



# LEADERSHIP

*A City confident in its leaders*



## CUSTOMER CHARTER

*for retail water customers*



CITY OF  
Port Adelaide Enfield

### CUSTOMER CHARTER

City of Port Adelaide Enfield holds a water licence to operate a Community Wastewater Management System to supply 62 allotments located at New Haven Village North Haven for the provision of a wastewater and storm water treatment service.

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 water and/or sewerage retail services and can be found at ([www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)).

### RETAIL SERVICES PROVIDED

We provide customers in New Haven Village with sewerage 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

### PRICE LIST

#### **We will:**

- Publish our Price List, which sets out the charges associated with your sewerage service, each year by 1 July on our website at [www.portenf.sa.gov.au](http://www.portenf.sa.gov.au). We will also make this available at our office at 163 St Vincent Street, Port Adelaide SA 5015.
- 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. We will also make this available at our office.
- in the case that any fees and charges set out in the Price List change, publish these on our website 3 days prior to these fees and charges taking effect, and make these available at our office.

### SERVICE AVAILABILITY CHARGE

The Local Government Act 1999 allows us to recover a "service availability charge" from you where our sewerage infrastructure runs adjacent to your property.

### WATER AND SEWERAGE CONCESSIONS

Water and sewerage concessions are administered by the Department for Communities and Social Inclusion. To check your eligibility for current water and sewerage concessions, assistance or advice visit [www.dcsi.sa.gov.au/concessions](http://www.dcsi.sa.gov.au/concessions), phone the Concessions Hotline on 1800 307 758 or email [concessions@dcsl.sa.gov.au](mailto:concessions@dcsl.sa.gov.au).

### CONNECTIONS

Existing connections - where your property is currently connected to our infrastructure

#### **We will:**

- Maintain all current connections. At this time City of Port Adelaide Enfield does not envisage any new connections occurring in the New Haven Village.

#### **You will:**

- pay the relevant separate rate that applies to the connection set out in our Rate Declaration for that financial year.
- allow entry to your property
- The Water Industry Act provides powers to water industry entities to enter and check infrastructure for hazards, inspecting, repairing or testing your retail service.

#### **We will:**

- provide you with at least 24 hours' notice if necessary to enter your supply address for the purposes of inspecting, repairing or testing your sewerage service
- Note: this does not apply in emergency situations which require immediate access to investigate and remedy a defect or malfunction, which might otherwise result in harm to human health, property or the CWMS infrastructure, if otherwise left unattended.

#### **You will:**

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

### Disconnections

#### **We will:**

- not restrict the ratepayers retails service if it is a community wastewater management scheme or other sewerage service. A disconnection would not be allowed for non-payment of a bill.
- Subject to any applicable regulatory requirements that prohibit disconnection, we will only disconnect your retail service if:
  - you requested the disconnection
  - there is a public health, environment or safety risk to our services from your connection point (e.g. unauthorised industrial waste discharge)

- you are found to be using the services illegally or
- have refused entry to your property to persons authorised to read your meter or other duties undertake maintenance or repairs in accordance with relevant regulatory instruments

We will inform you if you are still required to pay our “service availability charge” when you request the disconnection.

## BILLING AND PAYMENTS

### We will:

- issue you with a bill at least quarterly, or you may pay them in full. If you choose to pay quarterly we will send you further notices for each quarter.
- include your sewerage charges on your rates notice, (separately identified), issued quarterly, unless otherwise paid in full.
- provide you with a detailed bill and give you at least 12 business days to pay your bill.
- offer you the ability to pay your bills in person, by mail, by Bpay, direct debit or by Centrepay.

### 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 are available on our website at [www.cityofpae.sa.gov.au](http://www.cityofpae.sa.gov.au) or by visiting our office at 163 St Vincent Street Port Adelaide. We will provide you with a copy of our Hardship Policy upon request.

## Reviewing your bill/billing disputes

### We will:

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

### You will:

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

## Overcharging

### We will:

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

### We will:

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

### You will:

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

## Complaints and dispute resolution

### We will:

- respond or acknowledge your complaint or enquiry within 5 business days
- if you are not satisfied with our initial response or resolution, 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.

Your complaint escalation will be addressed in accordance with the principles of Section 270 of the Local government Act 1999. Further details on our Enquiry, Complaint & Dispute Resolution Procedures are available on our website at [www.portenf.sa.gov.au](http://www.portenf.sa.gov.au) or by visiting our office at 163 St Vincent Street, Port Adelaide. 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:** 8405 6600

**Faults & Emergencies:** 8405 6600

**Website:** [www.cityofpae.sa.gov.au](http://www.cityofpae.sa.gov.au)

**Email:** [service@cityofpae.sa.gov.au](mailto:service@cityofpae.sa.gov.au)

**Office:** 163 St Vincent Street Port Adelaide SA 5015

**Business hours:** 8.30am to 5pm

**Interpreter Services:** 8405 6600

*‘A City that values its diverse community and embraces change through innovation, resilience and community leadership’*



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