



CUSTOMER SERVICE CHARTER

WASTE WATER, DRINKING & IRRIGATION WATER SERVICES

Lancelin South Development

January 2017

This Customer Service Charter informs the residents of the Lancelin South Development of the standard of service Lancelin South will provide. This Customer Service Charter also outlines the rights and responsibilities of residents and details the methods of communication.

1.1 Company Business

Lancelin South will provide water treatment services for drinking purposes (Drinking Water), reticulated irrigation (Irrigation Water) and waste water treatment for the Lancelin South Development.

Our business manages the finances and fees related to the services provided to residents/customers, as well as the handling of customer complaints and feedback. Lancelin South will outsource the operations, maintenance and management of the Water Treatment plant and its interconnected infrastructure to Hydramet.

1.2 Purpose of the Charter

The aim of this charter is to provide residents with a clear understanding of the standards and responsibilities of Lancelin South, whilst also providing an appreciation of the individual role every resident has in assisting and maintaining the system. Further, the Charter is to inform residents about the supply service and licensing activities performed by Lancelin South Pty Ltd.

This Customer Service Charter will:

- Define responsibilities for maintenance and service provision,
- Outline complaints and faults procedures,
- Clarify account payments, and
- Explain resident's rights.



1.3 Our commitment to service

This Charter sets out the standard of service residents can reasonably expect to receive and the performance standards that Lancelin South should be held to. Lancelin South commits to provide a professional, ethical and courteous standard of service to all customers/ residents.

1.4 How to contact us

Please refer to our website, <http://lancelinsouth.com.au/lancelin-south-water/>, for any enquiries or suggestions; otherwise, during business hours contact:

For Billing and accounts enquiries or to set up a new account contact:

Maximilian Eich/ Development Manager
Phone: (08) 9655-1555 (M-F 9:00am – 6:00pm)
E-mail: lancelinwater@lancelinsouth.com.au

To lodge a fault, or in an emergency please contact: 08 9655 1555

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1.5 Contact Details for Unplanned Interruptions & Emergency Situations

Lancelin South has an obligation to respond to urgent situations that could impact residents at the Lancelin South Development.

Within one hour upon receiving a notice, Lancelin South will advise residents if the condition is an unplanned interruption or an emergency event, and of the nature and timing of the action to be undertaken. Defining unplanned interruption as a situation that requires immediate attention, and emergency event, as a major problem outside of Lancelin South Pty Ltd's control (fire, storm, etc).

For unplanned situations, Lancelin South will respond within 2 hours and undertake repairs to fix problems in no longer than 24 hours. The clean-up from flooding or overflows, if it is caused by the failure in the system, will be undertaken within 24 hours. For emergency situations, Lancelin South will work with emergency services (if needed) and will keep residents informed on the progress and the evolution of the reestablishment of the service.

General enquiries, faults, emergencies: Between 8am – 5pm Monday to Friday Phone (08) 9655-1555

After hours: 08 9655 1555



2. - CONNECTION AND SERVICE PROVISION 2.1 Obligation to provide a service

Lancelin South values all of its customers/residents and is committed to providing a sustainable and high quality service.

Lancelin South will provide the relevant service in accordance with the defined Charter and incorporates many layers of control measures to prevent impacts on the environment and the health and safety of residents within the Development.

Lancelin South will develop and implement plans, systems, and procedures to manage its assets, insuring that the supply service is provided reliably. All reasonable endeavours will be made to minimise the impact of unplanned interruptions or under emergency situations.

Lancelin South will dispose waste water from the drinking and/or sewage service in an environmentally responsible manner. The services shall operate in accordance with the license conditions set by agreements with the Department of Health, Department of Environment and Conservation and the obligations imposed by the Economic Regulation Authority on Lancelin South Pty Ltd. as a Water Service Provider.

This Charter covers:

The retail waste water capture services, standards and related activities for sewage services as:

- Waste water collection management
- Waste water delivery system
- Waste water final disposal

The retail water capture services, standards and related activities for drinking and irrigation purposes as:

- Water catchment management, water treatment and distribution to residents
- Water supply for Drinking Water purposes
- Water supply for Irrigation Water use

2.2 Water and Waste Water Supply

Lancelin South will supply water services (potable and non-potable), and waste water disposal service to residents of the Lancelin South Development. Installation will be provided to each dwelling prior to occupancy, and connection will be supplied upon request by a resident within 10 business days.

To apply for a service connection, visit our website www.lancelinsouth.com.au/lancelin-south-water/, or contact our Customer Service Representative on 08 9655 1555, requesting for a “Conditions of Connections & Test” form.

Lancelin South will provide drinking water at a flow rate of at least 20 litres per minute at a standard pressure range (other than those areas which are exempt in our Operating Licence).



Regulatory approvals on waste water systems and the use of treated bore water; involve strict quality and system management control measures to prevent impacts on the environment and the health of the residents.

For this purpose, Lancelin South is required to comply with all applicable requirements of the Department of Environment and Conservation; with the Department of Health regarding health legislation, regulations and performance standards; and with the Economic Regulation Authority for services provisions.

Water provided for Irrigation purposes is not intended for drinking or human consumption directly or indirectly.

No connection of additional water supply can be made without Lancelin South's approval, penalty applied; review on "Conditions of Connections & Test" form.

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2.3 Plumbing Work

Waste Water, Drinking Water and Non-Potable Water will be provided to each lot. To prevent any confusion between the services, all pipe work, meters and taps for non-potable water will be coloured purple, for waste water, pipe work will be coloured grey.

Residents of the Lancelin South Development are not permitted to undertake any development, apart from what was agreed at purchase, without the approval of Lancelin South. No alteration to the connection is permitted without express written approval.

2.4 Access

Residents must permit access to the connection system if required. This will enable routine maintenance and possibly emergency access to the system.

In the case of routine maintenance, Lancelin South will notify the resident 7 days prior the need to enter a property, for this purpose, our employees will carry identification that will be shown to you or any person present at the time of access.

In an emergency or unplanned situation, Lancelin South will make all possible attempts to notify the resident before the time of entry, although it may be necessary to access the property without consent. In that case the resident will be notified following the event.



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3. RESPONSIBILITIES AND COMMUNICATION

3.1 Residents Responsibilities & Lancelin South Responsibilities

- Lancelin South is responsible to:

- Pump and treat bore water at the Lancelin South Development Water Treatment Plant
- Provide mains Potable Water and Non-Potable Water to each housing lot
- Distribute Non-Potable Water for irrigation of private residential garden areas
- Manage metering and readings of the totality of the services
- Provide with sewage disposal services
- Maintain the treatment and distribution system

For Potable and Non-Potable services, Lancelin South will maintain and replace any equipment up to, and including the meter at the property boundary. If you believe your meter is not accurately measuring the water passing through; please contact Lancelin South for assistance.

If the Lancelin South hired technician does not advise for a test meter on site, and resident wants to perform one regardless, a minimum fee will be applied and paid in advance. See details on "Conditions of Connections & Test" form, (test will be conducted within time specified in paragraph below). If after test, water meter is found to be faulty, fee will be refund directly to the resident or used as a credit for futures charges (as agreed with the resident).

When test is considered necessary, prior to repair / replacement of any apparatus associated to the meter suspected to be faulty, will be conducted free of charge within:

- 5 days for drinking service, and upon receiving your request, or at an agreed day and time.
- 10 business days for irrigation service upon receiving your request, or at an agreed day and

time.

If the meter is found to be faulty, Lancelin South is responsible for the repair or replacement of the meter within 5 days of the meter test. Any work completed by Lancelin South on the land owner's property, where damage to property occurs, will be repaired to the previous state or better.

- Resident's Responsibilities

If a water meter or associated equipment are damaged as a result of accident or negligence on the part of the resident, the repair costs will be the responsibility of the resident. Repair will be conducted no longer than 5 days after testing and payment of the fee; or by an agreed date.



Pipe work and fittings from the water meter to house (or irrigation system if the case) are the property owner's responsibility. It is the owner's responsibility to prevent damage to the water meter, whilst maintaining access to the meter.

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3.2 Communications

Lancelin South has an obligation to communicate with its residents. There are a number of ways that Lancelin South will communicate with residents to ensure they are aware of any interruptions to services or maintenance work on the system. For example:

- ➤ Publishing a newsletter providing information about the licensee's operations on our webpage;
- ➤ A copy of the newsletter will be provided with every bill sent to each resident referring them to
- ➤ In the above-mentioned newsletter Lancelin South will inform residents that their input is being sought on a particular issue, and they can provide their feedback by using "opinion/contact us" section on the webpage.
- ➤ Provide 24 hours' notice to residents for any planned interruptions on the service.
- ➤ Opportunity for community involvement and consultation using our webpage services "opinions / contact us"

3.3 Resident's Enquiries

Lancelin South's contact details are shown in the 'Contact us' section 1.4. Please call us to report faults, enquire about accounts or with your questions, feedback or suggestions. If you have a complaint, please lodge these via mail, email or by contacting Lancelin South customers service department by phone, to ensure there is a record of the event. Lancelin South will attend to your complaint and ensure it is resolved within 15 working days.

Queries or complaints are important to provide an opportunity for Lancelin South to review practices and procedures, improving performance and customer service. For emergency situations, please follow details explained in Section 1.5.

If your complaint has not been resolved within 15 business days, Lancelin South will inform you of the option of referring your complaint to the Department of Water or the Water Ombudsman.

If you have a dispute with Lancelin South regarding a provided or requested water service, you may refer your dispute to the Department of Water. The Department of Water's contact details are as follows:



Customer Services Officer
The Department of Water,
Water Services Branch PO Box K822
Perth WA 6842
Phone: (08) 6364 7600
Fax: (08) 6364 6525
Email: WISBcomplaints@water.wa.gov.au

The Department of Water will seek a detailed explanation of the nature of the complaint, the solutions or actions offered by Lancelin South and the reasons why these are not acceptable to you.

Lancelin South will provide to the Department of Water details of complaints and the customer's contact details when the Department requests this information. The Department of Water will respond with its opinion on the matter and suggest a solution to the parties involved.

Alternatively, you may lodge a complaint with the Energy and Water Ombudsman of WA. Details for how to lodge a complaint with the Energy and Water Ombudsman can be found at the below webpage. You may also receive further information by calling 08 9220 7588

http://www.ombudsman.wa.gov.au/ewowa/making_complaints/how_to_make_a_complaint.htm

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

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4. ACCOUNT PAYMENT, STANDARDS AND CONDITIONS

4.1 Tariff and Charges

All changes to tariffs and charges are approved by the Lancelin South Board of Directors. Lancelin South will issue accounts every 3 months. Residents will receive notification of tariff changes on their first account after the change occurs; in addition, all information will be posted on the website, <http://lancelinsouth.com.au/lancelin-south-water.com.au>. Residents can also obtain a schedule of fees and charges on request.

Resident's accounts will detail:

- A fixed service charge and a variable charge for Drinking Water consumption;
- A fixed service charge and a variable charge for Irrigation Water consumption;



- A fixed service charge for Waste Water Disposal.

If, by error, a resident is undercharged, they will be required to pay the shortfall. Any overdue accounts will incur an interest penalty, except for in instances where a resident is improperly billed. Property owners can request in writing that accounts be placed in a tenant's name. However, these charges ultimately remain the owner's responsibility. If resident is overcharged, extra cost will be refund directly or used as a credit for futures charges (as agreed with the resident).

Please contact us to discuss any issues regarding payment of your account, as payment plans can be arranged. If there is a change of ownership or address, please let us know immediately.

If a water meter is faulty, consumption charges will be estimated and based on an average of past consumption. If your account is unusually high, because there is an undetected water leak within your property, then you may qualify for an ex-gratia allowance of up to 50 per cent. The conditions of such arrangement will be provided upon request. If you believe your meter is faulty, we can arrange for it to be tested, however, a fee applies if no fault is found.

4.2 Payment

Lancelin South will issue accounts 4 times each year that are due for payment. Each resident will be provided with a reference number used for payment and enquiries purposes

Lancelin South will accept payment from residents by:

- Electronic Fund Transfers EFT
- By direct debit arrangement in accordance with a previous agreement
- In advance using the methods described above
- Bpay

The prices set for Potable, Non-Potable and Sewage Disposal have been developed with reference to Water Corporation charges in Lancelin and the internal costs of operating and maintaining the infrastructure, plus the cost of administering the services. Prices will subsequently be indexed by CPI each year. Prices may be modified if costs are determined to be higher than initially forecast or if the average cost across increases as the scheme expands over time.

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4.3 Hardship Policy & Flexible Payment Plans

Financial hardship involves an inability of the resident to pay bills, rather than an unwillingness to do so. Hardship can be either of limited duration or long term and may arise in the following circumstances:

- ➤ Loss of employment of the resident or immediate family member



- ➤ Illness, including physical incapacity, hospitalisation, or mental illness of the resident or

family immediate member

- ➤ A death in the family (immediate member)
- ➤ Other factors resulting in unforeseen change in the resident's capacity to meet their payment

obligations, whether through a reduction in income or through an increase in non-discretionary expenditure.

Any flexible payment plan offered by Lancelin South will:

- ➤ State the period over which the resident will pay the agreed amount;
- ➤ Specify an amount to be paid in each period;
- ➤ Be able to be re-negotiated at the request of a resident if there is a demonstrable change in

their circumstances;

- ➤ Be confirmed in writing to the resident prior to or as soon as practicable after the flexible payment plan has commenced; and
- ➤ Specify if process / admin fee may be applicable.

Lancelin South is not required to offer a resident a flexible payment plan if the resident has had in the past 12 months, 2 flexible payment plans cancelled due to non-payment unless the resident provides a fair and reasonable assurance (based on the circumstances) to Lancelin South that the resident will comply with the plan.

4.4 Restriction of Service

Except as elsewhere provided herein, service may be restricted** only if:

1. (a) water service charges (including interest on overdue amounts) remain unpaid for 30 days after they become due; due date will be provided on each billing,
2. (b) the owner of the land requests that the licensee does so;
3. (c) licensee cannot cut off the supply of water to an occupied dwelling unless the occupier agrees to that.

In no event shall service to a resident be restricted for a failure to pay a portion of any bill if a previous arrangement has been approved by Lancelin South.

** Restricted service: dribble supply for minimum hygienic/health purposes.