

Customer Charter – sewerage services

The District Council of Kimba will maintain the Community Wastewater Management Scheme (CWMS) within the Township of Kimba.

The aim of our Charter is to provide our sewerage customers with a clear understanding of the standards of service they can expect from us and their rights and responsibilities.

The *Water Retail Code-Minor & Intermediate Retailers*, developed by Essential Services Commission of SA (ESCOSA), contains a detailed description of your rights and our responsibilities in providing you with sewerage services and can be found at (www.escosa.sa.gov.au).

Sewerage services provided

We provide customers in the Township of Kimba with community wastewater management scheme services.

SEWERAGE REMOVAL (QUALITY)

We will:

- remove sewage and wastewater from your property in accordance with all relevant health and environmental regulatory requirements.
- use our best endeavours to minimise the frequency and duration of interruptions or limitations to your sewerage service
- provide you with information on any planned interruptions to your sewerage service at least 4 business days prior to us undertaking any works or maintenance
- provide an emergency telephone number on our website for you to call in the event of an emergency or interruption to the supply of your sewerage service

You will:

- report any spills, leaks or incursions to us as soon as possible by calling the emergency telephone number displayed on our website
- not discharge restricted wastewater into our sewerage infrastructure

Our prices

PRICE LIST

We will:

- publish our Price List, which sets out the charge associated with your sewerage service, each year by the 1st of July on our website at www.kimba.sa.gov.au. We will also make this available at our office at 9 Cross Street Kimba.

- publish our Pricing Policy Statement, which outlines how our charges are compliant with ESCOSA's pricing principles set out in its Price Determination, each year by the 1st of July on our website at www.kimba.sa.gov.au. We will also make this available at our office at 9 Cross Street Kimba.
- in the case that any charges set out in the Annual Business Plan change, publish these on our website www.kimba.sa.gov.au 30 days prior to these charges taking effect, and make these available at our office.

SEWERAGE CONCESSIONS

Sewerage concessions are administered by the Department for Communities and Social Inclusion. To check your eligibility for current sewerage concessions, assistance or advice visit

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

Connections

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

We will:

- connect you to our sewerage service within 28 days of you providing us with information required by us and paying the relevant connection and account establishment fees

You will:

- provide us with the following information about your supply address (Street Number and Property Owner).
- pay the relevant connection and account establishment fees

PAY THE RELEVANT CONNECTION AND ACCOUNT ESTABLISHMENT FEES CONNECTIONS – WHERE YOUR PROPERTY IS NOT CURRENTLY CONNECTED TO OUR INFRASTRUCTURE

We will:

- inform you within 28 days whether or not you can be connected to our infrastructure
- connect you to our sewerage service within 28 days of you providing us with information required by us and paying the relevant connection and account establishment fees

You will:

- provide us with the following information about your supply address (Street Number and Property Owner)
- pay the relevant connection and account establishment fees

Applications, including further information on connecting new properties to our infrastructure is available on our website at www.kimba.sa.gov.au or by visiting our office at 9 Cross Street Kimba.

Billing and payments

We will:

- include your sewerage charges on your rates notice, (separately identified), issued quarterly
- provide you a minimum of 30 days to pay your bill
- offer you the ability to pay your bills in person, by mail, by phone using your credit card or by Bpay.

You will:

- pay our bill by the payment due date unless we have agreed on a flexible payment arrangement
- pay any fee we incur if any of your payment methods are dishonoured

PAYMENT ASSISTANCE AND FINANCIAL HARDSHIP

We will:

- provide you with the ability to pay your bills by instalments or enter into a flexible payment arrangement
- offer you the ability to make payments towards future bills, grant payment extensions and agree to have your bill redirected to another person (where that person agrees)
- inform you about, and assess your eligibility for, our Hardship Program if requested

You will:

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

Further details on our Hardship Policy is available on our website at www.kimba.sa.gov.au or by visiting our office at 9 Cross Street Kimba. We will provide you with a copy of our Hardship Policy upon request.

REVIEWING YOUR BILL/BILLING DISPUTES

We will:

- not commence our debt collection processes where a bill (or part of a bill) is in dispute
- review your bill and inform you of the outcome of our review within 30 business days of your request
- inform you about our independent external dispute resolution body where you remain dissatisfied following our review

You will:

- pay any portion of your bill while your bill is being reviewed or any future bills that become due

Overcharging

We will:

- inform you within 10 business days of becoming aware of you being overcharged as a result of an act or omission by us and credit the overcharged amount to your next bill
- reimburse the overcharged amount directly to you within 10 business days if you have ceased to purchase a sewerage service from us

Undercharging

We will:

- in relation to unmetered services, limit the amount we recover from you to the amount undercharged in the 12 months prior to the error being advised to you in writing
- list the undercharged amount as a separate item in a special bill or in your next bill with an explanation of that amount and, if requested, offer you an extended time to pay the amount
- not charge you interest on the undercharged amount

DEBT RECOVERY

We will:

- only commence debt collection/recovery action where you have failed to pay your bill(s) by the due date and you have not contacted us to discuss a payment extension or other flexible payment arrangements (including eligibility for our Hardship Program).

You will:

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

Entry to your property

We will:

- provide you with at least 24 hours if we need to enter your supply address for the purposes of connecting, disconnecting, restricting, inspecting, repairing or testing your sewerage service

You will:

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

Disconnections

We will only disconnect your sewerage service if:

- there is a public health, environment or safety risk to our services from your connection point (e.g. backflow risk or unauthorised industrial waste discharge)
- you are found to be using the services illegally or have refused entry to person authorised to read

your meter or undertake maintenance or repairs in accordance with relevant regulatory instruments

- you request the disconnection in relation to a development approval application

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

- advise you of any relevant fees or charges payable as a result of your disconnection within 10 business days

You will:

- pay any relevant fees or charges outstanding within 20 business days of notification

Complaints and dispute resolution

We will:

- respond or acknowledge your complaint or enquiry within 7 business days
- refer you to our Manager Corporate Services if you are not satisfied with our initial response or resolution or, if required, escalate you to the Chief Executive Officer
- advise you of your option to escalate your complaint to our nominated independent dispute resolution body and provide you with the details of that organisation

Further details on our Customer Complaints, Services and Comments Policy is available on our website at www.kimba.sa.gov.au or by visiting our office at 9 Cross Street Kimba. We will provide you with a copy of our policy upon request.

Contacting Us

This Charter was adopted by Council on the 12th August, 2015. If you need to know more about us or the content of this Charter, please contact us on the details below

General Enquiries (08) 86 222 026

Faults & Emergencies 0428 515 002

Website: www.kimba.sa.gov.au

Email: council@kimba.sa.gov.au

Office: 9 Cross Street, Kimba SA 5641

Business hours: 9.00am – 5.00pm