

Policies & Forms

Billing

Billing Policy – outlined in our customer contract – see below
Debt Recovery & Hardship Policy / Account Assistance Procedure – outlined in our customer contract see below
Code of conduct for debt recovery – [NEV Code of Conduct for Debt Recovery](#)

Customer Services

Complaint and Enquiry Policy – [NEV058 Code of Conduct – Customer Complaints V1.1](#)
Customer Contract – [NEV Water Customer Contract \(Nov 2017\)](#)
Update your details form – [NEV Water Customer Details form](#)
Protection of Customer Information Policy – outlined in our customer contract

Environmental

Community and Environment Policy – [NEV051 Environmental Management Procedure V1](#)

Water

NEV Water – Standards for Potable and Recycled water connections – [New Connection Standards for Potable and Recycled Water Rev_1_1](#)
Drinking Water Quality Policy & Recycled Water Policy – [NEV Water Quality Policy V1](#)
NEV Water Infrastructure Plans – [NEV Water Infrastructure Plans Stage 1](#)

WHS

WHS Policy – [NEV030 Our H&S Commitment WHS01](#)