



Customer Charter for Water Services

Version 3

June 2021

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.

The aim of our Customer Charter is to provide our water 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 services and can be found at (www.escosa.sa.gov.au).

Water services provided

We provide customers from Bolivar to Two Wells and surround with recycled water services.

RECYCLED/REUSE WATER QUALITY (QUALITY)

We will:

- provide you with recycled/reuse water that is safe and 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 water service
- provide you with information on any planned interruptions to your water 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 water service
- in the case of an unplanned interruption or emergency, provide you with information about any impact to your water service as soon as possible

You will:

- report any leaks, bursts or quality issues to us as soon as possible by calling the emergency telephone number displayed on our website
- provide safe access to the water meter so that we can ascertain your water consumption for billing purposes
- be responsible for arranging and covering the costs of any additional onsite water infrastructure necessary to maintain your required flow rate, which must be installed by an appropriately licensed plumber

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 water service, each year by 30 June on our website at www.nwic.com.au. We will also make this available at our office at 95 King William Street, Kent Town SA 5067
- 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 30 June on our website at www.nwic.com.au. We will also make this available at our office at 95 King William Street, Kent Town SA 5067
- 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
- calculate your bill on a pro-rata basis if a tariff rate or charge changes during a billing cycle so that the old tariff rate or charge applies up to and including the date of change and the new tariff rate or charge applies from the date of the change to the end of the billing cycle

WATER CONCESSIONS

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

Connections

EXISTING CONNECTIONS – WHERE YOUR PROPERTY IS CURRENTLY CONNECTED TO OUR INFRASTRUCTURE

We will:

- connect you to our water service by the date nominated within your NWIC Recycled water Service Agreement or Standard Customer Sale Contract for Residential Customers

You will:

- provide us with the information about your supply address as described within your NWIC Recycled water Service Agreement

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

We will:

- inform you within 30 days whether or not you can be connected to our infrastructure
- connect you to our water service by the date nominated within your NWIC Recycled water Service Agreement or Standard Customer Sale Contract for Residential Customers following you paying the relevant connection and account establishment fees as set out in our Price List
- provide you with a copy of our Connection Policy upon request

You will:

- provide us with the following information about your supply address details as described within your NWIC Recycled water Service Agreement or Standard Customer Sale Contract for Residential Customers
- pay the relevant connection and account establishment fees as set out in our Price List

Billing and payments

We will:

- issue you with a bill at least quarterly, unless otherwise agreed with you
- ensure your bill is based on an actual meter reading at least once within a 12 month period
- provide you with consumption or estimated consumption of water services and meter

readings, metering data or estimates of consumption

- provide you with a detailed bill and give you at least 12 business days to pay your bill
- offer you the ability to pay your bills in person, by mail or by direct debit

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

For Residential Customers 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.nwic.com.au or by visiting our office at 95 King William Street, Kent Town SA 5067
- 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 water service from us

Undercharging

We will:

- in relation to a water service which is metered, limit the amount we recover from you to the amount undercharged in the 12 months prior to the meter reading date on the last bill sent to you
- in relation to unmetered service, 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:

- 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)
- commence debt collection/recovery action where you have fraudulently consumed our recycle water service
- not undertake debt collection activity where we

have installed a flow restriction device

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 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 (including but not limited to the meter) located at your supply address

Disconnections

Subject to any applicable regulatory requirements that prohibit disconnection, we will only disconnect your water 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)
- 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 (and it is not prohibited), 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” when you request the disconnection

Reinstatement of water supply

We will:

- use our best endeavours to reinstate your supply within a time agreed with you

- subject to the reasons for disconnection or restriction being rectified and you paying our reinstatement fee
- waive the reinstatement fee if you are eligible for and agree to participate in our Hardship Program

You will:

- contact us to discuss how the issue that led to the flow restriction or disconnection can be rectified
- pay our reinstatement fee unless it is waived

Termination of contract for retail services

We will:

- confer on you the right to terminate your contract with us for the supply of a retail service
- inform you of any relevant fees or charges payable as a result of your termination

You will:

- provide at least 3 business days' notice of your intention to terminate your contract with us for the supply of a retail service
- pay any relevant fees or charges

Complaints and dispute resolution

We will:

- respond or acknowledge your complaint or enquiry within 5 business days
- refer you to our Dispute Resolution Procedure for Water Services if you are not satisfied with our initial response or resolution or, if required, escalate the matter to the General Manager
- 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.nwic.com.au or by visiting our office at 95 King William Street, KENT TOWN SA 5067. 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 8132 1044

Faults & Emergencies 1300 729 283 (SA Water)

Website www.nwic.com.au

Email info@nwic.com.au

Office and Postal

95 King William Street KENT TOWN SA 5067

Business hours

8.30am to 5.00pm Monday to Friday