

 DISTRICT COUNCIL OF TUMBY BAY	<b>POLICY 10.12</b> <b>Customer Charter –</b> <b>Sewerage Services</b>  <b>POLICY AREA</b> <b>Community Facilities &amp;</b> <b>Services</b>	Version No:	1
		Issued:	July 2015
		Next Review:	As required by ESCOSA

The District Council of Tumby Bay has prepared this Customer Charter for Sewerage Services to provide our 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 sewerage services and can be found at ([www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)).

### **SEWERAGE SERVICES PROVIDED**

We provide customers in the township of Tumby Bay with services to collect, treat and dispose of wastewater through the Community Wastewater Management Scheme (CWMS).

### **SEWERAGE REMOVAL (QUALITY)**

We will:

- remove sewerage 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 contact 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 spills, leaks or incursions to us as soon as possible by calling the emergency telephone number displayed on our website
- not discharge restricted wastewater into our sewerage infrastructure
- contact us to discuss our requirements for disposal of industrial or non-domestic waste into our sewerage infrastructure

### **CWMS SERVICE CHARGE**

We will:

- publish our Price List, which details the Service Charge applicable to the supply of sewerage service, each year by 31 August on our website at [www.tumbybay.sa.gov.au](http://www.tumbybay.sa.gov.au). We will also make this available at our office at Mortlock Street, Tumby Bay.
- 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 by 31 August on our website at [www.tumbybay.sa.gov.au](http://www.tumbybay.sa.gov.au). We will also make this available at our office at Mortlock Street, Tumby Bay.

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- In the case that any fees and charges set out in the Price List change, publish these on our website 30 days prior to these fees and charges taking effect and make these available at our office.

## **SEWERAGE CONCESSIONS**

Sewerage concessions are administered by the Department for Communities and Social Inclusion. To check your eligibility for current 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).

## **NEW CONNECTIONS**

You will:

- make application for installation of wastewater infrastructure on the appropriate form (Download from <http://www.tumbybay.sa.gov.au/webdata/resources/files/Onsite%20Wastewater%20Application%20Form%20-%20pdf.pdf> and submit this to the Council with all relevant information
- pay the relevant application fees as set out in our Schedule of Fees and Charges
- if the application is approved for connection to the CWMS, engage an appropriately qualified person to make the connection in accordance with all conditions of approval

We will:

- inform you within 14 days of enquiry whether or not you can be connected to our infrastructure
- provide you with all available details on existing connection points available to service your property, or with requirements for the construction of new infrastructure to accept your connection

Further details on connecting new properties to our infrastructure is available by contacting our office at Mortlock Street, Tumby Bay or by calling (08) 8688 2101. We will provide you with a copy of our Policy on CWMS Connections and Wastewater Disposal upon request.

## **BILLING AND PAYMENTS**

We will:

- include your sewerage charges on your rates notice (separately identified), issued quarterly
- provide you with a minimum of 20 business days to pay your bill
- offer you the ability to pay your bills by cash, cheque, credit card or BPay, in person, by mail or by phone as is relevant to the payment method.

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.tumbybay.sa.gov.au](http://www.tumbybay.sa.gov.au) or by visiting our office at Mortlock Street, Tumby Bay. We will provide you with a copy of our Hardship Policy upon request.

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## **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 sewerage 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 (other than in emergency situations) if we need to enter your supply address for the purposes of connecting, disconnecting, restricting, inspecting, repairing or testing your sewerage service

You will:

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

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**DISCONNECTIONS**

Subject to any applicable regulatory requirements that prohibit disconnection, we will only disconnect or permit the disconnection of your sewerage 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 persons authorised to undertake maintenance or repairs in accordance with relevant regulatory instruments
- the disconnection is in accordance with a valid development approval

Should there be any fees or charges liable under the Local Government Act 1999, we will:

- Inform you of any relevant fees or charges payable as a result of your disconnection

You will:

- Pay any relevant fees or charges

**COMPLAINTS AND DISPUTE RESOLUTION**

We will:

- respond or acknowledge your complaint or enquiry within 10 business days
- refer you to our Works Manager if you are not satisfied with our initial response or resolution or, if required, escalate you to the Chief Executive Officer.
- advise you of your option to escalate your complaint to an Internal Review of Council Decision under Section 270 of the Local Government Act 1999.

Further details on our Complaint Handling Procedures and processes for Internal or External Review of Council decisions are available by visiting our office at Mortlock Street, Tumby Bay or contacting (08) 8688 2101. 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: 8688 2101

Faults & Emergencies:

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

Email: [dctumby@tumbybay.sa.gov.au](mailto:dctumby@tumbybay.sa.gov.au)

Office: Mortlock Street, Tumby Bay or PO Box 61 Tumby Bay SA 5605

Business Hours: 8.30am to 4.30pm

**Strategic Link:**

**Delegation:**

**Documentation:** Nil

<b>Authority:</b>	Adopted by Council:	14/07/2015	{Motion No 9c/072015}
	Reviewed by Council:	10/11/2015	{Motion No 7c/112015}

SIGNED: .....

Responsible Officer

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

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