

Emergency Assistance

Through the Shire's emergency telephone advice system customers need make only one telephone call to report an emergency and within one hour the customer will be advised of the nature and timing of the action to be undertaken by the Shire.

Contact telephone numbers in case of an emergency are:

Business Hours

Shire Administration Centre
77 Wogolin Road
WICKEPIN 6370
Telephone 9888 1005

After Hours

Graeme Hedditch
Manager of Works & Services
Telephone 9888 1445
Mobile 0429 882 871

Kellie Bartley
Chief Executive Officer
Telephone 9888 1013
Mobile 0429 207 855

The Shire of Wickepin is dedicated to providing high quality services to the community through the various service orientated programs which it has established.

Sewerage Scheme Customer Service Charter 2024



To provide and maintain quality
Wastewater Services
for all residents within the
Wickepin townsite.

Achieving our Objectives

The Shire can achieve its objective by:

Promoting efficiency and competition.

Developing effective policies and standards.

Ensuring that there is a planned and consultative approach for future provision of sewerage services.

Our Goals

At least 90% of customers will not experience a wastewater overflow on their property resulting from a maintenance related blockage to a sewer owned or operated by the Shire or from any spillage of sewerage.

At least 90% of customers will not experience unacceptable levels of odour as a result of the Shire's water service operations.

To provide a sewerage scheme that fosters a health environment.

Service Standards

In providing services, we will respect the rights of our customers and will be fair, courteous, timely, consultative and consistent in our dealings with you. When you contact us we will:

Answer written correspondence within 10 working days, or where this is not possible we will provide an interim response advising of reasons for any delay.

Respond to telephone messages within 24 hours.

Endeavour to answer telephone calls within 3 rings.

Connection Procedures

The service is available to all properties south of the railway line in the townsite of Wickepin.

For new property connections please contact:

The Shire Administration Centre
77 Wogolin Road
WICKEPIN 6370

Telephone 9888 1005
Facsimile 9888 1074
Email admin@wickepin.wa.gov.au

Office hours: 8.30am to 4.30pm weekdays.

Limiting Service Interruptions

Within 1 hour of a reported sewer overflow on your property we will be onsite to make an initial assessment and will undertake repairs within 12 hours.

We will make every effort to limit an interruption to no more than 12 hours.

When we have a need to undertake planned service interruptions we will provide at least 24 hours notice to our domestic customers and at least 7 days notice to our commercial or industrial customers.

Complaint Procedures

To improve our services we encourage feedback, both positive and critical, from you our customers.

If you have a suggestion on ways we could improve, please contact us. If you wish to make a complaint regarding the Shire and its wastewater services, please contact the Shire office in the first instance. If your complaint is not resolved by the Shire then the matter should be referred to the Office of Water Regulation.

Shire of Wickepin
77 Wogolin Road
WICKEPIN 6370

Telephone 9888 1005
Facsimile 9888 1074
Email admin@wickepin.wa.gov.au

Economic Regulation Authority
GPO Box 8469
Perth Business Centre WA 6849

Telephone 9213 1900
Facsimile 9213 1999