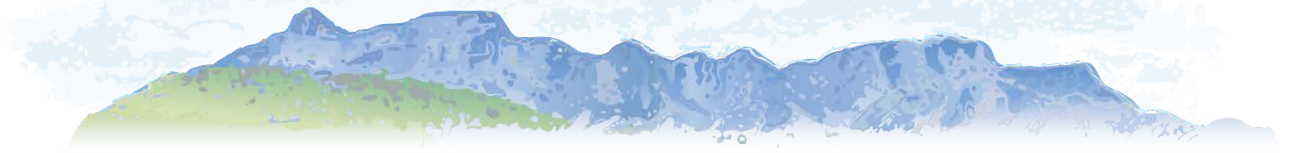


*Heart of the Stirlings*




**SHIRE OF GNOWANGERUP**

# SHIRE OF GNOWANGERUP WATER SERVICES MANUAL

ECONOMIC REGULATION AUTHORITY LICENSE

## ONGERUP SEWERAGE AND EFFLUENT REUSE SCHEME

JANUARY 2019

Shire of Gnowangerup  
(08) 9827 1007  
TTY 133 677  
 TIS 131 450

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*Heart of the Stirling*



**SHIRE OF GNOWANGERUP**

# **SHIRE OF GNOWANGERUP CUSTOMER SERVICE CHARTER**

for the


## **Ongerup Sewerage and Effluent Reuse Scheme.**

**DECEMBER 2018**

Shire of Gnowangerup

(08) 9827 1007

TTY 133 677

 TIS 131 45

## **1.0 INTRODUCTION**

### **1.1 THE ROLE OF THIS CHARTER**

This charter sets out the broad philosophy of the Shire of Gnowangerup in supplying wastewater services to the town of Ongerup in accordance with the License issued to the Shire of Gnowangerup by the Economic Regulation Authority under the *Water Services Act 2012*.

The Shire of Gnowangerup may amend this charter by agreement with the Authority.

This Charter will be terminated if the Shire of Gnowangerup's license is terminated.

The charter informs the customers of the Shire of Gnowangerup of their rights in accordance with the provisions of the License, including service interruptions, levels of service and complaints procedures. If you would like a copy of the Operating License, please contact the Shire of Gnowangerup at the number below or the Economic Regulation Authority on (08) 9213 1900, or at <http://www.era.wa.gov.au>.

The Shire of Gnowangerup will review this Charter annually.

### **1.2 COMMITMENT TO SERVICE**

The Shire of Gnowangerup will provide its services in a manner which is fair, courteous and timely, with a focus on consultation with customers, respecting rights, and meeting reasonable expectations.

### **1.3 SERVICES WE PROVIDE**

The Shire of Gnowangerup will use its best endeavours to provide a service to collect, treat and dispose of domestic sewage discharged from each customer's property to the Shire's wastewater system. In addition, the Shire shall provide other services on terms agreed upon between the customer and the Shire of Gnowangerup.

The area of operation of the Sewerage and Effluent Reuse Scheme is the Ongerup Townsite.

### **1.4 HOW TO CONTACT US**

Phone	08 9827 1007
Email	<a href="mailto:gnpshire@gnowangerup.wa.gov.au">gnpshire@gnowangerup.wa.gov.au</a>
Fax	08 9827 1377
Letter	Shire of Gnowangerup 28 Yougenup Road Gnowangerup WA 6335
In Person	Shire of Gnowangerup Administration Office 28 Yougenup Road Gnowangerup WA 6335

### **1.5 EMERGENCY ASSISTANCE**

The Shire of Gnowangerup maintains a 24-hour emergency contact service for emergency events, such as an overflow from a sewer. The Shire's Administration Office can be contacted for emergencies during normal business hours on (08) 9827 1007. For AFTER HOURS emergencies the following contact numbers are available:

**Asset and Waste Management Coordinator**

John Skinner                                  Mobile: 0408 070 754

**Deputy Chief Executive Officer**

Vin Fordham Lamont                          Mobile: 0427 193 880

**Chief Executive Officer**

Shelley Pike                                      Mobile: 0428 982 710

## 2.0 YOUR BASIC RIGHTS

### 2.1 YOUR RIGHTS TO WASTEWATER SERVICES

Subject to the applicable water legislation, the Shire of Gnowangerup shall provide a service for the removal, treatment and disposal of wastewater under the terms set out in this Charter and the License. In certain circumstances, the Shire may supply water for other than drinking purposes (e.g., treated effluent) in a manner agreed with the customer.

The Shire shall treat and dispose of wastewater in an environmentally responsible manner. All wastewater treatment plants shall operate in accordance with the license conditions set by, and/or agreements with, the Department of Water and Environmental Regulation.

Occasionally some odours occur in treatment plants, and these may affect nearby residents. The Shire of Gnowangerup shall respond to complaints of odours by investigating the report and advising the customer of the outcome within one day.

The owner of land in respect of which statutory water services charges apply for the provision of a water service by the Shire of Gnowangerup is entitled to the provision of a water service. The owner of the land's entitlement is subject to:

- the terms and conditions of the provision of the service; and
- the statutory charges that are due to the licensee are being paid (refer *Water Services Act 2012, Section 73*).

The Shire of Gnowangerup may refuse to provide, or may suspend the provision of a water service to a person entitled to the service under the *Water Services Act 2012* where a person refuses to comply with a prescribed requirement relating to the provision of the service (*Water Services Act 2012, Section 21 (2) (c)*).

The Shire of Gnowangerup may refuse to provide a water service to a person who is not authorised by the license to be entitled to the service under the *Water Services Act 2012*. The service may also be refused where the location is within the area of the license specified for the service and the provision of the service is not financially viable or practicable (*Water Services Act 2012, Section 21 (3) (c)*).

### 2.2 YOUR RIGHTS TO INDUSTRIAL AND COMMERCIAL WASTEWATER SERVICES

Industrial and commercial wastewater may be accepted for discharge in the Shire of Gnowangerup's wastewater system subject to compliance with the Shire's requirements. An agreement with a customer for industrial and wastewater services to be provided by the Shire, shall be documented in an industrial waste permit issued by the Shire.

### **2.3 YOUR RIGHTS IN RELATION TO SEWAGE SPILLS**

If a sewer overflow occurs on a customer's property due to failure of the Shire of Gnowangerup's assets, representatives of the Shire of Gnowangerup shall be on site as soon as possible, and endeavoring to be within two hours of being notified. Action shall be taken to restore the service, clean up the affected area and minimise any damage or inconvenience.

### **2.4 YOUR RIGHTS TO CONSULTATION AND INFORMATION**

The Shire of Gnowangerup is committed to involving its customers in issues relating to its programs and services. Community involvement in the Shire's service planning and decision making processes will be sought through forums such as focus groups, customer surveys, and displays at local functions. The Shire will use local media bulletins to advise customers of any system change that may result in significant variation in its service levels.

The Shire of Gnowangerup will publish and make available at its premises, information on matters relating to its wastewater services, and on other aspects such as charging and complaints handling. Information regarding these matters can be obtained from the Shire of Gnowangerup's Administration office at 28 Yougenup Road, Gnowangerup or on the Shire's website (<http://www.gnowangerup.wa.gov.au/>).

The Shire of Gnowangerup's representatives will provide personal identification, when engaging in business discussions with customers.

### **2.5 YOUR RIGHT TO ASSISTANCE, REDRESS AND COMPENSATION**

If the Shire of Gnowangerup's activities have caused damage to a customer's property or disruption to them, such as from a sewer overflow, the Shire of Gnowangerup shall deal with the matter in a fair and business-like manner, whether or not a complaint was received. The Shire may rectify damage and, as necessary and reasonable, compensate the customer subject to the Water Act.

### **2.6 CHARGES AND ACCOUNTS**

Charges for services to customers shall comply with the relevant provisions and regulations of the *Water Services Act 2012*, the *Health (Miscellaneous Provisions) Act 1911*, *Public Health Act 2016* and the *Local Government Act 1995*.

If an error occurs resulting in the customer paying more than the correct amount, the excess amount shall be held in credit for a future charge, or refunded, at the discretion of the customer. Similarly an error in undercharging may require the customer to pay the extra amount.

The Shire of Gnowangerup has the discretion to make refunds, adjustments and waive or defer payments. The Shire can make special financial arrangements to assist customers experiencing hardship in the payment of their accounts. Information on these options is available from the Shire's Administration Office or by calling the telephone number shown on the account. The Shire of Gnowangerup has a Financial Hardship Policy relating to its water services. The copy of the policy is available on demand from the Shire's Administration office or can alternatively be accessed through the Shire's website at:

[https://www.gnowangerup.wa.gov.au/files/8315/5374/2845/Financial\\_Hardship\\_Policy.pdf](https://www.gnowangerup.wa.gov.au/files/8315/5374/2845/Financial_Hardship_Policy.pdf)

Statements of account for outstanding charges are issued on a regular basis. In addition, the Shire of Gnowangerup shall supply additional statements of account on request. A fee may apply for this service.

Utility service availability and other charges are made against the owner of the land to which services are available or supplied, and are the responsibility of the property owner. A property owner is responsible for payment of the charges set by the Shire of Gnowangerup as applicable to the property.



An account shall be regarded as having been delivered when it is transmitted to a property owner at the address notified to the Shire by the property owner or the property owner's agent. It is the property owner's responsibility to notify the Shire of any change of address.

The Shire of Gnowangerup may charge interest on overdue accounts as prescribed in Local- Laws made under the Water Agencies (Charges) By-laws. Also, if a customer's cheque is not honoured for any reason, the Shire of Gnowangerup may pass on any costs incurred.

## 2.7 REVIEW OF BILL

The Shire will review a bill at the request of a customer in accordance with the requirements of the *Water Services Code of Conduct (Customer Service Standards) 2018*.

After a review of a bill is conducted and the Shire is satisfied that the bill is correct, then the Shire may:

- Request payment of any unpaid amount
- Provide the customer with information concerning the process and operation of both the internal and external complaints handling process, which includes the customer's right to refer any complaint to the Energy and Water Service Ombudsman.

Where a customer has been **overcharged**, the Shire must inform the customer and follow the procedures set out in the *Water Services Code of Conduct (Customer Standards) 2018* for repaying the overcharged amount.

The Shire will:

- Inform a customer if an overcharge has occurred within **15 business days** of becoming aware of the overcharged amount;
- Provide the customer with options of how to have the overcharged amount either credited to their account, or refunded to them upon request;
- Provide the refund of any overcharged amount within **15 business days** of their lodged request.

Where a customer has been **undercharged**, the Shire may recover the undercharged amount from the customer in accordance with the procedures set out in the *Water Services Code of Conduct (Customer Standards) 2018*.

The Shire will:

- Only recover the amount undercharged for a service provided in the 12 month period ending on the day on which the Shire informed the customer that they have not been charged for the undercharged amount;
- Not charge a late payment fee or bill any interest on any undercharged amount;
- Offer the customer an opportunity to pay the undercharged amount in installments, interest free, over the same period that they were undercharged.

Please note that this section is only applicable to charges levied under the *Water Services Act 2012*.

## **2.8 REVIEW OF SERVICE CHARGES**

The Shire of Gnowangerup sewerage charge is set by Council each year and can only be reviewed by Council. A written request to review the service charge is required for Council to review the service charge.

For residential properties, the wastewater and drainage service charge components of the customer bill are based on the rateable value (Gross Rental Value or GRV) of the property set by the Valuer General.

Customers should contact Landgate or visit the Landgate website at <https://www0.landgate.wa.gov.au/> if they wish to dispute the GRV.

Please note that this section is only applicable to charges levied under the *Water Services Act 2012*.

## **2.9 CONNECTING TO OUR SERVICES**

Applications for wastewater service connections should be made at the Shire of Gnowangerup's Administration Office. These applications must be accompanied by the related building plans. All applications for approval shall be processed within seven (7) days from the day after the day of receipt of the application and payment of the applicable fee.

Where a Shire of Gnowangerup wastewater reticulation main is available to a customer's land and has the capacity for the required service, the Shire of Gnowangerup shall, on application by the customer, approve connection to the wastewater system, under the terms and conditions set out in the Charter, the License and the Water Act.

Where a junction to an available sewer does not exist, a junction will be provided by the Shire of Gnowangerup, by arrangement with the licensed plumber installing the property sewer. No fee applies where a service availability charge has been applied to a property.

If the Shire of Gnowangerup's wastewater system is available to a property, which produces or has capacity to produce wastewater, it is a requirement for a new property owner, upon sale, to connect to the system.

## **2.10 DISCONNECTION**

If the wastewater service is no longer required by a customer, a disconnection from the Shire of Gnowangerup's services may be approved provided that:

- the Shire of Gnowangerup is first notified of the intention, and
- a fee is paid to the Shire of Gnowangerup which shall arrange the disconnection, and
- the property has no further wastewater disposal requirement.

In most circumstances, disconnection of a wastewater service does not terminate this Charter. The Shire is required under the Water Acts and License to levy a service availability charge to the owner of land (including vacant land) where wastewater services are available for connection. The Charter is void if there were no services available and no charges levied.

The Shire shall reconnect its services at a customer's request, and on compliance with the terms and conditions of this Charter. A reconnection fee shall apply.

## **2.11 ENQUIRIES, SUGGESTIONS, COMPLAINTS AND DISPUTES**

The Shire of Gnowangerup values your enquiries and suggestions on ways it can improve its services. If you have an enquiry you can telephone the Shire of Gnowangerup on (08) 9827 1007 during normal business hours. You will receive prompt, courteous and helpful assistance.

Telephone calls to the emergency numbers or counter enquires shall be answered and responded to promptly and advice of action to be taken/given within one hour of your call. General written correspondence will be replied to as soon as possible, usually within fifteen (15) business days.

The Shire has a process of dealing with complaints relating to the Ongerup Sewerage and Effluent Reuse Scheme. When you lodge a complaint in writing or verbally, the Shire shall address the issue in a timely and efficient manner within fifteen (15) business days from receiving the complaint.

The Shire is responsible for resolving complaints by customers within fifteen (15) business days regarding a provided/and or requested water service, or for matters which must be considered by a Local Government Authority Council, within five (5) business days after the first ordinary Council meeting following the expiry of the fifteen (15) business day period.

If you are not satisfied with a solution offered or action taken on a complaint, you may seek referral to the Shire's Chief Executive Officer, who shall investigate the complaint, assess the appropriateness of the Shire's response and either confirm or amend the Shire's proposed solution or action.

If the matter has not been resolved to your satisfaction within fifteen (15) business days, you may refer the matter to the Department of Water and Environmental Regulation, on 08 6364 7000, which will seek a detailed explanation of the nature of the complaint, the solutions or actions offered by the Shire of Gnowangerup, and the reasons why these are not acceptable to you. The Department of Water and Environmental Regulation will respond with its opinion on the matter, and suggest a solution to the parties involved.

If you remain dissatisfied with the outcome, you may submit the matter for arbitration by an Arbitrator selected by the customer from a list prepared by the Department of Water and Environmental Regulation. The Arbitrator's decision, including award of costs shall be binding on both parties, and will preclude further action on the matter. You may elect to bypass the arbitration process and take legal action to resolve the matter.

A customer may, but does not have to, use the Shire of Gnowangerup's complaints procedure before or instead of the procedures under the Act:

- Apply to the Water Services Ombudsman or making an appeal from, or applying for a review of, the decision to the State Administrative Tribunal;
- Making an appeal from, or applying for a review of, the decision that gave rise to the complaint to the State Administrative Tribunal.

The benefits to a customer choosing to use the Shire of Gnowangerup's complaints procedure before or instead of the procedures under the Act are that the complaint must be resolved within fifteen (15) business days and that there are no costs associated.

The Department of Water and Environmental Regulation's contact details are as follows:

Department of Water and Environmental Regulation  
The Atrium, Level 4  
168 St Georges Terrace  
PERTH WA 6000

Locked Bag 33  
Cloister Square  
PERTH WA 6000

Phone: +61 8 6364 7000  
Fax: +61 8 6364 7001

Email: [info@dwer.wa.gov.au](mailto:info@dwer.wa.gov.au)  
Web: [www.dwer.wa.gov.au](http://www.dwer.wa.gov.au).

## **2.12 INFORMATION REQUIRED UNDER SECTION 49 OF WATER SERVICES CODE OF CONDUCT (CUSTOMER SERVICE STANDARDS) 2018**

### **(a). Fees and Charges**

The Shire of Gnowangerup imposes a non-quantity charge based on the Gross Rental Value of the property. This charge is in line with powers of the Shire of Gnowangerup under the *Local Government Act 1995*.

### **(b). Bill Payment Options**

Charges for the provision of a sewerage system by the Shire of Gnowangerup appear on the annual rates notice that is distributed under the powers contained in the *Local Government Act 1995*. The following options are available to ratepayers:

- Direct Debit
- Centrepay
- Internet
- Telephone
- Post
- In-Person

No charges are associated with any of the rate payment options. You may make a payment in advance towards a future bill however no credit interest will be applied to the amount paid in advance.

If you cannot pay due to payment difficulties, that is if you are experiencing short-term financial disadvantage such as an unexpected event or crisis, please get in touch with the Shire of Gnowangerup to organise a payment plan or other arrangement under which you are given more time to pay the bill.

If you cannot pay due to financial hardship, that is if you are experiencing more than short-

term financial disadvantage in which your ability to meet basic living needs is adversely affected, please get in touch with the Shire of Gnowangerup. More information can be found in the Shire of Gnowangerup's Financial Hardship Policy, available on our website [http://www.gnowangerup.wa.gov.au/files/1714/6778/6447/Financial\\_Hardship\\_Policy.pdf](http://www.gnowangerup.wa.gov.au/files/1714/6778/6447/Financial_Hardship_Policy.pdf) and at our office.

If you have been in touch with the Shire of Gnowangerup and made a payment arrangement, the Shire of Gnowangerup will not commence or continue actions to recover debt.

(c). **Discounts, Rebates and Concessions**

Discounts, rebates and concessions on rates levied by the Shire of Gnowangerup are given under the *Rates and Charges (Rebates and Deferments) Act 1992*.

(d). **Services Provided**

All services required under Section 48 of the Water Services Code of Conduct (Customer Services Standards) 2018 are available.

Shire of Gnowangerup

(08) 9827 1007

[gnpshire@gnowangerup.wa.gov.au](mailto:gnpshire@gnowangerup.wa.gov.au)

TIS – online at <http://www.tisnational.gov.au>

TIS – Phone 131450 Customer Code C958106

TTY/Voice calls– 133 677

Speak and listen - 1300 555 727

SMS relay - 0423 677 767

TTY - online at <http://relayservice.gov.au>

*If you are deaf, or have a hearing or speech impairment, find out how to phone us at [www.relayservice.gov.au](http://www.relayservice.gov.au).*

(e). **Power to enter Without Consent**

This is not applicable to the Shire of Gnowangerup.

(f). **Obligations of Customers Regarding Meters**

This is not applicable to the Shire of Gnowangerup.

(g). **Cut Off or Reduction of Service**

This is not applicable to the Shire of Gnowangerup.

(h). **Licensee's Power**

This is not applicable to the Shire of Gnowangerup.

(i). **Supply of Water**

This is not applicable to the Shire of Gnowangerup.

(j). **Quality of Water Management**

This is not applicable to the Shire of Gnowangerup.

- (k). Sustainable Use of Water  
This is not applicable to the Shire of Gnowangerup.
  
- (l). Planned and Unplanned Interruptions  
This is not applicable to the Shire of Gnowangerup.

## **3.0 OUR POWERS**

### **3.1 ENTRY TO YOUR PROPERTY**

The circumstances in which the Shire of Gnowangerup's representatives may enter your property to carry out investigations and/or work on the Shire of Gnowangerup wastewater system are set out in the Water Act. Any such entry shall normally occur during business hours, except in cases of emergency. For planned work within a property, the Shire of Gnowangerup shall advise the occupier in advance. In cases of emergency, the occupier, if present, shall be informed of the repairs to be undertaken and the anticipated length of time for the work.

### **3.2 RECTIFYING DEFECTIVE WORK**

If the Shire of Gnowangerup becomes aware of the presence of any defective or improper work forming part of your wastewater pipes and fittings which may impair the effective operation of the Shire's system, it may serve a notice requiring you to remedy any such defect or improper work within a specified time.

If the terms of the notice are not followed, the Shire of Gnowangerup may enter the customer's property to remedy the defective or improper work. This action, if taken, shall be in accordance with the relevant Acts, and the full cost of any remedial work shall be charged to the customer.

### **3.3 SERVICE INTERRUPTIONS**

The Shire of Gnowangerup's wastewater services are designed to be available 24 hours a day. However, the Shire may interrupt, postpone or limit its wastewater services to customers:

- if any part of works is damaged, for example, by bursting, blockages or breakdowns; or
- if it is necessary to inspect, maintain, repair or replace any part of works; or
- for connection of new works or services; or
- if an event occurs beyond the Shire's control, including acts by others, sabotage, flood, earthquake, power or water shortage or industrial action.

Except in emergencies, the Shire shall give notice to you of its intention to interrupt, postpone or limit the supply of services for the purpose of regular maintenance or works programs. Unless interruptions are limited to a few minutes, notification shall be given to domestic customers - at least forty-eight (48) hours prior, and for commercial and industrial customers - at least seven (7) days prior or by agreement.

### **3.4 MAINTENANCE**

The Shire of Gnowangerup's wastewater services are provided from the point where the pipes serving your property connect to the Shire wastewater reticulation main.

Wastewater reticulation mains (sewers) and associated fittings remain the property of the Shire of Gnowangerup whether or not they are located within private property. The location of these structures can be obtained from the Shire's office. You are required to ensure that the Shire's pipelines and structures are reasonably accessible, are not interfered with, covered, built close to, built over, or damaged.

Prior to undertaking building or construction activity on land connected or capable of being connected, it is a requirement to gain the Shire's approval. In the first instance, you should contact the Shire of Gnowangerup's office. Unauthorised property improvements which interfere with the Shire's assets may be required to be removed at your cost.

The Shire of Gnowangerup is responsible for the maintenance of sewer property connections where they are unable to be cleared or repaired from the inspection shaft - provided that the depth of the repair job is 2.5 meters or more, and/or the fault in the property connection is outside the property concerned.

You are responsible for all plumbing, pipes and fixtures on or serving your property to the point where pipes connect to the Shire of Gnowangerup's sewer property connection. Where the sewer property connection is at a depth of less than 2.5 meters, and is situated within the property boundary, you are responsible for maintenance of that property sewer connection.

Prior to making major changes to the operation of a water service(s), such as the construction of new wastewater treatment works or significant expansion of the sewerage network, the licensee will:

- (a) hold a public meeting to obtain customer views on the performance and operation of the scheme;  
or
- (b) advertise for written submissions on the proposal.

The licensee must allow customers to raise matters of concern regarding the sewerage system at public question time in accordance with the *Local Government Act 1995*.

### **3.5 DISCHARGE OF UNAUTHORISED SUBSTANCES**

It is your responsibility to ensure that stormwater (including roof runoff) and other unauthorised substances are not discharged into the Shire of Gnowangerup's sewers. Certain waste products are not suitable for disposal in the Shire of Gnowangerup's wastewater system because of their nature and ability to pollute. Specialised procedures for disposal are required for substances such as:

- cooking oil and grease - these should be placed in a container or wrapped and placed in the rubbish bin;
- paint, paint thinners, dry cleaning fluids, engine oil, solvents, acids, alkalis, laboratory chemicals, kerosene, garden poisons, polishes or cleaning products - such substances should be deposited at a local council collection point for these materials (this only applies to substances used for domestic purposes); and
- products like disposable nappies, panty hose, sanitary napkins, tampons, cotton buds, syringes, toilet deodorant packs and razors - these should be wrapped and placed in the rubbish bin.

### **3.6 LIMITATION OR WITHDRAWAL OF SERVICES**

The Shire of Gnowangerup may discontinue its wastewater services in the following circumstances:

- if you do not comply with the terms and conditions of this Charter;
- if there is a public health, environmental and/or safety risk to the Shire's services from your service connection (e.g. backflow risk or unauthorised industrial waste discharge);
- If you do not pay, or meet and make arrangements to pay, overdue charges for the services.

If there is a health and safety risk the Shire shall discontinue service immediately. In all other cases, the Shire of Gnowangerup shall provide forty-eight (48) hours' notice in writing of its intention to refuse or alter or restrict its services.

The Shire shall reinstate its supply of services at your request, and on compliance with the terms and conditions of this Charter. A fee applies for this service.

### **3.7 LIABILITY**

The Shire of Gnowangerup is liable for any loss or damage that you may suffer:

- as a result of a breach of this Charter by the Shire of Gnowangerup, its servants or agents; and
- as the result of a negligent act or omission by the Shire, its servants or agents; and
- as a result of the failure to meet standards prescribed by its Operating License or Regulations (if any).

The Shire of Gnowangerup's liability is limited as follows:

Section 77 of the *Water Services Act 2012* allows the Shire of Gnowangerup to interrupt, suspend, or restrict the provision of a water service if, in the Shire's opinion, it is necessary to do so because of an accident, emergency, potential danger or other unavoidable cause. The Shire of Gnowangerup is not liable for any loss or damage that arises from any such interruption, suspension or restriction unless the customer has an agreement with the Shire of Gnowangerup which expressly states that the Shire of Gnowangerup is, to the extent that the agreement states, liable in those circumstances.

The Shire of Gnowangerup's liability under breach of Charter is limited to the rights of compensation and redress set out in this Charter. The Shire of Gnowangerup's liability for failure to meet prescribed standards is limited to the amount prescribed as a penalty in its Operating License or Regulations.

### **4.0 APPENDICES**

- (A). System Defect Report
- (B). Application for Wastewater Services
- (C). Disconnection of Wastewater Services
- (D). Fees and Charges
- (E). Customer Service Form
- (F). Bill Review Request
- (G). Ongerup Sewerage And Effluent Reuse Scheme Complaints Register
- (H). Financial Hardship Policy for Water Services
- (I). Ongerup Sewerage and Effluent Reuse Scheme Service Interruption Register



**APPENDIX A**



**SEWERAGE SYSTEM DEFECT REPORT NO. \_\_\_\_\_**

Date & Time of Report	
Name of person making Report	
Location of Fault	
Description of Fault	
Repair Work Carried Out	
Repair Carried Out By	
Date & Time Completed	
Other work required	
Date & Time Register completed	
Sighted by:	

**APPENDIX B**



**APPLICATION TO CONNECT WASTEWATER SERVICES**

Applicant Name: \_\_\_\_\_

Applicant's Address: \_\_\_\_\_  
\_\_\_\_\_

Property to be connected to wastewater services:

Lot No: \_\_\_\_\_ House No: \_\_\_\_\_ Street: \_\_\_\_\_

Town: \_\_\_\_\_

Property occupied: Yes:  No:

If occupied, please state name and telephone contact details:

\_\_\_\_\_

Applicant's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**NB: Site plan showing all existing and proposed buildings must accompany this application**

Date Approved: \_\_\_\_\_

Approved by: \_\_\_\_\_

**APPENDIX C**



**REQUEST DISCONNECTION OF WASTEWATER SERVICE**

Applicant Name: \_\_\_\_\_

Applicant's Address: \_\_\_\_\_  
\_\_\_\_\_

Property to be disconnected from Shire's wastewater services:

Lot No: \_\_\_\_\_ House No: \_\_\_\_\_ Street: \_\_\_\_\_

Town: \_\_\_\_\_

State reason for disconnection: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

***NB: Disconnection fee to be paid prior to disconnection being authorised and following inspection of property by Shire officers.***

Fee Payable: \$ \_\_\_\_\_

Payment Date: \_\_\_\_\_

Authorising Officer: \_\_\_\_\_

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

## **APPENDIX D**



### **FEES AND CHARGES (SEWERAGE RATES)**

As per Council's published list of Fees and Charges (and amended from year to year).

Copies of the Fees and Charges Schedule are available at the Shire's Administration Office front desk or, alternatively, visit the Shire website at <http://www.gnowangerup.wa.gov.au/>.

APPENDIX E

CUSTOMER SERVICE FORM



(Please TICK the relevant box below)

- Complaint:** An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Council or its staff, affecting an individual customer or group of customers.
- Request:** The act of asking Staff or Councillors politely and professionally for something to be done or followed up.
- Suggestion:** An idea or plan put forward to Council or Staff for consideration.
- Compliment:** A polite expression of praise or admiration for Shire Councillors, Staff or individual Projects.

PERSONAL DETAILS

First Name \_\_\_\_\_ Family Name \_\_\_\_\_

Contact Street and or Postal Address \_\_\_\_\_

Contact Phone Number \_\_\_\_\_

DETAILS

(Provide details relating to dates, times, location and frequency / Name of Council/Staff member)

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**DETAILS**

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Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Receiving Officer's Name: \_\_\_\_\_

**SUBMITTING YOUR FORM**

Please complete this form and return in person, via post or email to:

**In Person and Post:** Shire of Gnowangerup  
28 Yougenup Road  
Gnowangerup WA 6335

**Email:** [gnpshire@gnowangerup.wa.gov.au](mailto:gnpshire@gnowangerup.wa.gov.au)

**RESPONSE**

Thank you for your submission. We will do what we can to address your concern.  
We aim to respond to all complaints within 5-15 working days (depending on the nature of the complaint).

Should you have any concerns or wish to follow up your Customer Service Form please contact the Shire of Gnowangerup Administration Office on (08) 9827 1007.

**APPENDIX F**

**BILL REVIEW REQUEST**

Officer's Name (receiving the complaint): \_\_\_\_\_

Officer's Title: \_\_\_\_\_

Date/Time received: \_\_\_\_\_

Form of complaint: \_\_\_\_\_

Brief description of complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Referred to CEO for allocation (please tick)      Yes                       No

Name and position of Officer complaint referred to: \_\_\_\_\_

\_\_\_\_\_

Entered into Complaints Register (please tick):      Yes                       No

Due date to complainant (15 days): \_\_\_\_\_

Date of completion of review: \_\_\_\_\_

Date of notification of complaint: \_\_\_\_\_

File notes:

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## APPENDIX G

### ONGERUP SEWERAGE AND EFFLUENT REUSE SCHEME COMPLAINTS REGISTER

Date Received	Complainant Name	Complainant Address	Property Assessment No.	Contact No.	Complaint Details	Review Completion Date (15 working days)	Notification Sent Date	Responsible Officer






# SHIRE OF GNOWANGERUP

## FINANCIAL HARDSHIP POLICY FOR WATER SERVICES

Shire of Gnowangerup

(08) 9827 1007

TTY 133 677

 TIS 131 450

## 1. PURPOSE

This Financial Hardship Policy outlines how Shire of Gnowangerup (“**we**”) will assist a residential customer (“**you**”) who cannot pay a rate notice because of financial hardship.

Our policy applies only to the **water services portion** of your rate notice.<sup>1</sup> Residential tenants who have agreed with the land owner to receive a rate notice are also covered by this policy.

If you are also having difficulty paying other charges on your rate notice or if you are a commercial customer, we encourage you to still talk to us.

We are committed to working with you to find an appropriate payment solution that works for both you and us. We understand that it can be difficult to ask for support, and will treat you sensitively and respectfully.

## 2. WHAT IS FINANCIAL HARDSHIP?

You will be considered to be in financial hardship if paying the water services portion of your rate notice will affect your ability to meet your basic living needs<sup>2</sup> – in short, if you have the intention but not the financial capacity to pay.

Financial hardship may, for example, be caused by:

- loss of your, or a family member’s, primary income;
- separation or divorce from a spouse;
- domestic or family violence;
- loss of a spouse or a loved-one;
- physical and mental health problems;
- a chronically ill child;
- budget management difficulties because of low income; or
- other unforeseen factors affecting a customer’s capacity to pay, such as reduction in income or an increase in non-discretionary expenditure.

## 3. IDENTIFYING CUSTOMERS IN FINANCIAL HARDSHIP

If you think you may be in financial hardship, we encourage you to contact us as soon as possible. You may ask your financial counsellor to contact us on your behalf.

We will assess within three business days whether we consider you to be in financial hardship. If we cannot make our assessment within three business days, we will refer you to a financial counsellor for assessment.

As part of our assessment we will consider any information provided by you and, if applicable, your

<sup>1</sup> This is because the *Water Services Code of Conduct (Customer Service Standards) 2018* and our water licence only require us to have a hardship policy for any water services we provide to residential customers.

<sup>2</sup> Clause 22 of the *Water Services Code of Conduct (Customer Service Standards) 2018* defines financial hardship as “being in an ongoing state of financial disadvantage in which the ability of a customer who is a residential customer to meet the basic living needs of the customer or a dependent of the customer would be adversely affected if the customer were to pay an unpaid bill”.

financial counsellor. We will also take into account any information we may have on your payment history.

As soon as we have made our assessment, we will advise you of the outcome.

#### 4. PAYMENT PLANS

If we determine that you are in financial hardship, we will offer you more time to pay the water services portion of your rate notice or a payment plan for this portion. We will not charge you any fees or interest as part of your extension or payment plan.

We will involve you and, if applicable, your financial counsellor in setting a payment plan. When setting the conditions of the plan, we will consider your capacity to pay and, if relevant, your usage needs.

If appropriate, we will review and revise your extension or payment plan.

We do not have to offer you a payment plan if you have had two payment plans cancelled because of non-payment.

If you are a tenant, we must make sure that the land owner is aware of us giving you an extension or entering into a payment plan with you before we do so. We can agree that you notify the land owner of the proposed extension or payment plan (and provide us with evidence that you have done so), or you can give us permission to notify the land owner.

#### 5. DEBT REDUCTION AND COLLECTION

If you are in financial hardship, we will consider reducing the amount you owe us. We will also not commence or continue proceedings to recover your debt:

- While we are assessing whether or not you are in financial hardship; or
- If you are complying with your payment plan or another payment arrangement you have with us.

If you do not comply with your payment plan or other payment arrangement, we may commence debt recovery proceedings. When collecting your debt, we will comply with Part 2 of the ACCC and ASIC's *Debt collection guidelines for collectors and creditors*.

We may outsource your debt to a debt collection agency and additional fees may apply. We will ensure that any debt collection agency we engage will comply with Part 2 of the ACCC and ASIC's *Debt collection guidelines for collectors and creditors*.

#### 6. USEFUL INFORMATION

**Redirection of rate notice:** We will advise you of your right to have your rate notice redirected to another person free of charge if you are absent or ill.

**Payment options:** You may pay your rate notice by direct debit, Centrepay, internet, telephone or post.

Please be advised that Centrepay is only available to customers who receive Centrelink payments. Paying by direct debit or Centrepay may help you manage your bills more easily as your bills will be paid through regular deductions.

For more information on your payment options, please contact us.

**Concessions and other financial relief assistance:** You may be eligible for concession(s) and/or financial relief for your water services portion of your rate notice.

- Concessional rebates may be granted to holders of a:
  - State Seniors Card  
or
  - A Commonwealth Seniors Health Card and a State Seniors Card  
or
  - A Pensioner Concession Card and a State Seniors Card
- Hardship Utility Grant Scheme (HUGS)

The Hardship Utility Grant Scheme provides financial assistance to Western Australians who are struggling through financial hardship and are unable to pay their utility bills. For eligibility requirements please visit [http://www.concessions.wa.gov.au/Concessions/Pages/HUGS-\(Hardship-Utility-Grant-Scheme\).aspx](http://www.concessions.wa.gov.au/Concessions/Pages/HUGS-(Hardship-Utility-Grant-Scheme).aspx).

**Financial counselling:** We will advise you of any financial counselling services or other organisations that may be available to you.

Financial counsellors offer free, independent information to help you take control of your financial situation. The Yougenup Centre, 47 Yougenup Road, Gnowangerup provides offices for Southern Ag Care Inc. and Centrelink to help with financial counselling.

The Financial Counsellors' Association of WA (FCAWA) can refer you to a financial counsellor in your area. Alternatively, you can call the FCAWA's Financial Counselling Helpline. The Helpline provides a free confidential service for all Western Australians with financial problems and queries. The Helpline can be contacted on 1800 007 007. Alternatively, you can go to the FCAWA website, [www.financialcounsellors.org](http://www.financialcounsellors.org), and enter your postcode to locate your closest financial counselling service.

*The FCAWA's contact details are:*

Financial Counsellors' Association of WA

Phone: (08) 9325 1617

Financial Counselling Helpline: 1800 007 007

Email: [afm@financialcounsellors.org](mailto:afm@financialcounsellors.org)

Website: [www.financialcounsellors.org](http://www.financialcounsellors.org)

## 7. FEES AND CHARGES:

We will charge you for the water services we provide to you. A list of our fees and charges may be found in our Annual Budget readily available at the Shire Office, 28 Yougenup Rd, Gnowangerup, WA 6335 or they can be downloaded from our website [www.gnowangerup.wa.gov.au](http://www.gnowangerup.wa.gov.au).

The Shire of Gnowangerup can also supply a fact sheet to customers on request in person or by mail.

## 8. COMPLAINTS HANDLING

If you have a complaint, please contact us first. Our contact details are included in section 10 below.

Our complaints handling process is available at [www.gnowangerup.wa.gov.au](http://www.gnowangerup.wa.gov.au) .

If you are not satisfied with the way we handle your complaint, you may refer your complaint to the Energy & Water Ombudsman. The Energy & Water Ombudsman will investigate your complaint and may mediate the dispute between you and us.

The Energy & Water Ombudsman's contact details are:

<b><i>Company Name</i></b>	<b><i>Energy and Water Ombudsman Western Australia</i></b>
In Person:	2 <sup>nd</sup> Floor, Albert Facey House 469 Wellington Street Perth WA 6000
Postal Address:	PO Box Z5386 St Georges Terrace Perth WA 6831
Phone:	08 9220 7588
Freecall:	1800 754 004* *Calls made from mobile phones will be charged at the applicable rate.
TIS:	Translating and Interpreting Service 131 450
TTY:	National Relay Service 1800 555 727
E-mail:	<a href="mailto:energyandwater@ombudsman.wa.gov.au">energyandwater@ombudsman.wa.gov.au</a>
Website:	<a href="http://www.ombudsman.wa.gov.au">www.ombudsman.wa.gov.au</a>
Fax:	(08) 9220 7599
Freefax:	1800 611 279

## 9. APPROVAL AND REVIEW

Our policy was approved by the Economic Regulation Authority of WA.

We will review our policy at least every five years to ensure it remains up-to-date and relevant.

## 10. OUR CONTACT DETAILS

You can contact us at

28 Yougenup Road, Gnowangerup, WA 6335

Phone: 08 9827 1007

Fax: 08 9827 1377

[gnpshire@gnowangerup.wa.gov.au](mailto:gnpshire@gnowangerup.wa.gov.au)

[www.gnowangerup.wa.gov.au](http://www.gnowangerup.wa.gov.au)

TIS – online at <http://www.tisnational.gov.au>

TIS – Phone 131450 Customer Code C958106

TTY/Voice calls– 133 677

Speak and listen - 1300 555 727

SMS relay - 0423 677 767

TTY - online at <http://relayservice.gov.au>

*If you are deaf, or have a hearing or speech impairment, find out how to phone us at [www.relayservice.gov.au](http://www.relayservice.gov.au)*

Adopted: 26 February 2014

Reviewed: 28 October 2015

Reviewed: 10 December 2018

***APPENDIX I***

**ONGERUP SEWERAGE AND EFFLUENT REUSE SCHEME SERVICE INTERRUPTION REGISTER**

Date	Customer Name	Customer Address	Property Assessment No.	Reason for Service Disruption	48 Hrs Notification Prior to Disruption Sent?		Time Service Disruption Started	Time Service Restored
					Yes	No		



**SHIRE OF GNOWANGERUP**

# **Shire of Gnowangerup**

## **Bill Review Procedure**

for the


## **Ongerup Sewerage and Effluent Reuse Scheme**

***DECEMBER 2018***

Shire of Gnowangerup

(08) 9827 1007

TTY 133 677

 TIS 131 450



## PURPOSE

The Shire of Gnowangerup as a Water License operator has an obligation and responsibility under its Water License provisions as determined by the Economic Regulatory Authority's Water Act Guidelines to provide a Bill Review Procedure. This policy is based on *AS/NZS 10002 – 2014: Guidelines for complaints management in organisations*. and guidance provided by the Water Services Code of Conduct (Customer Service Standards) 2018.

## SCOPE

The procedure applies to any individual or representative that is requesting a review of their account for the Shire of Gnowangerup's Ongerup Sewerage and Effluent Reuse Scheme. These procedures have been developed to support and expand on the Shire of Gnowangerup Customer Service Charter for the Ongerup Sewerage and Effluent Reuse Scheme.

## BACKGROUND

The Shire of Gnowangerup is a Local Authority which leads integrated waste management and resource efficiency in the Shire of Gnowangerup through program delivery. This procedure provides guidance to staff dealing with complaints in relation to services provided by the Ongerup Sewerage and Effluent Reuse Scheme.

This document will be made publicly available through the Shire of Gnowangerup website <http://www.gnowangerup.wa.gov.au> or in hard copy or large print on request.

## DEFINITIONS

Australian Standard	Australian Standard <i>AS/NZS ISO 10002 – 2014 - Guidelines for complaints management in organisations</i> . This procedure is based on the current Australian Standard.
Complainant	Person or entity affected by the action or inaction of the Shire of Gnowangerup.
Complaint	"An expression of dissatisfaction, however made, about the standard of service actions or lack of action by the Council or its staff, affecting an individual customer or group of customers"  The above includes the failure by the Shire of Gnowangerup to comply with the provisions detailed in the Customer Service Charter for the Ongerup Sewerage and Effluent Reuse Scheme.
Complaints Register	An electronic database for recording details about complaints made to the Shire of Gnowangerup.

## APPLICABLE LEGISLATION

*AS/NZS 10002 – 2014: Guidelines for complaints management in organisations* and guidance provided by the *Water Services Code of Conduct (Customer Service Standards) 2018*.

## ABOUT COMPLAINTS

Customers are entitled to make complaints where there is an issue or a perceived issue relating to the Ongerup Sewerage and Effluent Reuse Scheme, that is of some concern to them. This may be in relation to a bill or any other issues that are of a concern.

The continual improvement of the complaints handling process and the quality of services are a permanent objective of the Shire of Gnowangerup.

## HOW COMPLAINTS ARE MADE

Customers can lodge complaints in the following manner:

<b>Phone</b>	08 9827 1007
<b>Email</b>	<a href="mailto:gnpshire@gnowangerup.wa.gov.au">gnpshire@gnowangerup.wa.gov.au</a>
<b>Fax</b>	08 9827 1377
<b>Letter</b>	Shire of Gnowangerup 28 Yougenup Road, Gnowangerup WA 6335
<b>In Person</b>	Shire of Gnowangerup Administration Office at 28 Yougenup Road, Gnowangerup WA 6335

Shire staff will assist customers in making a complaint where special assistance is required to allow access to the complaints process. Staff dealing with customers will be made aware of the complaint handling process.

The complaint resolution process through the Shire of Gnowangerup is at no cost to the complainant and resolution of the complaint will be completed within fifteen (15) business days. Complainants should also be informed that they have the option of choosing not to use the Shire of Gnowangerup's complaints procedure as an approved scheme under section 65 of the *Water Services Act 2012* and may choose to contact the Water Services Ombudsman or the Department of Water and Environmental Regulation.

These agencies may also be used, should the complainant want to appeal/apply for a review of a decision made by the Shire of Gnowangerup. An appeal or application for review may also be made under section 222 (2) (k) of the *Water Services Act 2012* providing for applications to be made to the State Administrative Tribunal for the review of such decisions.

Agency contacts are as follows:

### **The Department of Water and Environmental Regulation**

The Atrium

168 St Georges Terrace

PO Box K822 PERTH WA 6842

Tel: (08) 6364 7600 Fax: (08) 6364 7601

Email: [Atrium.Reception@water.wa.gov.au](mailto:Atrium.Reception@water.wa.gov.au)

[www.water.wa.gov.au](http://www.water.wa.gov.au)

**Energy & Water Ombudsman**

2nd Floor, Albert Facey House

469 Wellington Street

PO Box 75386 PERTH WA 6831

Tel: (08) 9220 7588 Fax: (08) 9220 7599

Free Call: 1800 754 7588

Email: [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

[www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

**Economic Regulation Authority**

Level 4, Albert Facey House

469 Wellington Street

PO Box 8469 PERTH BC WA 6849

Tel: (08) 6557 7900 Fax: (08) 6557 7999

[www.erawa.com.au](http://www.erawa.com.au)

**State Administrative Tribunal**

Level 6, State Administrative Tribunal Building,

565 Hay Street

GPO Box U1991, PERTH WA 6845

Phone: (08) 9219 3111 or 1300 306 017 (cost of a local call)

Fax: (08) 9325 5099

[www.sat.justice.wa.gov.au](http://www.sat.justice.wa.gov.au)

## TREATMENT OF COMPLAINTS

The Shire of Gnowangerup has a customer focused approach, and will be open to feedback including complaints and show commitment to resolving complaints by its actions.

Each complaint will be addressed in an equitable, objective and unbiased manner through the complaints handling process.

A complainant is entitled to confidentiality and personally identifiable information concerning the complainant should be available where needed, but only for the purposes of addressing the complaint within the organisation and should be actively protected from disclosure, unless the customer or complainant expressly consents to its disclosure.

Access to the complaints handling process through the Shire of Gnowangerup will be free of charge to the complainant.

Every reasonable effort will be made to investigate all the relevant circumstances and information surrounding a complaint.

The Shire of Gnowangerup will work to resolve the complaint within fifteen (15) business days.

## BILL REVIEW PROCEDURE

The request for a bill review is to be recorded and registered in the incoming mail register and the Shire of Gnowangerup's Ongerup Sewerage and Effluent Reuse Scheme Complaint Register then immediately forwarded to the Chief Executive Officer (CEO) or applicable designated authorised Shire Officer.

An acknowledgement of the request for a bill review is to be sent to the complainant upon receipt of the complaint.

The CEO or designated authorised Shire Officer is to contact the complainant to discuss the request, find out further information and explain how the complaint will be dealt with including confirming when the review is expected to be completed.

## EXAMINE HOW CHARGES ARE DETERMINED

All customers are billed for wastewater services annually, with the account sent to the address where the service is provided or an address nominated by the customer.

Charges are determined as part of the Shire of Gnowangerup's budget process which is adopted by Council annually. Charges are determined in the following manner:

- Non Rated Properties – by a set charge for each fixture
- Ratable Properties - by a levy based on the valuation of properties.
- Minimum charges also apply where the valuation of a ratable property is low or land is vacant.

As charges are not determined on the basis of metered services, the provision for meter reading and testing referred to in clause 20 (3)(a) of *the Water Services Code of Conduct (Customer Service Standards) 2018* does not apply.

If the complainant is disputing the charge on the basis of an incorrect property valuation, the customer is to be informed of the process of appealing a valuation (within 60 days of bill issue) and to be provided with the contact details of the Valuer General's Office. Where it is based on the number of fixtures or the incorrect application of a minimum charge this will be reviewed by the CEO or duly authorized Shire Officer and a correct account issued if required.

## WHERE AN ACCOUNT IS INCORRECT

### Overcharging in bills

If an overcharge has been made, an amended account is to be produced, with additional time given to pay the account. If the customer has already paid the disputed account, a credit is to be made to the customer's account within fifteen (15) business days starting on the day the Shire has been made aware of the overcharge. The customer will be sent a notice informing them of the overcharge and recommending options of how the overcharged amount may be refunded to them or credited to their account.

If an overcharging notice was sent to a customer and the Shire receives instructions from the customer about the refunding or crediting of their account with the overcharged amount, then the Shire must in accordance with instructions refund the customer with in fifteen (15) business days, starting on the day the Shire receives the instructions from the customer.

If no instructions are received from the customer within ten (10) business days from when the overcharging notice was sent, then the Shire will credit the overcharged amount to the customer's account before the end of the period of the next fifteen (15) business days.

The Shire of Gnowangerup will notify the customer immediately after crediting the overcharged amount to the customer's account under subclause 19 (2)(a), (3) or (4) of the *Water Services Code of Conduct (Customer Service Standards) 2018*.

### Undercharge in bills

If there has been an undercharge, the Shire of Gnowangerup can only recover a charge for services provided in the 12-month period prior to the customer being notified of the undercharge.

The undercharged amount will either be sent as a separate bill or added as a separate item on the next bill.

The customer must be allowed to repay through a repayment plan, and interest and late payment fees are not to be charged on the undercharged amount.

The above will not be applicable if the undercharging occurred as a result of the fraudulent or illegal conduct of the customer.

## UPON COMPLETION OF THE REVIEW

When the bill review is completed, the customer is to be issued a written summary of the review and its outcome.

The outcome of the review is to be entered into the Shire of Gnowangerup's Ongerup Sewerage and Effluent Reuse Scheme Complaint Register against the original complaint.

**APPENDIX A**  
**BILL REVIEW REQUEST**

Officer's Name (receiving the complaint): \_\_\_\_\_

Officer's Title: \_\_\_\_\_

Date/Time received: \_\_\_\_\_

Form of complaint: \_\_\_\_\_

Brief description of complaint: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Referred to CEO for allocation (please tick)      Yes                          No   

Name and position of Officer complaint referred to: \_\_\_\_\_

\_\_\_\_\_

Entered into Complaints Register (please tick):      Yes                          No   

Due date to complainant (15 days): \_\_\_\_\_

Date of completion of review: \_\_\_\_\_

Date of notification of complainant: \_\_\_\_\_

File notes:

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\_\_\_\_\_

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# APPENDIX B

## ONGERUP SEWERAGE AND EFFLUENT REUSE SCHEME COMPLAINTS REGISTER

Date received	Complainant Name	Complainant Address	Property Assessment No.	Contact No	Complaint details	Review completion date (15 working days)	Notification sent date	Responsible Officer



**SHIRE OF GNOWANGERUP**

# **Shire of Gnowangerup**

## **Complaints Handling Procedure**

for the


## **Ongerup Sewerage and Effluent Reuse Scheme.**

***DECEMBER 2018***

Shire of Gnowangerup

(08) 9827 1007

TTY 133 677

 TIS 131 450



## PURPOSE

The Shire of Gnowangerup as a Water Services License operator has an obligation and responsibility under its Water License provisions as determined by the Economic Regulatory Authority's *Water Act Guidelines* to provide a Complaints Handling Policy. This policy is based on *AS/NZS 10002 – 2014: Guidelines for complaints management in organisations*.

## SCOPE

The procedure applies to any individual or representative that has communications with the Shire of Gnowangerup. These communications include all public interactions with any Shire of Gnowangerup staff member and may be in any form such as written, verbal or face to face. These procedures have been developed to support and expand on the Shire of Gnowangerup Customer Service Charter for the Ongerup Sewerage and Effluent Reuse Scheme.

## BACKGROUND

The Shire of Gnowangerup is a Local Authority which leads integrated waste management and resource efficiency in the Shire of Gnowangerup through program delivery. This procedure enables stakeholders to make complaints in regard to the standard of services provided by the Shire of Gnowangerup under its Customer Service Charter for the Ongerup Sewerage and Effluent Reuse Scheme.

This document will be made publicly available through the Shire's website <http://www.gnowangerup.wa.gov.au> or in hard copy or large print on request.

## DEFINITIONS

Australian Standard	Australian Standard <i>AS/NZS ISO 10002 – 2014 - Guidelines for complaints management in organisations</i> . This procedure is based on the current Australian Standard.
Complainant	Person or entity affected by the action or inaction of the Shire of Gnowangerup.
Complaint	<p>"An expression of dissatisfaction, however made, about the standard of service actions or lack of action by the Council or its staff, affecting an individual customer or group of customers"</p> <p>The above includes the failure by the Shire of Gnowangerup to comply with the provisions detailed in the Customer Service Charter for the Ongerup Sewerage and Effluent Reuse Scheme.</p> <p>Complaints are to be resolved within fifteen (15) business days of the receipt of the complaint.</p>
Complaints Register	An electronic database for recording details about complaints made to the Shire of Gnowangerup.

## ABOUT COMPLAINTS

Customers are entitled to make complaints where there is an issue or a perceived issue relating to the Ongerup Sewerage and Effluent Reuse Scheme, which is of some concern to them. This may be relating to an emission, such as an odour, a spillage or a blockage or any other issues that are of a concern.

The continual improvement of the complaints handling process and the quality of services are a permanent objective of the Shire of Gnowangerup.

## HOW COMPLAINTS ARE MADE

Customers can lodge complaints in the following manner:

<b>Phone</b>	08 9827 1007
<b>Email</b>	<a href="mailto:gnpshire@gnowangerup.wa.gov.au">gnpshire@gnowangerup.wa.gov.au</a>
<b>Fax</b>	08 9827 1377
<b>Letter</b>	Shire of Gnowangerup, 28 Yougenup Road, Gnowangerup WA 6335
<b>In Person</b>	Shire of Gnowangerup Administration Office at 28 Yougenup Road, Gnowangerup WA 6335

Shire staff will assist customers in making a complaint where special assistance is required to enable access to the complaints process. Staff dealing with customers will be made aware of the complaint handling process.

The complaint resolution process through the Shire of Gnowangerup is at no cost to the complainant and resolution of the complaint will be completed within fifteen (15) business days. Complainants should also be informed that they have the option of choosing not to use the Shire of Gnowangerup's complaints procedure as an approved scheme under section 65 of the *Water Services Act 2012* and may choose to contact the Water Services Ombudsman or the Department of Water and Environmental Regulation.

These agencies may also be used, should the complainant want to appeal/apply for a review of a decision made by the Shire of Gnowangerup. An appeal or application for review may also be made under section 222 (2) (k) of the *Water Services Act 2012* providing for applications to be made to the State Administrative Tribunal for the review of such decisions.

Agency contacts are as follows:

### **The Department of Water and Environmental Regulation**

The Atrium

168 St Georges Terrace

PO Box K822 PERTH WA 6842

Tel: (08) 6364 7600 Fax: (08) 6364 7601

Email: [Atrium.Reception@water.wa.gov.au](mailto:Atrium.Reception@water.wa.gov.au)

[www.water.wa.gov.au](http://www.water.wa.gov.au)

### **Energy & Water Ombudsman**

2nd Floor, Albert Facey House

469 Wellington Street

PO Box 75386 PERTH WA 6831

Tel: (08) 9220 7588 Fax: (08) 9220 7599

Free Call: 1800 754 7588

Email: [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

[www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

### **Economic Regulation Authority**

Level 4, Albert Facey House

469 Wellington Street

PO Box 8469 PERTH BC WA 6849

Tel: (08) 6557 7900 Fax: (08) 6557 7999

[www.erawa.com.au](http://www.erawa.com.au)

### **State Administrative Tribunal**

Level 6, State Administrative Tribunal Building,

565 Hay Street

GPO Box U1991, PERTH WA 6845

Phone: (08) 9219 3111 or 1300 306 017 (cost of a local call)

Fax: (08) 9325 5099

[www.sat.justice.wa.gov.au](http://www.sat.justice.wa.gov.au)

## **TREATMENT OF COMPLAINTS**

The Shire of Gnowangerup has a customer focused approach, and will be open to feedback including complaints and show commitment to resolving complaints by its actions.

Each complaint will be addressed in an equitable, objective and unbiased manner through the complaints handling process.

A complainant is entitled to confidentiality and personally identifiable information concerning the complainant should be available where needed, but only for the purposes of addressing the complaint within the organisation and should be actively protected from disclosure, unless the customer or complainant expressly consents to its disclosure.

Access to the complaints handling process through the Shire of Gnowangerup will be free of charge to the complainant.

Every reasonable effort will be made to investigate all the relevant circumstances and information surrounding a complaint.

The Shire of Gnowangerup will work to resolve the complaint within fifteen (15) business days.

## COMPLAINT PROCESSING PROCEDURE

The complaint is to be recorded and registered in the incoming mail register and the Shire of Gnowangerup's Ongerup Sewerage and Effluent Reuse Scheme Complaint Register, then immediately forwarded to the Chief Executive Officer (CEO) or applicable designated authorised Shire Officer.

An acknowledgement of the complaint is to be sent to the complainant upon receipt of the complaint.

The CEO or other designated authorised staff member is to contact the complainant to discuss the complaint, find out further information and explain how the complaint will be dealt with including confirming when the complaint is expected to be resolved.

Where the complaint is a result of a non-compliance matter, the CEO or duly authorised staff member will immediately report the "non-compliance" to the relevant agency having oversight of the Scheme.

The CEO or authorised staff member will update the complainant on the progress of the complaint throughout the process of resolving the issue.

Following the investigation of a complaint, the complainant will be notified of the outcome of the complaint including the decision made and the action taken. Where the issue is related to the Shire of Gnowangerup operations, the Shire will take steps to correct the problem and to prevent it happening in the future.

The complaint register will be updated with the details of action taken and the date that the complaint was resolved.

# CUSTOMER SERVICE FORM



**(Please TICK the relevant box below)**

- Complaint:** An expression of dissatisfaction, however made, about the standard of service, actions or lack of action by the Council or its staff, affecting an individual customer or group of customers.
- Request:** The act of asking Staff or Councillors politely and professionally for something to be done or followed up.
- Suggestion:** An idea or plan put forward to Council or Staff for consideration.
- Compliment:** A polite expression of praise or admiration for Shire Councillors, Staff or individual Projects.

**PERSONAL DETAILS**

\_\_\_\_\_

First Name Family Name

\_\_\_\_\_

Contact Street and or Postal Address

\_\_\_\_\_

Contact Phone Number

**DETAILS**

(Provide details relating to dates, times, location and frequency / Name of Council/Staff member)

\_\_\_\_\_

\_\_\_\_\_

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\_\_\_\_\_

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\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**DETAILS**

Customer Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Receiving Officer's Name: \_\_\_\_\_

**SUBMITTING YOUR FORM**

Please complete this form and return in person, via post or email to:

**In Person and Post:** Shire of Gnowangerup  
28 Yougenup Road  
Gnowangerup WA 6335

**Email:** [gnpshire@gnowangerup.wa.gov.au](mailto:gnpshire@gnowangerup.wa.gov.au)

**RESPONSE**

Thank you for your submission. We will do what we can to address your concern.

We aim to respond to all complaints within 5-15 working days (depending on the nature of the complaint).

Should you have any concerns or wish to follow up your Customer Service Form please contact the Shire of Gnowangerup Administration Office on (08) 9827 1007.

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# Shire of Gnowangerup

## ONGERUP SEWERAGE AND EFFLUENT REUSE SCHEME SERVICE INTERRUPTION REGISTER

Date	Customer Name	Customer Address	Property Assessment No.	Reason for service disruption	48 Hrs Notification prior to disruption sent?		Service Disruption start time	Service Restored time
					Yes	No		



## METHODS OF PAYING BILLS

Charges for the provision of a sewerage system by the Shire of Gnowangerup appear on the annual rates notice that is distributed under the powers contained in the Local Government Act 1995. The following payment options are available to ratepayers:

- Direct Debit
- Centrepay
- Internet
- Telephone
- Post
- In-Person

Please be advised that Centrepay is only available to customers who receive Centrelink payments. For more information on your payment options, please contact us.

No charges are associated with any of the rate payment options. You may make a payment in advance towards a future bill however no credit interest will be applied to the amount paid in advance.

If you cannot pay due to payment difficulties, that is if you are experiencing short-term financial disadvantage such as an unexpected event or crisis, please get in touch with the Shire of Gnowangerup to organise a payment plan or other arrangement under which you are given more time to pay the bill.

If you cannot pay due to financial hardship, that is if you are experiencing more than short-term financial disadvantage in which your ability to meet basic living needs is adversely affected, please get in touch with the Shire of Gnowangerup. More information can be found in the Shire of Gnowangerup's Financial Hardship Policy, available on our website [https://www.gnowangerup.wa.gov.au/files/8315/5374/2845/Financial\\_Hardship\\_Policy.pdf](https://www.gnowangerup.wa.gov.au/files/8315/5374/2845/Financial_Hardship_Policy.pdf) and at our office.

If you have been in touch with the Shire of Gnowangerup and made a payment arrangement, the Shire of Gnowangerup will not commence or continue actions to recover debt.

### Discounts, Rebates, Concessions and other financial relief assistance:

Discounts, rebates and concessions on rates levied by the Shire of Gnowangerup are given under the Rates and Charges (Rebates and Deferments) Act 1992.

You may be eligible for concession(s) and/or financial relief for your water services portion of your rate notice.

- Concessional rebates may be granted to holders of a:
  - State Seniors Card
  - or
  - A Commonwealth Seniors Health Card and a State Seniors Card
  - or
  - A Pensioner Concession Card and a State Seniors Card
- Hardship Utility Grant Scheme (HUGS)  
The Hardship Utility Grant Scheme provides financial assistance to Western Australians who are struggling through financial hardship and are unable to pay their utility bills. For eligibility requirements please visit [http://www.concessions.wa.gov.au/Concessions/Pages/HUGS-\(Hardship-Utility-Grant-Scheme\).aspx](http://www.concessions.wa.gov.au/Concessions/Pages/HUGS-(Hardship-Utility-Grant-Scheme).aspx).

Please contact the Rates & Finance Officer on 9827 1007 to discuss your payment discount.

## COMPLIANCE REGISTER

### License Compliance Requirements - Water Services Act 2012

Obligations Under	License Condition	Summary Description	Licensee
<b>Water Services Act Section 21(1)(b)</b>	Clause 3.3.1(b)	If requested to provide a water service authorised by the License to a person not covered by section 21(1)(a) but within the operating area of the License, the licensee must offer to provide the service on reasonable terms, unless provision of the service is not financially viable or is otherwise not practicable.	<b>All</b>
<b>Water Services Act Section 21(1)(c)</b>	Clauses 3.1.1 and 3.5	The licensee must provide, operate and maintain the water service works specified by the ERA in the License.	<b>All</b>
<b>Water Services Act Section 22</b>	Clause 3.4.1	The licensee must notify the ERA as soon as practicable before commencing to provide the water service outside of the operating area of the license.	<b>All</b>
<b>Water Services Act Section 23</b>	Clause 3.5	All water service works used by the licensee in the provision of a water service must be held by the licensee, or must be covered by a works holding arrangement.	<b>All</b>
<b>Water Services Act Sections 24(1)(a) &amp; 24(2)</b>	Clause 4.1.1	The licensee must have an asset management system that provides for the operation and maintenance of the water service works.	<b>All</b>
<b>Water Services Act Section 24(1)(b)</b>	Clauses 4.1.2, 4.1.1 and 4.1.2	The licensee must give details of the asset management system and any changes to it to the ERA.	<b>All</b>
<b>Water Services Act Section 24(1)(c)</b>	Clause 4.1.3	A licensee must provide the ERA with a report by an independent expert as to the effectiveness of its asset management system every 24 months, or such longer period as determined by the ERA.	<b>All</b>
<b>Water Services Act Section 25</b>	Clause 4.3.1	A licensee must, not less than once every 24 months, or such longer period as determined by the ERA, provide the ERA with an operational audit conducted by an independent expert appointed by the ERA.	<b>All</b>

Obligations Under	License Condition	Summary Description	Licensee
<b>Water Services Act Section 26(3)</b>	Clause 3.1.1	The licensee must comply with each code of practice made by the Minister to the extent to which it applies to the licensee.	<b>All</b>
<b>Water Services Act Section 27</b>	Clause 3.1.1	The licensee must comply with the code of conduct that may be made by the ERA to the extent to which it applies to the licensee and is not inconsistent with the License.	<b>All</b>
<b>Water Services Act Section 29</b>	Clause 3.1.1	The licensee must comply with the duties imposed on it by the Act in relation to its License and must carry out its operations in respect of the License in accordance with the Act.	<b>All</b>
<b>Water Services Act Section 36</b>	Clause 3.1.1	If the licensee ceases to provide a water service in an area, the licensee must ensure that the water service works are left in a safe condition, and must not remove any part of the works except with the approval of the Minister.	<b>All</b>
<b>Water Services Act Section 60</b>	Clause 5.6.1	If the licensee is the supplier of last resort for a designated area, the licensee must perform the functions of the supplier of last resort and must comply with the relevant duties and carry out the relevant operations prescribed.	<b>All</b>
<b>Water Services Act Section 66</b>	Clause 5.5.1	Licensees who are required to be a member of the water services ombudsman scheme agree to be bound by, and compliant with, any decision of direction of the water services ombudsman under the scheme.	<b>All</b>
<b>Water Services Act Section 77(3)</b>	Clause 3.1.1	The licensee must take reasonable steps to minimise the extent or duration of any interruption of water services it is responsible for.	<b>All</b>
<b>Water Services Act Sections 82(4) &amp; (5)</b>	Clause 3.1.1	If a person must give the licensee notice of any building work to be carried out on land in the operating area of a license, the licensee must return a copy of the plans and specifications contained in the notice with any written directions about the proposed building work that the licensee considers necessary to ensure the safety and efficacy of the provision of water services provided, or to be provided. The licensee must do this within 7 days of receiving the fee for dealing with the notification.	<b>All</b>
<b>Water Services Act Section 84(2)</b>	Clause 3.1.1	If the licensee has given a notice under section 83(3)(a) of the Act, and the licensee is satisfied that the person given the notice is not going to comply with the notice within a reasonable time, the licensee must give the person 21 days' notice of its intention to commence the works.	<b>All</b>

Obligations Under	License Condition	Summary Description	Licensee
<b>Water Services Act Section 87(2)</b>	Clause 3.1.1	If a person makes an application with the State Administrative Tribunal for a review of a decision in respect of the licensee providing additional water services when a person has not responded to the licensee's notice, the licensee cannot provide the works until the application has been finally dealt with, except in limited circumstances.	<b>All</b>
<b>Water Services Act Section 90(7)</b>	Clause 3.1.1	If the licensee gives a compliance notice to a person who is undertaking construction or carrying out similar works in the vicinity of water service works, the licensee must, to the extent practicable, consult with the owner of the land on which the obstruction is located or the activity is taking place if the person to be given the notice is not the owner of the land.	<b>All</b>
<b>Water Services Act Section 119(2)</b>	Clause 3.1.1	The licensee must include the information specified in a compliance notice given in relation to the matters set out in section 119(1).	<b>All</b>
<b>Water Services Act Section 122(2)</b>	Clause 3.1.1	If a person makes an application to the State Administrative Tribunal under section 122(1), the licensee cannot take, or continue to take, action against the person except in the circumstances specified.	<b>All</b>
<b>Water Services Act Section 125(2)</b>	Clause 3.1.1	If the licensee provides a water supply, sewerage or drainage service to 2 or more dwellings on land by a single property connection, the licensee may apportion fees. The licensee cannot apportion fees to the extent inconsistent with any agreement related to such a provision of services, or section 66 of the <i>Strata Titles Act 1985</i> .	<b>Water supply services, sewerage services &amp; drainage services</b>
<b>Water Services Act Section 128(4)</b>	Clause 3.1.1	If the licensee has previously lodged a memorial with the Registrar, the licensee must lodge a withdrawal of memorial with Registrar along with the prescribed fee (if any) if the charge or contribution has been paid.	<b>All</b>
<b>Water Services Act Section 129(5)</b>	Clause 3.1.1	If a routine inspection or maintenance is likely to cause disruption to the occupants of a place at least 48 hours' notice of a proposed entry must be given to the occupier of the place unless the occupier agrees otherwise.	<b>All</b>
<b>Water Services Act Section 139(3)</b>	Clause 3.1.1	If the licensee removes or erects a fence or gate when exercising a works power conferred by the Act, the licensee must take all reasonable steps to notify the owner before doing so.	<b>All</b>
<b>Water Services Act Section 141(1)</b>	Clause 3.1.1	In certain instances, if a person authorised by the licensee carries out road work that involves breaking the surface of the road or that would cause major obstruction to road traffic, the licensee must give at least 48 hours' notice to the public authority managing the road.	<b>All</b>

Obligations Under	License Condition	Summary Description	Licensee
<b>Water Services Act Sections 142</b>	Clause 3.1.1	The licensee must comply with sections 143 and 144 of the Act in relation to the proposed major works, and has given any notice required under section 148.	<b>All</b>
<b>Water Services Act Sections 143 (2)</b>	Clause 3.1.1	Before the licensee submits a proposal for the provision of major works to the Minister, the licensee must prepare, publish and make available plans and details of those major works as specified.	<b>All</b>
<b>Water Services Act Sections 143 (3)</b>	Clause 3.1.1	The licensee must, within 5 days of publishing the plans and details on the licensee's website, give notice setting out the matters prescribed in section 143(4) to the persons and agencies specified.	<b>All</b>
<b>Water Services Act Sections 144(3)</b>	Clause 3.1.1	The licensee must have regard to an objection or submission lodged within the relevant period.	<b>All</b>
<b>Water Services Act Section 145(2)</b>	Clause 3.1.1	If the licensee makes alterations to the plans or details referred to in section 143(2), the licensee must give written notice of the alterations to any person who is likely to be adversely affected by those alterations.	<b>All</b>
<b>Water Services Act Section 147(3)</b>	Clause 3.1.1	The licensee must comply with a direction given by a Minister in respect of a proposal to provide water service works that are major works under section 143(3).	<b>All</b>
<b>Water Services Act Section 147(4)</b>	Clause 3.1.1	If the Minister gives a direction that further notices in relation to the proposed major works be given under section 143(3), the licensee must resubmit the proposal.	<b>All</b>
<b>Water Services Act Section 151(1)</b>	Clause 3.1.1	A licensee proposing to provide water service works that are general works must prepare plans and details of the proposed works and publish and make them available for inspection.	<b>All</b>
<b>Water Services Act Section 151(2)</b>	Clause 3.1.1	The licensee must give a notice of general works setting out the matters referred to in section 151(3) to the persons and agencies specified.	<b>All</b>
<b>Water Services Act Section 152(3)</b>	Clause 3.1.1	The licensee must have regard to an objection or submission lodged by the date specified in the notice given under section 151(2).	<b>All</b>
<b>Water Services Act Section 153(3)</b>	Clause 3.1.1	If the licensee makes alteration to those plans or details referred to in section 151, the licensee must give written notice of the alterations to any person who is likely to be adversely affected by those alterations.	<b>All</b>
<b>Water Services Act Section 166(5)</b>	Clause 3.1.1	On being advised by the Minister that an interest in land is appropriate to the licensee's needs, the licensee is required to acquire the interest.	<b>All</b>
<b>Water Services Act Section 166(6)</b>	Clause 3.1.1	Any costs incurred in taking an interest in land are to be paid by the licensee.	<b>All</b>

Obligations Under	License Condition	Summary Description	Licensee
<b>Water Services Act Section 170</b>	Clause 3.1.1	The licensee must not sell an interest in land if the purchaser would hold a parcel of land that did not comply with the minimum lot size and zoning requirements under the <i>Planning and Development Act 2005</i> , unless the Minister permits the licensee to do so.	<b>All</b>
<b>Water Services Act Section 173(4)</b>	Clause 3.1.1	In relation to entry to a place for the purposes of doing works, in the circumstances specified the licensee is required to give 48 hours' notice of proposed entry to a place to the occupier or owner, as applicable, unless the occupier or owner agrees otherwise.	<b>All</b>
<b>Water Services Act Section 174(1)</b>	Clause 3.1.1	Notice of a proposed entry by the licensee must be in writing and must set out the purpose of the entry, including (if applicable) any work proposed to be carried out.	<b>All</b>
<b>Water Services Act Section 174(3)</b>	Clause 3.1.1	Even if in a particular instance the licensee may enter a place under the Act without having to give notice of proposed entry, the licensee must when practicable, and when it will not compromise the reason for entry, give notice of entry to the occupier.	<b>All</b>
<b>Water Services Act Section 175(2)</b>	Clause 3.1.1	If an occupier is present when the licensee proposes to enter a dwelling, the licensee must perform the prescribed actions before entering the premises.	<b>All</b>
<b>Water Services Act Section 175(5)</b>	Clause 3.1.1	If the licensee enters a dwelling that is unoccupied, the licensee must leave a notice or a copy of the warrant (as applicable) in a prominent position in the dwelling before leaving the dwelling.	<b>All</b>
<b>Water Services Act Section 176(1)</b>	Clause 3.1.1	If the licensee has entered a place with or without consent, the licensee must leave the premises as soon as practicable after being notified that the owner or occupier has refused or withdrawn their consent.	<b>All</b>
<b>Water Services Act Section 176(3)</b>	Clause 3.1.1	The licensee must produce their certificate of authority if asked to do so, and must not perform, or continue to perform, a function under the Act if they are not able to do so.	<b>All</b>
<b>Water Services Act Section 176(4)</b>	Clause 3.1.1	If the licensee enters or proposes to enter a place, and the owner or occupier requests the licensee produce evidence of authority for that entry, then the licensee must leave the place if they are unable to do so unless the owner or occupier agrees otherwise.	<b>All</b>
<b>Water Services Act Section 181</b>	Clause 3.1.1	The licensee, or a person assisting the licensee, must, as far as is practicable comply with any reasonable request from the owner or occupier intended to limit interference with the lawful activities of the owner or occupier.	<b>All</b>
<b>Water Services Act Section 186</b>	Clause 3.1.1	If the licensee applies for a warrant, the application must contain the prescribed information.	<b>All</b>

Obligations Under	License Condition	Summary Description	Licensee
<b>Water Services Act Section 187(1) – (3)</b>	Clause 3.1.1	If the licensee applies for a warrant to enter, the application must be made in accordance with the procedures specified depending on the location of the applicant and the justice.	<b>All</b>
<b>Water Services Act Section 190(4)</b>	Clause 3.1.1	Unless required to give a copy of the warrant, the licensee executing the warrant must produce the warrant for inspection by the occupier of the place concerned on entry (if practicable), and if requested to do so.	<b>All</b>
<b>Water Services Act Section 190(5)</b>	Clause 3.1.1	On completing the execution of a warrant the licensee must record the prescribed information on that warrant.	<b>All</b>
<b>Water Services Act Section 210(5)</b>	Clause 3.1.1	If the licensee designates a person as an inspector or compliance officer, the licensee must give that person a certificate of authority that includes certain prescribed information.	<b>All</b>
<b>Water Services Act Section 218(2)</b>	Clause 3.1.1	In the exercise or purported exercise of a power under the Act, the licensee must ensure that, to the extent practicable, the free use of any place is not obstructed, and that as little damage, harm or inconvenience is caused as is possible.	<b>All</b>
<b>Water Services Act Section 218(3)</b>	Clause 3.1.1	If the licensee does any physical damage in the exercise of a works power or a power of entry, the licensee must ensure that the damage is made good, and pay compensation to the extent that it is not practicable to make good the damage.	All

### License Compliance Requirements - Water Services Regulations 2013

Obligations Under	License Condition	Summary Description	Licensee
<b>Water Services Regulations 2013 Regulation 23(2)</b>	Clause 3.1.1	If the licensee provides a water supply service in respect of a multi- unit development, the licensee must, on the request of the owner or the strata company, assess whether a meter is satisfactory for measuring the quantity or flow of water passing through a pipe supplying water to the unit.	<b>All</b>
<b>Water Services Regulations 2013 Regulation 24(4)</b>	Clause 3.1.1	If the licensee gives a compliance notice to a person in respect of access to meters, the notice must specify the specified information.	<b>All</b>

Obligations Under	License Condition	Summary Description	Licensee
<b>Water Services Regulations 2013 Regulations 26(3)</b>	Clause 3.1.1	If the owner or occupier requests the licensee to test a meter, subject to the payment of the charge (if any) for testing that type of meter, the licensee must test the meter in accordance with the approved procedure.	<b>All</b>
<b>Water Services Regulations 2013 Regulation 26(5)</b>	Clause 3.1.1	If a meter test finds that the meter is outside the prescribed tolerance applicable, the licensee must take the specified actions, bear the costs of testing and refund or credit any charges paid under regulation 26(3).	<b>All</b>
<b>Water Services Regulations 2013 Regulation 29(1)</b>	Clause 3.1.1	The licensee must, on the written request of a developer who is required to pay the licensee an infrastructure contribution in respect of a subdivided lot, defer the payment of the contribution unless regulations 29(3) or 29(4) applies.	<b>All</b>
<b>Water Services Regulations 2013 Regulation 42(2)</b>	Clause 3.1.1	The written order requiring the owner or occupier of land to install a backflow prevention device must set out the date which the device must be installed and tested (which must be at least 7 days after the order is given).	<b>All</b>
<b>Water Services Regulations 2013 Regulation 43(3)</b>	Clause 3.1.1	The compliance notice requiring the owner or occupier of land to have their backflow prevention device tested or maintained in accordance with the standard by a specified date (which must be at least 7 days after the notice is given).	<b>All</b>
<b>Water Services Regulations 2013 Regulation 43(6)</b>	Clause 3.1.1	The compliance notice requiring the owner or occupier of land to have their backflow prevention device made good as specified in the notice must include the work that is required to be done, the manner in which the work is to be done and the date by which the work is to be done (which must be at least 7 days after the notice is given).	<b>All</b>
<b>Water Services Regulations 2013 Regulation 60(2)</b>	Clause 3.1.1	If the licensee proposes to exercise a works power in a road and considers that it is necessary to alter the position of infrastructure, the licensee must notify the person who is responsible for the infrastructure and may request that the person make the alterations within the time specified in the notice.	<b>All</b>
<b>Water Services Regulations 2013 Regulation 63</b>	Clause 3.1.1	If the licensee opens or breaks up the surface of a road, the licensee must complete the relevant work and reinstate and make good the road, and must take all reasonable measures to prevent that part of the road from being hazardous.	<b>All</b>
<b>Water Services Regulations 2013 Regulation 85</b>	Clause 3.1.1	Compliance notices issued by the licensee must include a brief description of the possible consequences under the Act of not complying with the notice, and the rights of review under the Act in relation to the notice and who may apply for review.	<b>All</b>



## License Compliance Requirements - Water Services Code of Conduct (Customer Service Standards) 2018

**Note:**

- This table only provides a summary description of obligations. Licensees should refer to the source documents referred to in the table to view the obligations in full.
- Under clause 5 of the *Water Services Code of Conduct (Customer Service Standards) 2018*, a licensee and a customer who is not a residential customer can enter into an agreement that varies or displaces the requirements of this code in relation to the licensee or customer. Where there is an agreement between a licensee and a customer<sup>5</sup> that was in effect on 18 November 2013 and remains in effect, and has provisions that are inconsistent with the requirements of the code in relation to the licensee or customer, the provisions of the agreement prevail to the extent of the inconsistency.
- Clause 6 of the *Water Services Code of Conduct (Customer Service Standards) 2018* states that if the *Local Government Act 1995* has provisions that are inconsistent with this code in relation to a licensee that is a local government or a customer of a licensee that is a local government, the provisions of the *Local Government Act 1995* prevail to the extent of the inconsistency. This includes regulations and local laws made under the *Local Government Act 1995*. This manual does not identify which clauses may be inconsistent with the Local Government Act 1995. Therefore, licensees and auditors should use their judgement when determining whether a particular obligation in this section applies to a licensee.

Obligations Under	License Condition	Summary Description	Licensee
<b><i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 8(1)-(3)</i></b>	Clause 3.1.1	The licensee must have written information for customers about the prescribed matters regarding connections and the information must be available on the licensee's website and a hardcopy provided to a customer upon request at no charge.	<b>Water supply services (drinking water only), sewerage services.</b>
<b><i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 9(2) and (4)</i></b>	Clause 3.1.1	The licensee must ensure that, in any 12 month period, 90% of connections are completed before the end of 10 business days, starting on the day on which the customer has paid the relevant fees and complied with the relevant requirements.	<b>Water supply services (drinking water only), sewerage services.</b>
<b><i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 10(2)</i></b>	Clause 3.1.1	If the licensee charges a fixed charge, the licensee must issue a bill for a fixed charge to each customer at least once in every 12 month period.	<b>Water supply services (drinking water only), sewerage services.</b>

Obligations Under	License Condition	Summary Description	Licensee
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 11(2)</i>	Clause 3.1.1	If the licensee charges a quantity charge, the licensee must issue a bill for a quantity charge to each customer at least once in every 4 month period.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 11(3)</i>	Clause 3.1.1	A bill for usage must be based on a meter reading to ascertain the quantity supplied or discharged.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 11(4)</i>	Clause 3.1.1	If an accurate meter reading is not possible, a bill for usage must be based on an estimate (in accordance with the prescribed regulations) of the quantity of water supplied or waste water discharged.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 11(5)</i>	Clause 3.1.1	If an accurate meter reading is not possible and there are no applicable regulations, a bill for usage must be based on a reasonable estimate of supply or discharge using one of the prescribed methods.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 11(6)</i>	Clause 3.1.1	Despite subclauses 11(4) and (5), a bill for usage based on a meter reading must be issued at least once in every 12 month period.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 12</i>	Clause 3.1.1	The licensee must send a bill to the address of the place where the water service is provided or, if the customer nominates another address, to the nominated address.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 13(1)</i>	Clause 3.1.1	Each bill must contain the prescribed information.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 13(3)</i>	Clause 3.1.1	A bill issued for 2 or more water services must specify the charge payable for each water service.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 13(4)</i>	Clause 3.1.1	Each bill for usage for a metered water service must contain the specified information.	<b>Water supply services (drinking water only), sewerage services.</b>

Obligations Under	License Condition	Summary Description	Licensee
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 13(5)</i>	Clause 3.1.1	If a bill for usage for a metered water service was based on an estimate, the bill must inform the customer that the licensee will tell the customer the prescribed information on request.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 13(6)</i>	Clause 3.1.1	Each bill must contain the prescribed information.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 14(1)</i>	Clause 3.1.1	If a bill is based on an estimate, the licensee must tell the customer on request the basis of the estimate and the reason for the estimate.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 14(2)</i>	Clause 3.1.1	If a bill is based on an estimate, the licensee must make any adjustments to the next bill to take into account the extent to which the estimate was not reasonable having regard to a subsequent and accurate meter reading.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 15(3)</i>	Clause 3.1.1	Each bill for usage to which clause 15 applies must, in addition to the requirements of clause 13, contain the prescribed information.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 16(1)</i>	Clause 3.1.1	The licensee must provide to the customer on request a meter reading and a bill (or revised bill if applicable) for outstanding charges outside of the usual bill cycle, or in case the customer disputes an estimate.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 17(2) &amp; (3)</i>	Clause 3.1.1	The licensee must have a written policy, standard or set of guidelines (available on the licensee's website and a hardcopy provided to a customer upon request at no charge) in relation to granting a discount to a customer whose meter reading indicates a water usage that is higher than normal for the customer but is likely to have been wasted because of a leak from the customer's system.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 18(2)</i>	Clause 3.1.1	The licensee cannot recover an undercharged amount from a customer unless it is for water services provided in the 12 month period ending on the day on which the licensee informed the customer of the undercharging.	<b>Water supply services (drinking water only), sewerage services.</b>

Obligations Under	License Condition	Summary Description	Licensee
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 18(3)</i>	Clause 3.1.1	An undercharged amount must be the subject of, and explained in, a special bill or a separate item in the next bill.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 18(4)</i>	Clause 3.1.1	The licensee must not charge interest or late payment fees on an undercharged amount.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 18(5)</i>	Clause 3.1.1	The licensee must allow a customer to pay an undercharged amount by way of a repayment plan that has effect for the duration of the shorter of the prescribed periods starting on the day that the bill in clause 18(3) is issued.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 19(2)</i>	Clause 3.1.1	The licensee must, within 15 business days of becoming aware of an overcharge, credit the overcharged amount to the customer's account or send the customer a notice informing the customer of the overcharging and recommending options for how the overcharged amount may be refunded or credited to the customer's account.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 19(3)</i>	Clause 3.1.1	If the licensee sends the customer an overcharging notice and receives instructions from the customer about the refunding or crediting of the overcharged amount, the licensee must refund the overcharged amount, or credit the overcharged amount to the customer's account within 15 business days of the licensee receiving the instructions.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 19(4)</i>	Clause 3.1.1	If instructions from the customer about the refunding or crediting of the overcharged amount have not been received by the licensee at the end of the period of 10 business days starting on the day an overcharging notice is sent, the licensee must credit the overcharged amount to the customer's account before the end of the period of the next 15 business days.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 19(5)</i>	Clause 3.1.1	The licensee must notify the customer immediately after crediting the overcharged amount to the customer's account under subclause (2)(a), (3) or (4).	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 20(1)</i>	Clause 3.1.1	The licensee must review a bill on the customer's request.	<b>Water supply services (drinking water only), sewerage services.</b>

Obligations Under	License Condition	Summary Description	Licensee
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 20(2)</i>	Clause 3.1.1	The license must have a written procedure for the review of a bill on the customer's request.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clauses 20(3) &amp; (6)</i>	Clause 3.1.1	The review procedure in clause 20(2) must include the specified information and be available on the licensee's website and a hardcopy provided to a customer upon request at no charge.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 20(4)</i>	Clause 3.1.1	The review procedure must state that the customer may, but does not have to, use the licensee's complaints procedure mentioned in clause 46 before or instead of applying to the water services ombudsman or, if available, making an appeal from, or applying for a review of, the decision under regulations mentioned in section 222(2)(k) of the Act.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 20(5)</i>	Clause 3.1.1	The licensee must inform the customer of the outcome of a review of the customer's bill as soon as practicable or otherwise less than 15 business days from the day the customer's request for review was received.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 21</i>	Clause 3.1.1	The licensee must notify each of its customers of any change to the amount or rate of a water service charge in accordance with the requirements in clause 21(2).	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 23</i>	Clause 3.1.1	The time set by the licensee for the payment of a bill must be after 14 days from when the bill is issued.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 24(1)</i>	Clause 3.1.1	The licensee must allow a customer to pay a bill using any of the prescribed methods selected by the customer.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 24(2)</i>	Clause 3.1.1	The licensee must, when offering bill payment method options, inform the customer of the fees and charges (if any) associated with each bill payment method offered.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 25(1)</i>	Clause 3.1.1	Before receiving a bill payment by direct debit the licensee must obtain the express consent of the customer or of an adult person nominated by the customer to give consent.	<b>Water supply services (drinking water only), sewerage services.</b>

Obligations Under	License Condition	Summary Description	Licensee
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 26(1)</i>	Clause 3.1.1	The licensee must accept payment in advance from a customer on a customer's request.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 27</i>	Clause 3.1.1	The licensee must on request and at no charge redirect a customer's bills because of the customer's absence or illness.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 28(2)</i>	Clause 3.1.1	The licensee must advise a customer who has been assessed as experiencing payment difficulties that they have a right to pay the bill under a payment plan or other arrangement under which the customer is given more time to pay the bill or arrears, and the licensee must offer to enter into an appropriate plan or arrangement with the customer.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 28(3)</i>	Clause 3.1.1	When formulating a payment plan or other arrangement for a customer that the licensee has assessed as experiencing payment difficulties, the licensee must take the customer's capacity to pay the bill into account. In the case of a bill for usage, the licensee must also take into account how much water has been supplied or wastewater has been discharged in previous billing periods.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 28(4)</i>	Clause 3.1.1	The licensee must consider and decide whether or not the payment plan or other arrangement for a customer who has been assessed as experiencing payment difficulties should be interest-free, or fee-free, or both.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clauses 29(1) &amp; (2)</i>	Clauses 3.1.1 and 5.4.1	The licensee must have a written policy in relation to financial hardship that is approved by the ERA.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 29(3)</i>	Clause 3.1.1	Unless the ERA approves otherwise, the licensee's financial hardship policy must comply with the ERA's guidelines (if any) in relation to financial hardship policies.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 29(4)</i>	Clause 3.1.1	Unless the ERA approves otherwise, amendments to the licensee's financial hardship policy must be approved by the ERA and comply with the ERA's guidelines (if any) in relation to financial hardship policies.	<b>Water supply services (drinking water only), sewerage services.</b>

Obligations Under	License Condition	Summary Description	Licensee
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 29(5)</i>	Clause 3.1.1	The licensee's financial hardship policy must be in effect within 6 months of the day of the grant of the license.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 29(6)</i>	Clause 3.1.1 and 5.4.1	The licensee's financial hardship policy must be available on the licensee's website and a hardcopy provided to a customer upon request at no charge	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 29(7)</i>	Clause 3.1.1 and 5.4.1	The licensee must review its financial hardship policy at least once in every 5 year period.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 29(8)</i>	Clause 3.1.1 and 5.4.1	The licensee must review its financial hardship policy if directed to do so by the ERA.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 29(9)</i>	Clause 3.1.1 and 5.4.1	The licensee must consult with relevant consumer organisations when formulating or reviewing its financial hardship policy.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 30(2)</i>	Clause 3.1.1	The licensee must advise a customer who has been assessed as experiencing financial hardship that they have a right to pay the bill under an interest-free and fee-free payment plan or other arrangement under which the customer is given more time to pay the bill or arrears, and the licensee must offer to enter into an appropriate plan or arrangement with the customer.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 30(3)</i>	Clause 3.1.1	When formulating a payment plan or other arrangement for a customer that the licensee has assessed as experiencing financial hardship, the licensee must take the customer's capacity to pay the bill into account. In the case of a bill for usage, the licensee must also take into account how much water has been supplied or wastewater has been discharged in previous billing periods.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause</i>	Clause 3.1.1	The licensee must consider reducing the amount owing by the customer.	<b>Water supply services (drinking water only), sewerage services.</b>



Obligations Under	License Condition	Summary Description	Licensee
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 30(4)(b)</i>	Clause 3.1.1	The licensee must review, upon request, how a customer is paying a bill under clause 30(2) and (3) and revise the payment plan or arrangement if the review indicates the customer is unable to meet the obligations.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 30(4)(c)</i>	Clause 3.1.1	The licensee must provide the specified written information to a customer.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clauses 31(4) &amp; (5)</i>	Clause 3.1.1	The licensee must have written information regarding the payment schemes and other assistance that is available to customers. The information must be available on the licensee's website and a hardcopy provided to a customer upon request at no charge.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 32</i>	Clause 3.1.1	The licensee must not charge interest or fees for late payment of a bill by a customer in the specified circumstances.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 33(1)(a)-(c)</i>	Clause 3.1.1	The licensee must not commence or continue proceedings to recover a debt from a customer if the customer is complying with a payment plan or other arrangement, is being assessed for payment difficulties or is being assessed for financial hardship.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 33(1)(d)-(e)</i>	Clause 3.1.1	The licensee must not commence or continue proceedings to recover a debt from a customer if a complaint made by the customer to the licensee or water services ombudsman, which directly relates to the water service charge to which the debt relates, is not resolved by the licensee (or is not determined or is upheld by the ombudsman).	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 43(1)</i>	Clause 3.1.1	The licensee must give notice of any planned service interruption to each customer that will be affected by the service interruption.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 43(2)</i>	Clause 3.1.1	The notice of any planned service interruption must be given within the prescribed timeframes.	<b>Water supply services (drinking water only), sewerage services.</b>



Obligations Under	License Condition	Summary Description	Licensee
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 44(1)</i>	Clause 3.1.1	The licensee must have policies, practices and procedures for dealing with and minimising the impact of a burst, leak or blockage in its water supply works or sewerage works.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 44(2)</i>	Clause 3.1.1	The policies, practices and procedures under clause 44(1) must deal with the prescribed matters.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 45</i>	Clause 3.1.1	The licensee must provide a 24 hour information line by means of which, at the cost of a local telephone call (excluding mobile telephones), a customer can notify the licensee of emergencies and faults, and get information about the reason for, and the expected duration of, any unplanned service interruption.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 46(1)</i>	Clause 3.1.1	The licensee must have a written complaints procedure in relation to investigating and dealing with complaints of customers about the provision of water services by the licensee or a failure by the licensee to provide a water service.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 46(2)</i>	Clause 3.1.1	The licensee's complaints procedure must be developed using as minimum standards the relevant provisions of AS/NZS 10002-2014 and the ERA's guidelines (if any).	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 46(3)</i>	Clause 3.1.1	The licensee's complaints procedure must provide for the matters specified in relation to lodgement of complaints, responding to complaints, dispute resolution arrangements and resolving complaints.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 46(4)</i>	Clause 3.1.1	The licensee's complaints procedure must list the procedures available to the customer under the Act as to applying to the water services ombudsman or making an appeal from, or applying for a review of, the decision that gave rise to the complaint, if an appeal or review is available under regulations mentioned in section 222(2)(k).	<b>Water supply services (drinking water only), sewerage services.</b>

Obligations Under	License Condition	Summary Description	Licensee
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 46(5)</i>	Clause 3.1.1	The licensee's complaints procedure must be available on the licensee's website and a hardcopy provided to a customer upon request at no charge.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 47</i>	Clause 3.1.1	When the licensee considers that a customer's complaint has been resolved the licensee must advise the customer accordingly, inform the customer that the customer has a right to apply to the water services ombudsman for a review of the complaint, and provide a Freecall telephone number for the water services ombudsman.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 48(1)</i>	Clause 3.1.1	The licensee must provide a customer with the specified services on request and at no charge.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2013 Clause 48(2)</i>	Clause 3.1.1	The licensee must make available to each customer, at no charge, the customer's personal account information including information about bills previously issued to the customer and about the quantity of water supplied to, or wastewater discharged by, the customer in previous billing periods.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 49(1)</i>	Clause 3.1.1	The licensee must make the prescribed information available on the licensee's website and a hardcopy provided to a customer upon request at no charge.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2013 Clause 49(2)</i>	Clause 3.1.1	The licensee must ensure that the specified information about bills may be obtained from its website.	<b>Water supply services (drinking water only), sewerage services.</b>
<i>Water Services Code of Conduct (Customer Service Standards) 2018 Clause 49(3)</i>	Clause 3.1.1	The licensee must ensure that its website contains a link to the current version of this code appearing on the website that is maintained by or on behalf of the Western Australian Government and that provides public access to electronic versions of Western Australian legislation.	<b>Water supply services (drinking water only), sewerage services.</b>

## License Compliance Requirements - License Conditions

Obligations Under	License Condition	Summary Description	Licensee
<b>Water Services Act Section 12</b>	Clause 3.2.1	The licensee must pay the applicable fees and charges in accordance with the applicable regulations.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 3.1.1	Subject to any modifications or exemptions granted pursuant to the Act and this License, the licensee must comply with any applicable legislation.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 3.1.2	The licensee must comply with a direction from the ERA in relation to a breach of applicable legislation.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 3.6.1	The licensee and any related body corporate must maintain accounting records that comply with the Australian Accounting Standards Board Standards or equivalent International Accounting Standards.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 4.2.1	The licensee must comply with any individual performance standards prescribed by the ERA.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 4.3.4	The licensee must cooperate with the independent expert and comply with the ERA's standard audit guidelines dealing with the operational audit.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 3.7.1(a), (b), (c)	The licensee must report to the ERA, in the manner prescribed, if a licensee is under external administration or there is a material change in the circumstances upon which the License was granted which may affect a licensee's ability to meet its obligations.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 3.8.1	The licensee must provide the ERA specified information relevant to the operation of the License or the licensing scheme, or the performance of the ERA's function under the Act in the manner and form specified by the ERA.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 3.8.2	The licensee must comply with any information reporting requirements prescribed by the ERA, including but not limited to the provisions of the <i>Water Compliance Reporting Manual</i> that apply to the licensee.	<b>All</b>

Obligations Under	License Condition	Summary Description	Licensee
<b>Water Services Act Section 12</b>	Clause 3.8.3	The licensee must provide the ERA with the data required for performance reporting purposes that is specified in the <i>Water, Sewerage and Irrigation License Performance Reporting Handbook</i> , and the National Performance Framework that apply to the licensee.	<b>All</b>
<b>Water Services Act Section 12</b>	Clauses 2.8.1 and 2.8.2	Subject to clause 2.8.3, the licensee must publish within the specified timeframe any information that the ERA has directed the licensee to publish under clause 2.8.1.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 2.7.1	Unless otherwise specified, all notices must be in writing.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 4.1.2	The licensee must notify the ERA of any material change to the asset management system within 10 business days of the change.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 4.1.6	The licensee must cooperate with the independent expert and comply with the ERA's standard guidelines dealing with the asset management system review.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 5.5.1	The licensee must not supply water services to customers unless the licensee is a member of and bound by the water services ombudsman scheme.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 5.1.1	If directed by the ERA, the licensee must submit a draft customer contract for approval.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 5.1.2	The licensee must comply with any <i>Customer Contract Guidelines</i> that apply to the licensee.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 5.1.3	The licensee may only amend the customer contract with the ERA's approval.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 5.1.5	The licensee must comply with any direction by the ERA to amend the customer contract.	<b>All</b>
<b>Water Services Act Section 12</b>	Clauses 5.3.1 and 5.3.2	Unless clause 5.3.3 applies, the licensee cannot enter into an agreement with a customer to provide water services that exclude, modify or restrict the terms and conditions of the License or the requirements of the <i>Code of Conduct</i> without the prior approval of the ERA.	<b>All</b>

Obligations Under	License Condition	Summary Description	Licensee
<b>Water Services Act Section 12</b>	Clause 5.3.4	If the licensee enters into an agreement that excludes, modifies or restricts the terms and conditions of the License or the requirements of the <i>Code of Conduct</i> , the licensee must publish an annual report containing the information specified.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 5.6.1	If the licensee is appointed as the supplier of last resort for a designated area, the licensee must perform the functions of a supplier of last resort, comply with the duties imposed by the Act and carry out its operations under or for the purpose of the last resort plan in accordance with the Act.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 3.4.1 (b)	If the licensee provides a water service outside of the operating area the licensee must apply to amend the License unless otherwise notified by the ERA.	<b>All</b>
<b>Water Services Act Section 12</b>	Clause 5.4.3	The licensee must comply with the ERA's Financial Hardship Policy Guidelines as they apply to the licensee.	<b>All</b>
<b>Water Services Act Section 12</b>	Schedule 2	The licensee must comply with the service and performance standards as set out in Schedule 2.	<b>All</b>