

AQUASOL

CUSTOMER SERVICE CHARTER DRINKING & IRRIGATION WATER SERVICES

Lancelin South Development

August 2012

1. INTRODUCTION

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

1.1 Company Business

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

Our business manages the operations and maintenance of the Water Treatment Plant, the interconnected infrastructure, the finances and fee related with the service provided to residents/customers.

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 Aquasol, whilst also providing an appreciation of the individual role every resident has in assisting in maintaining the water system. Further the Charter is to inform residents about the water supply services and licensing activities performed by Aquasol.

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 Aquasol can be judged by. Aquasol commits to provide a professional, ethical and courteous service standard.

1.4 How to contact us

Please refer to our website www.aquasol.com.au for any enquiries or suggestions; otherwise, during business hours contact:

- Name of person : Pili Lydiate
- Position : Financial Manager, Billing enquiries
- Phone number : 08 9248 7533

For more technical information, please call.

Name	Position	Phone
Joseph McGrath	Site Operation Manager	09 9248 7533 0427 880 899
Paul Savage	Technical / Manager Director, Aquasol	09 9248 7533

1.5 Contact Details for Unplanned Interruptions & Emergency Situations

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

Within one hour upon receiving a notice, Aquasol 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 Aquasol's control (fire, storm, etc).

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

General enquiries, faults, emergencies:

- Between 9am – 5pm Monday to Friday
- Phone (08) 9248 7533
- Facsimile (08) 9209 3975

After hours: 0427 880 899, Joseph McGrath Technical Site Manager

2. - CONNECTION AND SERVICE PROVISION

2.1 **Obligation to provide a service**

Aquasol values all of its customers/residents and is committed to provide sustainable, high quality water treatment.

Aquasol 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. The quality of treated water is continuously monitored to ensure a safe product is produced.

Aquasol will develop and implement plans, systems, processes, and manage its assets to ensure that supply services are provided on a reliable basis. All reasonable endeavours will be made to minimise the impact of unplanned interruptions or under emergency situations.

Aquasol will treat and dispose bore treated water in an environmentally responsible manner. The water treatment plant shall operate in accordance with the license conditions set by agreements with the Department of Health, and the obligations imposed by the Economic Regulation Authority on Aquasol as a water service provider.

This Charter covers the retail water capture services, standards and related activities, that is:

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

2.2 **Water Supply**

Aquasol will supply Drinking Water and Irrigation Water 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.aquasol.com.au, select Lancelin South Services or contact our Customer Service Representative on 08 9248 7533, requesting for a fully "Conditions of Connections & Test" form.

A scope of the form applicable for 2012-2013 is listed below:

- Single water application fee per House/Unit:

Either Drinking **or** Irrigation connection.

- Dual application fee per House/Unit:

Drinking **and** Irrigation water connection.

- Water Services Connection fee

Depending on size pipe

- Disconnection of Water Service fee

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

Aquasol will provide 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).

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

Aquasol will ensure the quality of the Drinking Water provided is maintained through:

- Regular maintenance of the water treatment system,
- Consistent water quality testing,
- Reporting to DOH,
- Strong asset management, and
- Continual maintenance of assets.

The first stage of the treatment process provides water for Irrigation purposes only, and is not intended for drinking or human consumption directly or indirectly. Signs will be placed on site to warn residents.

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

2.3 Plumbing Work

As mentioned previously, Drinking Water and Irrigation Water will be provided to each lot. To prevent any confusion between the two services, all pipe work, meters and taps for the Irrigation water will all be labelled 'non-drinking water' and coloured purple.

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

2.4 Access

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

In the case of routine maintenance, Aquasol will notify the resident 7 days prior to 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, Aquasol 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.

Aquasol will also need to enter the property to inspect and read water meter situated on the residential site. This will occur between the hours of 8:00am to 6:00pm Monday to Friday.

3. RESPONSIBILITIES AND COMMUNICATION

3.1 Residents & Aquasol Responsibilities

- Aquasol's Responsibilities are to:

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

Aquasol will also 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 Aquasol for phone assistance.

If after phone assistance, Aquasol's 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, Aquasol is responsible for the repair or replacement of the meter within 5 days of the meter test. Any work completed by Aquasol 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 equipments 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 and 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.

3.2 Communications

Aquasol has an obligation to communicate with its residents. There are a number of ways that Aquasol will communicate 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 Aquasol's website for more information
- In the above mentioned newsletter Aquasol 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 web.
- Provide 24 hours notice to residents for any planned interruptions to the Drinking water or Irrigation system.
- Opportunity for community involvement and consultation using our webpage services "opinions / contact us"

3.3 Resident's Enquiries

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

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

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

If you have a dispute with Aquasol 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 Aquasol and the reasons why these are not acceptable to you. Aquasol will provide to the Department of Water with details of complaints and the customer's contact details where the Department request this information. The Department of Water will respond with its opinion on the matter and suggest a solution to the parties involved.

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.

ACCOUNT PAYMENT, STARDARDS AND CONDITIONS

4.1 Tariff and Charges

All changes to tariffs and charges are approved by the Aquasol Board of Directors. Aquasol will issue accounts every 3 months. Residents will receive notification of tariff changes on or with their first account after the change occurs; in addition, all information will be posted on the website, www.aquasol.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.

If, by error, a resident is undercharged, it will be required to pay the shortfall. Any overdue accounts will incur an interest penalty. 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 overcharge, 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 paying your account, as payment plans can be arranged. If there is a change of ownership or address, please let us know immediately.

If a 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 are detailed on the website. 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

Aquasol will issue accounts 4 times each year that are due for payment on January, April, July, and October. Each resident will be provided with a reference number used for payment and enquiries purposes

Aquasol 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

These prices set for Drinking and Irrigation uses 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.

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 family member
- Illness, including physical incapacity, hospitalisation, or mental illness of the resident or family member
- A death in the family
- 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 Aquasol 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; and
- Be confirmed in writing to the resident prior to or as soon as practicable after the flexible payment plan has commenced.

Aquasol 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 Aquasol that the resident will comply with the plan.

4.4 Restriction of Service

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

- (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.
- (b) the owner of the land requests that the licensee do so;

In no event shall service to a resident be restricted for a failure to pay a portion of any bill.

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