

Community Wastewater Management Scheme (CWMS) Customer Charter – Residential Services

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1. Document control

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Electronic version on the intranet or website is the controlled version.

2. Customer Charter Overview and Aim

The City of Onkaparinga holds an Intermediate water retail licence under the *Water Industry Act 2012* for the provision of sewerage retail services through its Community Wastewater Management Schemes (CWMS).

The City of Onkaparinga owns and operates CWMS schemes in the towns of Willunga, McLaren Vale, McLaren Flat, and parts of Morphett Vale, Clarendon, Maslin Beach and Sellicks Beach.

The aim of our Charter is to provide our residential CWMS 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 access to the CWMS and can be found at (www.escosa.sa.gov.au).

3. CWMS services provided

We will:

- remove 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 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.

For non-residential customers: please contact us to discuss our requirements for disposal of industrial or non-domestic waste into our CWMS infrastructure.

4. Our prices

We will:

- publish our Price List, which sets out all of the fees and charges associated with the sale and supply of your CWMS service, each year following adoption by Council on our website at <http://www.onkaparingacity.com>. We will also make this available at our office at our customer service locations (addresses available through councils website).
- 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 their adoption by Council on our website at <http://www.onkaparingacity.com>. We will also make this available at our office at Ramsay Place, Noarlunga Centre or at our customer service locations.
- 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 following adoption by Council.

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” where CWMS infrastructure directly passes, or provides a direct connection to, your property.

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, phone the Concessions Hotline on 1800 307 758 or email concessions@dcsl.sa.gov.au.

5. Connections

Where your property is not currently connected to our infrastructure

We will:

- endeavour to inform you within 30 days whether or not you can be connected to our infrastructure
- endeavour to authorise your connection to our CWMS within 30 days of you providing us with information required by us and paying the relevant connection and account establishment fees as set out in our Fees and Charges
- Invoice charges for all new connections to our CWMS network directly to the customer.

You will:

- provide us with the relevant information required to authorise your connection at our request Information requirements can be found on our website : [Community wastewater management systems \(CWMS\) City of Onkaparinga](#)
- pay the relevant connection and account establishment fees as set out in our Fees and Charges

Please Note: Where connections require a network extension or are otherwise non-standard connections, the time frame for advising of the ability to connect and forging the actual connection will be assessed on a case by case basis.

Further detail on connecting new properties to our infrastructure is available on our website [Community wastewater management systems \(CWMS\) City of Onkaparinga](#) by visiting our office at Ramsay Place Noarlunga Centre SA. We will provide you with a copy of our Connection Policy upon request.

6. Billing and Payments

We will:

- issue you with a bill on a quarterly basis, unless otherwise agreed with you.
- include your sewerage charges on your rates notice, (separately identified), issued quarterly.
- provide you with a detailed bill and give you at least 30 business days to pay your bill.

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.

You can pay:

- Online at Onkaparinga—Pay your rates online by credit card. Visit [Pay Online](#)
- By phone—Call BPOINT on 1300 276 468 any time to pay with MasterCard or Visa.
Please quote Biller Code 421504
- Bpay—Contact your participating financial institution to make a payment from your cheque, savings or credit card account.
Please quote Biller Code 421503
- Centrepay—Centrelink's direct debit system. Ratepayers who receive Centrelink payments can register and have fortnightly deductions from their benefits paid directly toward their council rates.

Please use Councils Centrepay number CRN:555 054 902

- Australia Post Billpay—Pay in person at any post office, by phoning 13 18 16 or online at www.postbillpay.com.au.
Please quote Billpay Code 0544
- In person—Payment in person at any of our offices. For further information on office locations, please visit – [Rates payment options and arrangements City of Onkaparinga](#)

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 <http://www.onkaparingacity.com> or by visiting our office at Ramsay Place Noarlunga Centre or at our customer service locations (addresses available through council's website). 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.

7. 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.

8. 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:

- In relation to amounts owed for the retail CWMS service, only commence debt collection/recovery action where you have failed to pay your bill(s) by the due date and you have not agreed to or have failed to meet the agreed arrangements under our Hardship Program or other agreed payment arrangement.

You will:

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

9. Entry to your property

We will:

- provide you with at least 24 hours if we need to enter your supply address for the purposes of connecting, disconnecting, restricting, inspecting, repairing or testing your sewerage service (unless emergency works warrant immediate entry).

You will:

- ensure safe access to our infrastructure (including but not limited to the meter) located at your supply address.

10. Disconnections

We will only disconnect your CWMS service if:

- you request the disconnection,
- 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),
- all other legislative requirements including the *South Australian Public Health Act 2011* and other relevant legislation have been met, or
- 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.

Where you request a disconnection, we will use our best endeavours to issue you with a final account in accordance with your request. We will inform you if you are still required to pay our “service availability charge” (Vacant Rate) when you request the disconnection.

11. Complaints and dispute resolution

We will:

- respond or acknowledge your complaint or enquiry within 5 business days.
- refer you to a senior officer to review the complaint if you are not satisfied with our initial response or resolution.

- If the matter is not resolved a formal written application addressed to the Chief Executive Officer should be lodged requesting a section 270 review in accordance with the *Local Government Act 1999*.
- 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.

Further details on our Enquiry, Complaint & Dispute Resolution Procedures are available on our website at www.onkaparingacity.com or by visiting our office at Ramsay Place Noarlunga Centre or at our customer service locations (addresses available through council's website). We will provide you with a copy of our procedures upon request.

12. 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	8384 0666
Faults and Emergencies	83840622
Website	www.onkaparingacity.com
Email	mail@onkaparinga.sa.gov.au
Office	Ramsay Place (PO Box 1) Noarlunga Centre 5168
Business hours:	Mon- Fri 8.30am – 5pm