

FEES AND CHARGES

Property owners will receive an annual fixed service charge (referred to as “water and sewage rates”). The sewage service charge varies as it is determined by the rateable value of your property.

Property tenants receive a charge for the water they use. The rate begins at a lower rate per kilolitre and goes up in steps as you use more water. This is the normal water regulation pricing system for north west country areas.

SEWAGE SPILLS

Rio Tinto will make every reasonable effort to minimise sewage spills on customer’s properties, due to failure of our sewage systems.

Where we are responsible for a sewage spill on a customer’s property, we will ensure:

- The spill is contained within one hour of notification if the spill is in the customer’s house; all other spills are contained within four hours;
- Inconvenience to the customer is minimised; and
- The areas are cleaned up as quickly as possible in such a manner to ensure the risk to human health is negligible.

SEWER BLOCKAGES

If a customer’s sewer becomes blocked Rio Tinto can be contacted on **1800 992 777** to arrange repairs.

If the blockage is in a Rio Tinto sewer pipe, we will pay for the clearance.

If the blockage is in the customer’s sewage pipe the customer can contact us on **1800 992 777** to arrange repairs at the customer’s own cost.

MAINTENANCE

Rio Tinto’s water supply services and waste water services are provided from the point where the pipes serving your property connect to our water supply main and wastewater reticulation main.

Water supply mains, wastewater reticulation mains and associated fittings remain the property of Rio Tinto whether or not they are located in the private property. Information on the location of these structures can be obtained from us by ringing **1800 992 777**. You are required to ensure that our pipelines and structures are reasonably accessible and are not interfered with, covered, built close to, built over or damaged.

Prior to undertaking building or construction activity on land connected or capable of being connected, it is a requirement to contact Rio Tinto to gain approval. Unauthorised property improvements, which interfere with our assets, may be required to be removed at your cost.

It is also required that you contact “Dial Before You Dig” via phone on 1100. You can also visit the website for further information - www.1100.com.au.

Rio Tinto is responsible for the maintenance of water supply connections and waste water connections (sewer connections) where they are unable to be cleared or repaired from the inspection shaft - provided the fault in the property is outside the property concerned.

You are responsible for all plumbing, pipes and fixtures on or serving your property to the point where the pipes connect to the Rio Tinto water supply connections.

OUR COMMITMENT TO SERVICE

Rio Tinto will provide our services in a manner which is fair, courteous and timely – with a focus on consultation with you, our customers, respecting your rights, and meeting your reasonable expectations.

LIMITATION OR WITHDRAWAL OF SERVICE

Rio Tinto may discontinue our water supply services and waste water services in the following circumstances:

- If you do not comply with the terms and conditions of this charter;
- If there is a public health, environment and/or safety risk to our services from your service connection (e.g. backflow risk or unauthorised industrial waste discharge); and/or
- If you do not pay, or meet and make arrangements to pay overdue charges for the services.

PROVIDING NEW SERVICES

Where the reticulation main is available, we will provide a connection to the water reticulation system within ten days of receiving your application subject to charge.

CUSTOMER SUGGESTIONS

If you have any suggestions relating to water and sewage service please call **1800 992 777**.

SERVICE INTERRUPTIONS

Rio Tinto’s water supply and waste water supply services are designed to be available 24 hours a day. However, we may interrupt, postpone or limit our water supply services and sewage services to customers:

- If any part of works is damaged, by bursting, blockages or breakdowns; or
- It is necessary to inspect, maintain, repair or replace any part of works; or
- For connection of new works or services; or
- If an event beyond our control, including acts by others, sabotage, flood cyclone, earthquake, power or water shortage or industrial action.

LIABILITY

Rio Tinto is liable for any loss or damage that you may suffer:

- As a result of this charter by Rio Tinto, our servants or agents;
- As the result of a negligent act or omission by Rio Tinto, our servants or agents; and /or
- As a result of the failure to meet standards prescribed by its operating licence or regulations (if any).

DISCHARGE OF UNAUTHORISED SUBSTANCES

It is your responsibility to ensure that stormwater (including roof runoff) and other unauthorised substances are not discharged into Rio Tinto’s sewers. Certain waste products are not suitable for disposal in our waste water system due to their nature and ability to pollute. Specialised procedures for disposal are required for substances such as:

- Cooking oil and grease - these should be placed in a container or wrapped and placed in a rubbish bin;
- Paint, paint thinners, dry cleaning fluids, engine oil, solvents, acids, alkalis, laboratory chemicals, kerosene, garden poisons, polishes or cleaning fluids; and
- Products such as disposable nappies, panty hose, sanitary napkins, tampons, cotton buds, syringes, toilet deodorant packs and razors should be wrapped and placed in a rubbish bin.

Rio Tinto

December 2011

CUSTOMER CHARTER

Utilities water and waste water services

CONTACT AND FURTHER INFORMATION

Rio Tinto


Hamersley Iron Pty Ltd
ABN: 49 004 558 276

Customer Services Supervisor & Officers

GPO Box A42, Perth WA 6837
Freecall: **1800 992 777**
(Office Hours: 8.30am - 4.00pm)

 www.riotintoironore.com

 piccs.utilities@riotinto.com

 **Emergency contact - 1800 992 777**
(available 24 hours a day)

WATER QUALITY

Rio Tinto will supply you with drinking water to the standard determined by the Water Services Operating Licence.

We continually monitor and assess the quality of drinking water supplied.

RELIABLE WATER SUPPLY AND SEWAGE SERVICE

Rio Tinto aims to provide water supply and sewage service to you 24 hours every day.

In the event of an interruption to your water supply or sewage service please call **1800 992 777** - we will be on call 24 hours, seven days a week and will return your call within an hour.

- We will make every effort to limit any interruption to your water supply or sewage service to no more than six hours.
- We will respond within two hours for sewage overflow problems.
- When we have a need to undertake planned service interruptions we will provide at least 48 hours notice to our domestic and at least seven days notice to our commercial or industrial customers.

In case of an emergency such as sewer overflow call **1800 992 777**.

YOUR RIGHTS TO ASSISTANCE, REDRESS AND COMPENSATION

If Rio Tinto's activities have caused serious damage to your property or disruption to you, such as sewer overflow, we shall deal with the matter in a fair and business like manner, whether or not a complaint is received.

We may rectify damage and, as necessary, refer any compensation claims to its insurers for assessment and necessary action.

WATER PRESSURE AND FLOW

Rio Tinto will ensure each property service is provided with pressure ranges and flow rates in line with recommended industry standards, being 20 litres per minute flow, a minimum pressure of 15metres, and a maximum pressure of 100metres.

TREATMENT AND DISPOSAL OF WASTEWATER

Rio Tinto is committed to environmentally sound practices in the treatment and disposal of wastewater.

We will operate all wastewater treatment plants according to licence conditions set by the Department of Environment and Conservation.

CUSTOMER INQUIRIES

Rio Tinto will be available weekdays between 8:00am and 4:00pm - please call **1800 992 777**.

We will endeavour to address all enquiries on the same day they are received, and if we are unable to do so we will contact and advise you.

CUSTOMER COMPLAINTS

Rio Tinto can be contacted on **1800 992 777** and aim to resolve complaints as quickly as possible, at least within 15 business days. For complex issues, we will maintain a free and accessible dispute resolution process. You may raise your complaint to a higher level within our management structure if you are not satisfied with the initial response.

If you are not satisfied with the outcome or if the complaint is not resolved within 15 business days, you can refer the complaint to the Department of Water at:

Customer Services Officer

The Department of Water
Water Industry Support Branch
PO Box K822 Perth WA 6842

Phone: **(08) 6364 7600**

Website: www.water.wa.gov.au

Email: WISBcomplaints@water.wa.gov.au

The Water Services Planning branch provides a reconciliation service and will provide explanations and recommendations.

AUDIT OF PERFORMANCE

The charter sets out the broad philosophy of Rio Tinto in supplying water supply services and waste water services in accordance with the operating licence issued by the Economic Regulation Authority (ERA) under the Water Services Licensing Act 1995.

The charter informs you, the customers of Rio Tinto, of your rights in accordance with the provisions of the operating licence, including service interruptions, levels of service and complaints procedures. If you would like a copy of the operating licence please contact Rio Tinto on **1800 992 777** or ERA on **9213 1900**.

CUSTOMER OBLIGATIONS

When you move into or vacate a property, you will need to complete either an application form or a termination form for the water supply. The form must be returned to Rio Tinto within seven days of occupying the property.

Our account terms are strictly 30 days. Failure to pay within these terms may result in restriction or disconnection of your water supply.

CONDITIONS OF CONNECTIONS

From time to time, we will need to enter your property to undertake maintenance on our systems. Except in an emergency and for meter reads, we will provide 48 hours notice. In an emergency, we will leave a card advising you of our presence on your property.

Your water meter must be accessible at all times to Rio Tinto staff and their contractors.

If the water meter is damaged, we reserve the right to recover the cost from you for reinstatement.

Rio Tinto reserves the right to list you as a default debtor with Credit Advantage Australia should you fail to pay your account. Please call **1800 992 777** for any queries relating to your account.

DISCONNECTION

If the water supply service and the waste water services is no longer required by you, a disconnection from the Rio Tinto services may be approved provided that:

1. Rio Tinto is first notified of the intention; and the property has no further water supply services and waste water disposal requirement; and
2. The disconnection is carried out by a licensed plumber who must be provided by Rio Tinto.

In most circumstances, disconnection of water supply services and waste water services does not terminate this charter. We will continue to charge water supply services and waste water services rates to the owner of the land/ tenant (including vacant land) where water supply services and waste water services are available for connection. The charter is void if there were no services available and no charges levied. We shall reconnect services at your request and on compliance with the terms and conditions of this charter. A reconnection fee shall apply.

FUTURE WATER NEEDS

Rio Tinto continues to identify new water source requirements associated with likely future growth.

We plan to ensure our infrastructure and systems are developed to cater for projected growth.

YOUR RIGHTS TO WATER AND SEWAGE SERVICES

ITEM	REQUIREMENT
Provision of minimum notice for planned works (residential properties affected)	48 Hours
Provision of minimum notice for planned works (commercial/ industrial properties affected)	7 Days
Time for provision of advice in response to a complaint/ service query	Within 1 hour from the receipt of complaint/inquiry
Interruption to water supply or sewage services	Every effort to be made to limit to a maximum of 6 hours
Response to serious water supply bursts and leaks	Respond within 1 hour with commencement of work within 1.5 hours of notification
Response to moderate water supply bursts and leaks	Respond within 1 hour with commencement of work within 3 hours of notification
Response to minor water supply bursts and leaks	Respond within 24 hours

YOUR RIGHTS TO CONSULTATION AND INFORMATION

Rio Tinto provides customer information and consultation by two methods: by conducting annual surveys and by the publication of magazines and newsletters.

We will publish and make available at our premises information on matters relating to our water and waste water supply services and on other aspects such as complaints handling. Rio Tinto company representatives will provide their name and section in business discussions with customers.