

	<h1>District Council of Cleve</h1>	Version No:	2.1
		Issued:	August 2022
		Next Review:	July 2026

Policy Name: 5.2 - Customer Policy – Community Wastewater Management Schemes

1. INTRODUCTION

District Council of Cleve will maintain the Community Wastewater Management Schemes (CWMS) in our Council area.

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).

We provide customers in Cleve and Arno Bay (Foreshore Area including shack area, caravan park, hotel and beach cafe) with a CWMS service.

2. 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 four (4) business days prior to us undertaking any works or maintenance; and
- provide an emergency contact 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 contact number displayed on our website; and
- not discharge restricted wastewater into our sewerage infrastructure.

3. SERVICE CHARGE

We will:

- publish our CWMS service charge in our Annual Business Plan and Annual Budget, which sets out the charge associated with your sewerage service, each year by 1 September on our website at www.cleve.gov.au. We will also make this available at our office at 10 Main Street, Cleve;

- publish our Annual Business Plan and Annual Budget, which outlines how our charges are compliant with ESCOSA's pricing principles set out in its Price Determination, each year by 1 September on our website at www.cleve.gov.au. We will also make this available at our office at 10 Main Street, Cleve; and
- in the case that any charges set out in the Annual Business Plan and Annual Budget change, publish these on our website www.cleve.sa.gov.au 30 days prior to these charges taking effect, and make these available at our office.

4. **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.dhs.sa.gov.au/concessions, phone the Concessions Hotline on 1800 307 758 or email concessions@sa.gov.au.

5. **CONNECTIONS**

All existing connections are currently connected. Any new applications for connection will be considered as appropriate.

6. **BILLING AND PAYMENTS**

We will:

- include your sewerage charges on your rates notice, (separately identified), issued quarterly;
- give you 30 days to pay your bill; and
- offer you the ability to pay your bills in person, by mail, by credit card at www.cleve.sa.gov.au or postbillpay.com.au, by BPay through your financial institution's online banking system, or at any Australia Post Outlet.

You will:

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

7. **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); and
- inform you about, and assess your eligibility for, our Hardship Policy 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.cleve.sa.gov.au or by visiting our office at 10 Main Street, Cleve. We will provide you with a copy of our Hardship Policy upon request.

8. 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; and
- 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.

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; and
- not charge you interest on the undercharged amount.

9. 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 Policy).

You will:

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

10. 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.

11. 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); and
- 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.

12. COMPLAINTS AND DISPUTE RESOLUTION

We will:

- respond or acknowledge your complaint or enquiry within seven (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; and
- 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 and procedure are available on our website at www.cleve.sa.gov.au or by visiting our office at 10 Main Street, Cleve. We will provide you with a copy of our procedures upon request.

13. CONTACTING US

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

General Enquiries Phone:	(08) 8628 2004
Faults & Emergencies Phone:	Grant Crosby 0427 282 707 or Paul Jenner 0419 282 703
Website:	www.cleve.sa.gov.au
Via Email:	council@cleve.sa.gov.au
In person at the Council Office:	10 Main Street, Cleve SA 5640

14. COUNCIL ENDORSEMENT

This Policy was adopted by resolution of the Council on 16 August 2022.

15. REVIEW AND EVALUATION

This Policy is scheduled for review by Council in July 2026.

16. AVAILABILITY OF POLICY

This policy will be available for inspection at Council's principal office during ordinary business hours and on the Council's website www.cleve.sa.gov.au. Hard copies of the policy can be obtained upon request and payment of the relevant fee as per Council's schedule of fees and charges.