as efficiently as possible is your complaint in connection with one of the following:
   a) Lilac System (Recycled Water)
   b) Sewer
   c) Recycle Water Treatment Plant
   d) The Golf Course Lagoon
   e) None of the above

4. If your complaint refers to the Lilac System, are you concerned about:
   a) no recycle water available
   b) low recycle water pressure
   c) your meter
   d) your piping
   e) colour of the water
   f) any odour
   g) health Issues in relation to the recycled water
   h) none of the above

5. If your complaint refers to the sewer, are you connected to:
   a) the gravity system, or
   b) the pressure system (you have a grinder pump)
   c) health Issues in relation to the sewer network
   d) don't know

6. If your complaint refers to the gravity sewer, are you concerned about:
   a) blockage
   b) local odour
   c) health Issues in relation to the gravity sewer network
   d) other

7. If your complaint refers to the pressure sewer, are you concerned about:
   a) blockage or overflow
   b) grinder pump has stopped
   c) noise
   d) odour
   e) health Issues in relation to the pressure sewer network

f) other

8. If your complaint refers to the Recycle Water Treatment Plant, are you concerned about:
   a) Security
   b) noise
   c) odour
   d) other (eg speeding Veolia vehicles)

9. If your complaint refers to the Golf Course lagoon, are you concerned about:
   a) Security
   b) noise
   c) odour
   d) other (eg spray)