

COMMUNITY WASTEWATER MANAGEMENT SCHEME (CWMS) CUSTOMER CHARTER

Copper Coast Council (Council), manager of Community Wastewater Management Scheme (CWMS) assets, is responsible for the operation, maintenance and upgrading of existing systems within the Council area. Council has developed a long-term plan to manage and maintain the CWMS network and is committed to provide sustainable CWMS's across townships within the Copper Coast that meet the needs of the community while complying with the Department of Health (DoH) and Environment Protection Authority (EPA) requirements.

The aim of the Customer Charter (Charter) is to provide water and/or sewerage customers with a clear understanding of the standards of service they can expect from Council and their rights and responsibilities.

The *Water Retail Code - Minor and Intermediate Retailers*, developed by Essential Services Commission of SA (ESCOSA), contains a detailed description of customer rights and Council responsibilities in providing properties with water and/or sewerage retail services and is located at www.escosa.sa.gov.au.

RETAIL SERVICES PROVIDED

Council provides customers in Kadina, Wallaroo, Moonta, Moonta Bay and Port Hughes with sewerage services.

SEWERAGE REMOVAL (QUALITY)

Council will:

- install a connection point at the boundary to remove sewage and wastewater from customers property in accordance with all relevant health and environmental regulatory requirements;
- endeavour at all times to minimise the frequency and duration of interruptions or limitations to customers sewerage service;
- provide customers with information on all planned interruptions to sewerage services at least four (4) business days prior to Council undertaking any works or maintenance;
- provide an emergency telephone number on Council website for customers to call in the event of an emergency or interruption to the supply of the sewerage service.

Customers:

- will report any blockages, bursts or leaks to Council as soon as possible by calling the emergency telephone number displayed on Council's website;
- will not discharge restricted wastewater into Council sewerage infrastructure;
- will contact Council to discuss requirements for disposal of industrial or non-domestic waste into the sewerage infrastructure.

OUR PRICES

PRICE LIST

Council will:

- publish the Price List, which sets out the adopted fees and charges associated with the sale and supply of the retail service, in July each year following Council's first budget meeting on the Council website and copies will be made available at the Kadina Council office;
- publish the Pricing Policy Statement, which outlines how the fees and charges are compliant with ESCOSA's pricing principles set out in its Price Determination, in July each year following Council's first budget meeting on the Council website and copies will be made available at the Kadina Council office;
- in the case that any fees and charges set out in the Price List change, they will be published on the Council website and copies will be made available at the Kadina Council office.

SERVICE AVAILABILITY CHARGE

The Local Government Act 1999 allows Council to recover a 'service availability charge' from customers where Council's sewerage infrastructure runs adjacent to the customer's property. Council will require customers to pay the 'service availability charge'.

WATER AND SEWERAGE CONCESSIONS

Water and sewerage concessions are administered by the Department for Communities and Social Inclusion. To check eligibility for current water and sewerage concessions, assistance or advice - phone Concessions Hotline on 1800307758; visit www.dcsi.sa.gov.au/concessions; or email concessions@dcsl.sa.gov.au.

CONNECTIONS

CONNECTIONS – WHERE A CUSTOMERS PROPERTY IS NOT CURRENTLY CONNECTED TO COUNCILS INFRASTRUCTURE

Customers will:

- notify Council's Environmental Health Officer and/or delegate at least twenty-four (24) hours prior to the commencement of works;
- provide Council with 'as constructed' drawings of works undertaken in a form approved by Council within thirty (30) days of installation;
- pay the relevant connection and account establishment fees as set out in Councils adopted Fees and Charges Register.

Further details on connecting new properties to Council infrastructure is available on the Council website or by visiting Councils office located at 51 Taylor Street, Kadina. Council will provide customers with a copy of the Connection Policy upon request.

BILLING AND PAYMENTS

Council will:

- include the sewerage charges on customers rates notice, (separately identified), issued quarterly, unless paid in full;
- provide customers with a detailed bill and give at least thirty (30) days to pay your bill;
- offer customers the ability to pay bills in person, by mail, BPAY, at Post Offices with Billpay facilities, telephone payment through the Post Billpay Service or by Centrepay.

Customers will:

- pay Councils bill by the payment due date unless Council have agreed on a flexible payment arrangement;
- pay any fee incurred by Council, if any payment methods are dishonoured.

PAYMENT ASSISTANCE AND FINANCIAL HARDSHIP

Council will:

- provide customers with the ability to pay bills by instalments or enter into a flexible payment arrangement;
- offer customers the ability to make payments towards future bills, grant payment extensions and agree to have bills redirected to another person (where that person agrees);
- inform customers about, and assess eligibility for, Council's Hardship Program, if requested.

Customers will:

- inform Council if they are having difficulty paying bills prior to the due date.

Further details on Councils Hardship Policy is available on Council's website or by visiting Councils office at 51 Taylor Street, Kadina.

A copy will be provided upon request.

REVIEWING YOUR BILL/BILLING DISPUTES

Council will:

- not commence debt collection processes where a bill (or part of a bill) is in dispute;
- review the bill and inform the customer of the outcome of the review within thirty (30) business days of the request;
- inform customers about the independent external dispute resolution body where customers who remain dissatisfied following the review.

Customers will:

- pay any portion of the bill that is not in dispute while the bill is being reviewed or any future bills that become due.

OVERCHARGING

Council will:

- inform customers within ten (10) business days of becoming aware of a customer being overcharged as a result of an act or omission by Council and credit the overcharged amount to the next bill;
- pay the overcharged amount directly to you within ten (10) business days if the customer has ceased to purchase a retail service from Council.

UNDERCHARGING

Council will:

- in relation to unmetered services, limit the amount Council recover from a customer to the amount undercharged in the twelve (12) months prior to the error being advised to the customer in writing;
- list the undercharged amount as a separate item in a special bill or in the next bill with an explanation of that amount and, if requested, offer extended time to pay the amount;
- not charge additional interest on the undercharged amount.

DEBT RECOVERY

Council will:

- only commence debt collection/recovery action where the customer has failed to pay the bill(s) by the due date and have not contacted Council to discuss a payment extension or other flexible payment arrangements (including eligibility for Council's Hardship Program).

Customers will:

- contact Council if they are having difficulty paying bills prior to the due date.

ENTRY TO YOUR PROPERTY

Council will:

- provide you with at least twenty-four (24) hours' notice if we need to enter a customer supply address for the purpose of connecting, disconnecting, restricting, inspecting, repairing or testing the retail service.

Customers will:

- ensure safe access to Council infrastructure located at the customers supply address.

DISCONNECTIONS

Subject to any applicable regulatory requirements that prohibit disconnection, we will only disconnect the customers retail service if:

- there is a public health, environment or safety risk to Council services from the customers connection point (e.g. backflow risk or unauthorised industrial waste discharge);
- the customer is found to be using the services illegally or have refused entry to person authorised to read the customers meter or undertake maintenance or repairs in accordance with relevant regulatory instruments;
- the customer request the disconnection in connection with a development approval application.

COMPLAINTS AND DISPUTE RESOLUTION

Council will:

- acknowledge a customers complaint or enquiry within two (2) business days;
- endeavour to resolve complaints when first reported, wherever possible;
- advise the customer of the process to be undertaken within two (10) business days when the complaint cannot be resolved immediately. If a resolution is not possible at that time, Council will keep the customer regularly informed of

progress either by email, letter or personal contact.

- direct the complaint to a more senior officer in the Council, where circumstances indicate that the complaint would be more appropriately handled at a higher level;
- advise the customer of the options to escalate the complaint to the nominated independent dispute resolution body and provide the details of that organisation.

Customers will:

- not conduct themselves with unreasonable persistence, unreasonable demands, lack of cooperation or threatening behaviour.

Further details on our *Enquiry, Complaint & Dispute Resolution Procedures* are available on our website at www.coppercoast.sa.gov.au, or by visiting the Council office at 51 Taylor Street, Kadina, SA, 5554.

A copy of Council procedures will be provided upon request.

CONTACTING US

If further information is required, including about Council or the content of this Charter, please contact Council on the details below:

General Enquiries: (08) 8828 1200

Faults & Emergencies:

Website: www.coppercoast.sa.gov.au

Email: info@coppercoast.sa.gov.au

Office: 51 Taylor Street, Kadina, SA, 5554

Business hours: Monday to Friday / 8:30 am-5:00 pm

Interpreter Services: 1800 280 203

Signed: _____

Russell Peate

Chief Executive Officer

Date: _____


