

## Customer Charter

The District Council of the Copper Coast as the 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 its CWMS network and is committed to provide sustainable CWMS's across townships in 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 our Charter is to provide our water and/or sewerage customers with a clear understanding of the standards of service they can expect from us and their rights and responsibilities.

The *Water Retail Code-Minor & Intermediate Retailers*, developed by Essential Services Commission of SA (ESCOSA), contains a detailed description of your rights and our responsibilities in providing you with water and/or sewerage retail services and can be found at ([www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)).

### Retail services provided

We provide customers in Kadina, Wallaroo, Moonta, Moonta Bay and Port Hughes with sewerage services.

### SEWERAGE REMOVAL (QUALITY)

We will:

- Install a connection point at your boundary to remove sewage and wastewater from your property in accordance with all relevant health and environmental regulatory requirements.
- use our best endeavours to minimise the frequency and duration of interruptions or limitations to your sewerage service
- provide you with information on any planned interruptions to your sewerage service at least 4 business days prior to us undertaking any works or maintenance
- provide an emergency telephone number on our website for you to call in the event of an emergency or interruption to the supply of your sewerage service

You:

- will report any blockages, bursts or leaks to us as soon as possible by calling the emergency telephone number displayed on our website

- will not discharge restricted wastewater into our sewerage infrastructure
- will contact us to discuss our requirements for disposal of industrial or non-domestic waste into our sewerage infrastructure

## Our prices

### PRICE LIST

We will:

- publish our Price List, which sets out all of the fees and charges associated with the sale and supply of your retail service, each year following Council's first budget meeting in July on our website at [www.coppercoast.sa.gov.au](http://www.coppercoast.sa.gov.au). We will also make this available at our office at 51 Taylor Street, Kadina, SA 5554.
- publish our Pricing Policy Statement, which outlines how our fees and charges are compliant with ESCOSA's pricing principles set out in its Price Determination, each year following Council's first budget meeting in July on our website at [www.coppercoast.sa.gov.au](http://www.coppercoast.sa.gov.au). We will also make this available at our office at 51 Taylor Street, Kadina SA 5554.
- in the case that any fees and charges set out in the Price List change, publish these on our website and make these available at our office

### SERVICE AVAILABILITY CHARGE

The Local Government Act 1999 allows us to recover a "service availability charge" from you where our sewerage infrastructure runs adjacent to your property. We will require you to pay our "service availability charge".

### WATER AND SEWERAGE CONCESSIONS

Water and sewerage concessions are administered by the Department for Communities and Social Inclusion. To check your eligibility for current water and sewerage concessions, assistance or advice visit [www.dcsi.sa.gov.au/concessions](http://www.dcsi.sa.gov.au/concessions), phone the Concessions Hotline on 1800 307 758 or email [concessions@dcsl.sa.gov.au](mailto:concessions@dcsl.sa.gov.au).



## Connections

### CONNECTIONS – WHERE YOUR PROPERTY IS NOT CURRENTLY CONNECTED TO OUR INFRASTRUCTURE

You will:

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

Further details on connecting new properties to our infrastructure is available on our website at [www.coppercoast.sa.gov.au](http://www.coppercoast.sa.gov.au), or by visiting our office at 51 Taylor Street, Kadina, SA 5554. We will provide you with a copy of our Connection Policy upon request.

## Billing and payments

We will:

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

You will:

- pay our bill by the payment due date unless we have agreed on a flexible payment arrangement
- pay any fee we incur if any of your payment methods are dishonoured

### PAYMENT ASSISTANCE AND FINANCIAL HARDSHIP

We will:

- provide you with the ability to pay your bills by instalments or enter into a flexible payment arrangement
- offer you the ability to make payments towards future bills, grant payment extensions and agree to have your bill redirected to another person (where that person agrees)

- inform you about, and assess your eligibility for, our Hardship Program if requested

You will:

- inform us if you are having difficulty paying your bills prior to the due date

Further details on our Hardship Policy are available on our website at [www.coppercoast.sa.gov.au](http://www.coppercoast.sa.gov.au), or by visiting our office at 51 Taylor Street, Kadina, SA, 5554. We will provide you with a copy of our Hardship Policy upon request.

### REVIEWING YOUR BILL/BILLING DISPUTES

We will:

- not commence our debt collection processes where a bill (or part of a bill) is in dispute
- review your bill and inform you of the outcome of our review within 30 business days of your request
- inform you about our independent external dispute resolution body where you remain dissatisfied following our review

You will:

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

## Overcharging

We will:

- inform you within 10 business days of becoming aware of you being overcharged as a result of an act or omission by us and credit the overcharged amount to your next bill
- pay the overcharged amount directly to you within 10 business days if you have ceased to purchase a retail service from us

## Undercharging

We will:

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

### DEBT RECOVERY

We will:

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

You will:

- contact us if you are having difficulty paying your bills prior to the due date

### Entry to your property

We will:

- provide you with at least 24 hours' notice if we need to enter your supply address for the purpose of connecting, disconnecting, restricting, inspecting, repairing or testing your retail service

You will:

- ensure safe access to our infrastructure located at your supply address

### Disconnections

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

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

### Complaints and dispute resolution

We will:

- acknowledge your complaint or enquiry within 2 business days
- endeavour to resolve complaints when first reported wherever possible
- advise you of the process to be undertaken within 10 business days when the complaint cannot be resolved immediately. If a resolution is not possible at that time, we will keep you 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 you of your option to escalate your complaint to our nominated independent dispute resolution body and provide you with the details of that organisation

You will:

- not conduct yourself 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](http://www.coppercoast.sa.gov.au), or by visiting our office at 51 Taylor Street, Kadina, SA, 5554. We will provide you with a copy of our procedures upon request.

### Contacting Us

If you need to know more about us or the content of this Charter, please contact us on the details below

General Enquiries: 08) 8828 1200

Faults & Emergencies:

Website: [www.coppercoast.sa.gov.au](http://www.coppercoast.sa.gov.au)

Email: [info@coppercoast.sa.gov.au](mailto:info@coppercoast.sa.gov.au)

Office 51 Taylor Street, Kadina, SA, 5554

Business hours: 8:30 – 5:00 Mon - Fri

Interpreter Services: 1800 280 203

Date: 26-11-2015

Signed: 

Peter Harder  
Chief Executive Officer