

Salisbury Water



CUSTOMER CHARTER

CITY OF SALISBURY CUSTOMER SERVICE MISSION

The City of Salisbury provides a non-drinking water service known as Salisbury Water. Salisbury Water is primarily recycled stormwater and native groundwater, and is treated to a standard that is satisfactory for its intended use. The Salisbury Water team is dedicated to achieving excellence in our provision of recycled water and achieving quality, effective and timely service.

The aim of our Charter is to provide our Salisbury Water customers with a clear understanding of the standards of service they can expect from us and their rights and responsibilities. The *Water Retail Code – Minor & Intermediate Retailers*, developed by Essential Services Commission of SA (ESCOSA), contains a detailed description of your rights and our responsibilities in providing you with water and can be found at www.escosa.sa.gov.au

January 2020



Am I covered by this customer charter?

This Charter takes effect from 11 February 2016 for all existing City of Salisbury customers and in the case of new customers, on application for connection to our services or on transfer of a property to you.

This Charter applies to residential and non-residential recycled water customers.

If you have a separate agreement with us (eg. a non-standard water agreement) the terms of this Charter will apply unless they directly contradict the terms outlined in the separate agreement.

Your Standard Customer Sales Contract

The majority of City of Salisbury customers are covered by our Standard Customer Sale Contract, effective from 11 February 2016, or on application for a connection to our services or on transfer of a property to you. The contract is a legally binding document for the supply of recycled water to customers connected to the City of Salisbury's recycled water network. The contract also covers services with special characteristics. You will receive further communication from us if this applies to you. A copy of the Standard Customer Sales Contract is available on our website at www.salisbury.sa.gov.au.

SALISBURY WATER (RECYCLED) QUALITY

We will:

- provide you with recycled water that is safe and in accordance with all relevant health and environmental regulatory requirements
- use our best endeavours to minimise the frequency and duration of interruptions or limitations to your water service
- provide you with information on any planned interruptions to your water service at least 4 business days prior to us undertaking any works or maintenance
- provide an emergency telephone number on our website for you to call in the event of an emergency or interruption to the supply of your water service
- in the case of an unplanned interruption or emergency, provide you with information about any impact to your water service as soon as possible

You will:

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

METERS

The pipe and fittings up to and including the inlet riser, the meter and the outlet riser from the meter will remain the property of the City of Salisbury. All property from the meter's outlet riser into your property is your responsibility.

We will:

- install a meter at your connection point of a size and in a location determined by us to measure the quantity of water we supply you
- liaise with you to determine a suitable location where possible

You will:

- protect the meter and risers from accident or damage and charges will apply for the replacement of damaged or lost meter and/or fittings
- keep the meter clear from obstruction and ensure that we can safely and conveniently access and read the meter at your supply address
- not use the stop tap to control your recycled water supply unless that stoppage is reasonably necessary to undertake temporary repairs to your infrastructure or to deal with an emergency
- advise us as soon as possible if your meter is damaged or leaking

DUAL RETICULATION RECYCLED WATER SUPPLY OBLIGATIONS

We will:

- conduct an audit of residential customers plumbing infrastructure on a 5 yearly basis at our cost, performed by our licenced plumber.
- suspend your supply of recycled water if it found that your plumbing infrastructure does not meet plumbing standard AS/NZ3500.1:2003 (as amended or replaced from time to time)

You will:

- ensure that the dedicated recycled water service at your supply address is independent of the drinking water reticulation network
- conduct an inspection of your plumbing infrastructure annually using our self-check cross connection check list and forward us evidence of the successful completion of an inspection or audit
- conduct an audit of your plumbing infrastructure at your cost, performed by a licenced plumber, at transfer of property ownership of a supply address
- allow access to your property to us, our employees and contractors to conduct a 5 yearly audit of your plumbing infrastructure
- ensure the occupier of the supply address is made aware of the requirements of the Standard Customer Sales Contract, including the requirements with respect to the use of recycled water.

SALISBURY WATER PRICE LIST

We will:

- publish our Price List, which sets out all our fees and charges associated with the sale and supply of your retail service, each year by 31 August on our website at www.salisbury.sa.gov.au We will also make this available at our office at 34 Church Street, Salisbury
- publish our Pricing Policy Statement, which outlines how our fees and charges are compliant with ESCOSA's pricing principles set out in its Price Determination, each year by 31 August, on our website and made available at our office
- in the case that any fees and charges set out in the Price List change, publish these on our website 14 business days prior to these fees and charges taking effect, and make these available at our office
- calculate your bill on a pro-rata basis if a tariff rate or charge changes during a billing cycle so that the old tariff rate or charge applies up to and including the date of change and the new tariff rate or charge applies from the date of the change to the end of the billing cycle

CONNECTIONS

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

We will:

- connect you to our water service within 15 business days of you providing us with information required by us and paying the relevant connection fee set out in our Price List.

You will:

- provide us with any information required about your supply address
- pay the relevant connection fee as set out in our Price List

NEW CONNECTIONS -WHERE YOUR PROPERTY IS NOT CURRENTLY CONNECTED TO OUR INFRASTRUCTURE

We will:

- inform you within 10 business days whether or not you can be connected to our infrastructure
- connect you to our water service within 25 business days of you providing information required by us and paying the relevant connection costs as set out in our Price List

You will:

- provide us with any information required about your supply address
- pay the relevant connection fee as set out in our Price List

Further details on connecting new properties to our infrastructure is available on our website and made available at our office.

BILLING AND PAYMENTS

We will:

- issue you with a bill at least quarterly, unless otherwise agreed by you
- ensure your bill is based on an actual meter reading at least once within a 12 month period
- provide you with consumption or estimate consumption of water services and meter readings, metering data or estimates of consumption
- provide you with a detailed bill and give you at least 12 business days to pay your bill
- offer you the ability to pay your bills online, in person, by phone 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

ESTIMATED CHARGES

At times we will have to estimate your water use if we are:

- unable to access your meter due to obstruction or unsafe access
- you have denied access to your meter for the purposes of meter reading
- your meter malfunctions or is damaged.

If this happens we will base our estimated charge on either:

- a meter reading provided by you, or
- prior usage history at your supply address or
- average usage by a comparable customer over the corresponding period.

When we issue you with an estimated bill we will publish a notice in a prominent location on that bill advising that the bill is based on an estimate.

Where we provide you with an estimated bill and the meter is subsequently read, we will include an adjustment on the next bill to take account of the actual meter reading.

PAYMENT ASSISTANCE AND FINANCIAL ADVICE

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 Salisbury Water Residential 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 Salisbury Water Residential Hardship Policy are available on our website at www.salisbury.sa.gov.au or by visiting our office at 34 Church Street, Salisbury. We will provide you with a copy of our Salisbury Water Residential Hardship Policy upon request.

REVIEWING YOUR BILL / BILLING DISPUTES**We will:**

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

You will:

- pay any portion of your bill that is not in dispute while your bill is being reviewed or any future bills that become due

OVERCHARGING**We will:**

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

UNDERCHARGING**We will:**

- in relation to a retail service which is metered, limit the amount we recover from you to the amount undercharged in the 12 months prior to the meter reading date on the last bill sent to you.
- in relation to unmetered 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, 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 Salisbury Water Residential Hardship Program).
- not undertake debt collection activity where we have installed a flow restriction device.

You will:

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

ENTRY TO YOUR PROPERTY**We will:**

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

You will:

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

WATER FLOW RESTRICTIONS FOR NON-PAYMENT**We will only restrict the flow of water to your property if:**

- you have not paid your bill by the due date and you have not contacted us to arrange an alternative payment arrangement
- you do not adhere to our previously agreed payment arrangement and you have not contacted us to discuss any further payment options
- you do not adhere to the terms of our agreement under our Salisbury Water Residential Hardship Policy
- you refuse our employees or contractors entry to your property, including but not limited to, where you deny our meter readers access to your property for three consecutive billing cycles and you do not contact us to arrange reasonable alternative access arrangements
- you use our water services illegally

Before restricting your water service supply, we will:

- use our best endeavours to contact you in person, by telephone, by mail and/or email.
- provide you with information about our flexible payment arrangements and assessed your eligibility for participation in our Salisbury Water Residential Hardship Program.
- issue you with a reminder notice
- issue you a restriction notice informing you that we intend to restrict your service supply in 7 business days if you do not contact us

You will:

- contact us as soon as possible to discuss the reasons for your possible restriction and how the issue can be resolved

DISCONNECTIONS

We will not disconnect your water service if:

- your supply address is subject to a registered Land Management Agreement for the provision of our supply as the alternative water supply other than mains water supply

Subject to any applicable regulatory requirements that prohibit disconnection, we will only disconnect your water service if:

- you request the disconnection
- there is a public health, environment or safety risk to our services from your connection point (eg backflow risk or unauthorised industrial waste discharge)
- you are found to be using the services illegally or have refused entry to person authorized to read your meter or undertake maintenance or repairs in accordance with relevant regulatory instruments

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

REINSTATEMENT OF WATER SUPPLY

We will:

- use our best endeavours to reinstate your water supply within a time agreed with you subject to the reasons for disconnection or restriction being rectified and you paying our reinstatement fee
- waive the reinstatement fee if you are eligible for and agree to participate in our Salisbury Water Residential Hardship Program

You will:

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

TERMINATION OF CONTRACT FOR WATER SERVICES

We will:

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

You will:

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

COMPLAINTS AND DISPUTE RESOLUTION

We will:

- respond or acknowledge your complaint or enquiry within 3 business days and provide a full response in 10 business days. If this is not possible, we will provide you with a response that identifies when your enquiry, complaint or dispute will be resolved
- refer to you the General Manager Business Excellence if you are not satisfied with our initial response or resolution or, if required, escalate you to the Chief Executive Officer
- advise you of the option to escalate your complaint to our nominated independent dispute resolution body and provide you with the details of that organisation

Further details on our Enquiry, Complaint & Dispute Resolution Procedures are available on our website at www.salisbury.sa.gov.au or by visiting our office at 34 Church Street, Salisbury. We will provide you with a copy of our procedures upon request.

CONTACTING US

If you need to know more about us or the content of this Charter, please contact us on the details below

General Enquiries	P: 8406 8222
Faults & Emergencies	P: 8406 8222
Website	www.salisbury.sa.gov.au
Email	city@salisbury.sa.gov.au
Office	34 Church Street, Salisbury
Business Hours	Weekdays 8.30am – 5pm
TTY (for hearing impaired)	P: 8406 8596

CUSTOMER SERVICE IS EVERYONE'S RESPONSIBILITY