

District Council of Peterborough



Amalgamated 1997

DISTRICT COUNCIL of PETERBOROUGH

Community Wastewater Management Scheme (CWMS) Customer Charter



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COMMUNITY WASTEWATER MANAGEMENT SCHEME (CWMS) CUSTOMER CHARTER

Adoption Reference:	Council Meeting 17/09/2018 Resolution 123/18
Applicable Legislation:	This charter is based on a model charter prepared by the Essential Services Commission of SA (ESCOSA).
Version:	The electronic version of this document is the controlled version. Printed copies are considered uncontrolled. Before using a printed copy, verify that it is the current version.
Accessibility:	This charter, and all policies and By-Laws, are available for viewing, downloading or printing from Council's website: www.peterborough.sa.gov.au Hard copies can be provided in accordance with Council's Fees and Charges at the Council office at 108 Main Street, Peterborough, SA 5422 during ordinary business hours.
Grievances:	Any grievances in relation to this Charter, or its application, should be forwarded in writing addressed to the Chief Executive Officer of Council.
Review Dates:	

1. BACKGROUND

The District Council of Peterborough is a Community Wastewater Management Scheme (CWMS) provider responsible for the operation, maintenance, upgrading and replacement of existing systems within the township of Peterborough

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).

2. SEWERAGE SERVICES PROVIDED

We provide customers in the Peterborough township with a CWMS service.

2.1 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
- will not discharge restricted wastewater into our sewerage infrastructure
- may be liable to pay us for a proportion of the costs reasonably attributable to you for a blockage, burst or leak. We will advise you of the reasons for cost recovery in these circumstances and any amounts payable will be subject to the payment assistance and financial hardship provisions of your contract with us
- contact us to discuss our requirements for disposal of industrial or non-domestic waste into our sewerage infrastructure

3. OUR PRICES

3.1 Price List

We will:

- publish our Price List, which sets out all of the fees and charges associated with your CWMS service each year by 31st July on our website at www.peterborough.sa.gov.au. We will also make this available at our office at 108 Main Street, Peterborough, SA 5422
- 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 31st August on our website at www.peterborough.sa.gov.au.
- in the case that any fees and charges set out in the Price List change, publish these on our website prior to these fees and charges taking effect, and make these available at our office.

3.2 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. We will require you to pay our annual CWMS service charge whether your property is occupied or vacant.

3.3 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.

4. CONNECTIONS

4.1 Connections – Where Your Property Is Not Currently Connected To Our Infrastructure

We will:

- inform you within 30 days whether or not you can be connected to our infrastructure

You will:

- provide us with the following information about your supply address
 - details of the location of pipework
 - depth of pipework
 - Certificate of Compliance within 30 days
 - Carters note 30 days after connection
- pay the relevant connection and account establishment fees as set out in our Price List

Further details on connecting new properties to our infrastructure is available on our website at www.peterborough.sa.gov.au or by visiting our office at 108 Main Street, Peterborough, SA 5422.

5. BILLING AND PAYMENTS

We will:

- include your sewerage charges on your rates notice, (separately identified), issued quarterly, unless otherwise agreed with you
- offer you the ability to pay your bills in person, by mail, by direct debit, by credit card 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

5.1 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.peterborough.sa.gov.au/Policies or by visiting our office at 108 Main Street, Peterborough, SA 5422. We will provide you with a copy of our Hardship Policy upon request.

5.2 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

6. 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

7. UNDERCHARGING

We will:

- 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 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

7.1 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

8. ENTRY TO YOUR PROPERTY

We will:

- provide you with at least 24 hours if we need to enter your supply address for the purpose of inspecting your wastewater system and connection to our CWMS service

You will:

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

9. DISCONNECTIONS

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

- you request the disconnection and there are no public health, environmental or safety risks
- there is a public health, environment or safety risk to our services from your connection point (e.g. backflow risk or unauthorised industrial waste discharge)
- you are found to be using the services illegally or have refused entry to person authorised to read your meter or undertake maintenance or repairs in accordance with relevant regulatory instruments

Where you request a disconnection (and it is not prohibited), we will use our best endeavours to issue you with a final account in accordance with your request. We will inform you if you are still required to pay our “service availability charge” when you request the disconnection.

10. COMPLAINTS AND DISPUTE RESOLUTION

We will:

- respond or acknowledge your complaint or enquiry within 10 business days
- refer you to our Works Manager if you are not satisfied with our initial response or resolution or, if required, escalate you to our Chief Executive Officer
- advise you of your option to escalate your complaint to the Ombudsman South Australia and provide you with the details of that organisation
- 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 Complaints Policy are available on our website at www.peterborough.sa.gov.au/Policies or by visiting our office at 108 Main Street, Peterborough, SA 5422. We will provide you with a copy of our procedures upon request.

11. CONTACTING US

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

General Enquiries: (08) 8651 3566

Faults & Emergencies: 0458 513 566

Website: www.peterborough.sa.gov.au

Email: council@peterborough.sa.gov.au

Office: 108 Main Street, Peterborough, SA 5422

Business hours: 9.15am to 4.30pm, Monday to Friday