# Initial report of potential or actual non-compliance - template

## Instructions

Please provide as much information as is known at the time of reporting.

Orange cells are for family violence related reports.

Send all reports to [water.compliance@esc.vic.gov.au](mailto:water.compliance@esc.vic.gov.au).

|  |  |  |
| --- | --- | --- |
|  | Field | Details (if known) |
| **Report details** | Name of organisation |  |
| Contact name and details, including email address/es |  |
| Date of report |  |
| Date identified (if different) |  |
| What obligation in the WIS does this report relate to? Rural or Urban and clause reference |  |
| **Incident** | What happened? |  |
| How did it happen? |  |
| How was this incident identified? e.g. self-report, customer, EWOV |  |
|  | Is there a known start and end date? |  |
| **Impact** | How many customers were impacted? (if known)? |  |
| How have customers been impacted |  |
| **Family violence related** | What support has been offered to the family violence affected customer? |  |
| Does the family violence affected customer require a follow up call? |  |
| Does this involve a joint account? If so, has the account been placed on hold? |  |
| What is the risk of harm[[1]](#footnote-2) to the family violence affected customer/s?   * what type of harm? * how serious? how likely? * are they safe? |  |

1. This includes physical, psychological or financial harm. [↑](#footnote-ref-2)