

Customer Service Charter

At Aquacell Pty Ltd we strive to be recognised for our personal responsibility and genuine commitment to all customers.

As a Retailer of sewerage services and non-potable water, we will ensure that you receive the benefit of our extensive knowledge and the highest standard of customer service.

As an Operator, we are committed to delivering you reliable sewerage services and/or non-potable water supply, with ongoing operation and maintenance of Aquacell Treatment Systems to ensure the Aquacell Treatment System meets your needs.

Customer safety

Nothing is more important than your safety. To help you stay safe, we will only restore services once all safety concerns have been addressed. Should you ever have a safety concern, please contact us immediately on 1300 AQUACELL (1300 2782 2355).

Reliable supply

Whatever your needs or concerns, we're here to help you with your sewerage services and non-potable water needs. Aquacell Pty Ltd has support personnel on call 24/7 and can be accessed by calling the 1300 AQUACELL (1300 2782 2355) number.

Online monitoring of each Aquacell system is undertaken and any alarm event triggered by your site will be detected via email and SMS alerts allowing Aquacell Pty Ltd personnel to respond quickly to any incidents or adverse events should they occur.

Accurate bills

We aim to provide you with an accurate and timely bill every month as per your service contract.

Meeting your needs

We will always seek to offer you the most suitable Aquacell Treatment System engineered specifically for your needs, along with competitive prices and the information you need to make an informed decision.

Your privacy

We are committed to protecting your privacy and complying with applicable laws.

Complaint handling

If you have any concerns, or wish to lodge a complaint, we will do our best to solve your problem promptly. For issues requiring further investigation we aim to reach a solution as soon as possible.

To lodge a complaint please call 1300 AQUACELL (1300 2782 2355).