



Dispute Resolution Procedure

Revision 2

June 2021

Document Control Table

| Revision | Date | Amendments |
|----------|-----------|------------------------------------|
| 1 | May 2021 | Incorporates ESCOSA Review |
| 2 | June 2021 | Incorporates further ESCOSA Review |

Background

Northern Water Irrigation Company (NWIC) has entered into a Water Supply Agreement with SA Water for the purpose of supplying Recycled Water from the Northern Adelaide Irrigation Scheme (NAIS) for irrigation use. NWIC provides water to broad acre and greenhouse farmers as well as short term users along the NAIS trunk main and in the vicinity of the Two Wells storage site.

This recycled water has Department of Health and Wellbeing approval for irrigation use with appropriate regulatory obligations.

Purpose

The aim of our Dispute Resolution Procedure is to provide a documented methodology to record, manage and respond to complaints received and the escalation process. Expectations of service and associated conditions are referenced within our Customer Charter.

This process applies to all complaints received from external customers and consumers via telephone, in writing, in person or electronically.

The process ensures that customers are fully aware of the channels available to them to raise complaints about our services. It also ensures that accurate information is collected and can be used to analyse trends and areas for improvement.

SA Water owns and operates the water transfer and reticulation network that provides water to NWIC customers and water supply problems can be dealt with by contacting SA Water directly below.

This procedure will be reviewed periodically and may be subject to change. The latest version of this document is available on our website at www.nwwic.com.au. We will also make this available at our office at 95 King William Street, KentTown SA 5067.

Complaints and Dispute Resolution

All feedback and complaints from customers and other stakeholders will be treated as an opportunity to improve. By dealing with complaints in a proactive and timely manner it also allows NWIC to maintain our customer's confidence in our retail water services.

Complaints to NWIC regarding provision of our retail water services will be dealt with promptly and fairly and treated in a manner that allows NWIC to improve our processes and policies. Our response to any customer concern will be addressed in accordance with our NWIC Customer Charter.

Enquiries, complaints and any dispute matter can be initiated by our customers using any of the following mechanisms:

- General Enquiries: 08 8132 1044
- Faults & Emergencies (SA Water): 1300 729 283.
- Email: info@nwwic.com.au
- Address: 95 King William St, KENT TOWN SA 5067 In person and in writing
Our Office is open 830am to 500pm Monday to Friday

We will provide a source of customer-related information as directed by the Water Retail Code including our Customer Charter and Standard Customer Contract.

We will provide early resolution of customer complaints and resolve matters at the first point of contact where possible.

We will ensure customer complaints are dealt with in a fair reasonable and timely manner.

We will assist customers who may require an interpreter service by referral to the relevant body.

Dispute Resolution Process

NWIC will ensure the following with respect to treatment of Customer Complaints:

- Our staff has the necessary knowledge and skills to provide quality service to customers.
- Customer concerns will be addressed with a view to resolving issues in a timely, professional, fair and efficient manner.
- Our staff will listen to your concerns
- We will identify ourselves when dealing with our customers
- Provide appropriate contact names and details on any correspondence
- Respect your right to privacy
- NWIC will record details of the contact to enable the matter to be addressed and reported.
- All communication and information will be provided in plain language

We request our customers when contacting us with a complaint to:

- Be polite and honest with us
- Provide us with information when requested with regard to the complaint

PRINCIPLES OF COMPLAINTS MANAGEMENT

NWIC will adhere to the following principals with regard to the management of complaints:

- Customer focused – We have a proactive approach to seeking and receiving feedback and complaints. We will address issues raised by our customers in a prompt manner.
- No consequence to complainant – Services to a complainant will not be adversely affected as a result of a complaint.
- Transparency – Complainant will be able to access the records of their complaint and actions arising out of the complaint.
- No cost – A customer will not be charged a fee to lodge a complaint.
- Continual Improvement - Analysis of customer complaints will drive improvement in customer service and the complaints handling procedure
- This document will be reviewed periodically and may be subject to change.
- Continual Improvement - Analysis of customer complaints will drive improvement in customer service and the complaints handling process.

HOW TO LODGE A COMPLAINT

In order to contact and lodge a complaint with us, you can:

Speak to our staff

- If you are dissatisfied with any of our products or services, you can contact our staff by calling 08 8132 1044
- Alternatively, you can speak to us at our office located at: 95 King William St, Kent Town SA 5067 between 830am and 500pm Monday to Friday.

Write to us

- If you prefer, write to us at the following address with the details of your complaint:
95 King William St, Kent Town SA 5067 or
Email at: info@nwwic.com.au

Upon receipt of your letter or email, we will provide you with written acknowledgement of your complaint as well as the contact details of person dealing with your complaint.

METHOD OF RESPONSE

We will endeavour to resolve all complaints at the first point of contact. However, it may be possible that further investigation may be required for specific complaints. In these instances, we will acknowledge receipt of your complaint within five business days and aim to provide you with a resolution within 20 business days.

Should we be unable to meet these timeframes, we will advise you of our proposed course of action and estimated timeframe to resolve the matter.

As a general rule, we will respond via the same channel as the complaint is received unless advised otherwise.

COMPLAINT RECORDING

We will record all complaints received from customers for the purposes of monitoring compliance with regulatory service standards.

PRIVACY

All personal information that is supplied by a customer will be treated in confidence. Personal information will only be collected from a customer where it is necessary to assist NWIC with management of a complaint.

AVAILABILITY OF THE PROCEDURE

A copy of this procedure is available at our offices during normal business hours. The procedure is also available from our website: www.nwwic.com.au.

REVIEW OF THE PROCEDURE

This procedure may be reviewed from time to time with the latest version placed on our website www.nwwic.com.au. The procedure will also be available upon request from our office.

COMPLAINT ESCALATION

If you have followed the above process without resolution, you may escalate your complaint to the General Manager:

Jason Mitchell, General Manager

Telephone: (08) 8132 1044

EXTERNAL DISPUTE RESOLUTION BODY

If your matter is still not resolved, we will advise you of your option to take your grievances to Australian Competition and Consumer Commission (**ACCC**).

The ACCC has legislated functions regarding enforcement, price setting, monitoring and reporting in water markets

Contact details for ACCC are as follows:

Phone (Infocentre) on 1300 302 502,
Monday to Friday from 8.30am to 5.30pm AEST/AEDT.

Email: water@acc.gov.au

Mail: Water Branch
ACCC
GPO Box 3131
Canberra ACT 2601

Customers requiring more information on the following should refer to our Customer Charter, available on our website or contact us on 08 8132 1044