



Harvey Water

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CUSTOMER SERVICE CHARTER

2008- 2010



HARVEY WATER CUSTOMER SERVICE CHARTER

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HARVEY WATER SUPPLIES NON-POTABLE WATER WHICH MUST NOT BE USED FOR DRINKING, COOKING, CLEANING, BATHING, LAUNDRY OR ANY OTHER HOUSEHOLD PURPOSE AND MAY CAUSE SERIOUS ILLNESS INJURY OR DEATH IF CONSUMED OR USED IN SUCH A MANNER.

Irrigation water is delivered to the farms from seven dams in the Darling Scarp through a network of **channels and pipes**.

The Harvey Water Irrigation Area (HWIA) is relatively unique among Australian schemes because of the large number of sources for the area served, the narrow width of the irrigated area and the relatively steep grades of the land in general.

This has resulted in relatively steep grades of **channels and pipes** supplying the irrigable land by gravity when compared to irrigation schemes elsewhere. Proper operation of the scheme is necessary to ensure water is supplied without excessive water losses or threat to the structures, channels, land or other facilities. Piping the Harvey and Waroona system has enormously reduced the excessive delivery losses and damage to structures.

The water distribution scheme for both the channel and pipe systems does not have the capacity to supply all properties with their normal irrigation supply at the same time. A system of water supply by daily allocation is used to meet the supply needed by the individual irrigation farmer while maximising the efficiency of the distribution system and minimising water losses.

This means we need our customers to tell us how much water they want and when, well before each time they plan to irrigate.

Our Water Controllers put together all our OSI / SCADA / Automation requests from irrigators and will schedule water supply to be delivered on time, as much as possible. They then operate the distribution system to deliver the water as scheduled.

> **THE SERVICE WE PROVIDE TO YOU**

1. OPENING AND CLOSING THE IRRIGATION SEASON

- 1.1 We will, if necessary, notify our customers of the opening of each irrigation season giving two weeks notice, separately for each district, by advertisement in the local newspapers and by announcement over radio services broadcasting throughout the districts.
- 1.2 We will, if necessary, give five days notice of the closure of the irrigation season, (Harvey Water expects that irrigators will fill all their dams in this period) again separately for each district, when demand for supply falls below the level of economic operation of the system, and with the expectation that demand will not again increase. Notice will be by advertisement in the local newspapers and by announcement over radio services broadcasting throughout the districts.

2. SERVICE DELIVERY

- 2.1 We will endeavour to supply irrigation water that is safe for the irrigation of pasture, crops and the watering of stock. However, due to the nature of the remaining open channel and piped distribution system, we cannot guarantee that actions beyond our control will not compromise the quality of the water delivered on farm. We will work with the Water Corporation, who, under the Bulk Water Supply Agreement, is required to endeavour to deliver water with less than 1000mg/litre of Total Dissolved Solids. Supply of irrigation water for any other purpose may be on application. If supply is to be made, it would be provided under the terms of a Special Agreement between Harvey Water and the Applicant.
- 2.2 We will supply our customers with their irrigation water order within a period of up to two days before and three days after the date requested for supply (the 6 day rule). We will always endeavour to supply the water required on the day requested, but may need to schedule the water within this six day period if other customers' requirements have fully utilised the capacity of the system or in order to maximise the efficient use of water.
- 2.3 We will provide a toll free efficient and user friendly system for placing irrigation orders. An automated ordering system will be utilised, allowing our customers to place their order directly into our irrigation management system computer. The system will inform irrigators how much water they have left to help them avoid penalties for using more than their allocation.
- 2.4 We will provide information back to our customers by phone direct, advising them when their order is scheduled for delivery.
- 2.5 We agree that should there be a need to vary a previously advised delivery date and time, the Water Controller will contact the irrigator to explain the reason for the variation and advise the rescheduled delivery time.
- 2.6 We will allow at our discretion the transfer of water entitlements as follows:
- The Harvey and Logue Districts are now fully integrated for Permanent and Temporary trades.
 - Harvey/Logue District: Temporary only to the Waroona District. Permanent trades within the district
 - Waroona District: Temporary only to Harvey/Logue District. Permanent trades within the district.
 - Collie River District: trade only within the district
- All temporary and permanent trades are subject to the completion of the Transfer of Water Entitlement Form by both parties, payment of any fees and charges including any arrears from their properties. Both parties must be members of the cooperatives.
- 2.7 We will allow irrigators with more than one TWE in the same district to pool this water so that all water can be delivered to any Supply Point within the district. By completing the pooling administration process, the irrigator will not have to transfer water each year, they will get one invoice each month and one copy of any information sent out by Harvey Water.
- 2.8 We will make "out-of-season" water requirements on the channel system available in a zoning roster which will be subject to the availability of the system. We will limit the alteration of the supply to normal business hours using a zone roster to reduce waste, unless the applicant is prepared to meet the actual cost of the system operation and delivery outside these hours.

Irrigators on the pipe schemes have essentially fulltime access to water all year. If restrictions or zoning become necessary, the conditions will apply to all irrigators.

CHANNEL

- 2.9 In our open channel systems we will endeavour to supply a consistent flow rate of between 7 –10 revolutions of the Dethridge wheel per minute. Operation at this rate will ensure a supply between 8 –12 Megalitres per day (MLD) for large wheels or 4-6 MLD for small wheels.
- 2.10 We will be responsible for the operation of all Dethridge wheel supply points on open channels at the start and finish of each watering. The irrigator is responsible to monitor the operation of the wheel during each watering, with support from the Water Controller.

PIPES

- 2.11 We cannot guarantee any level of pressure in the Pipe Schemes in Harvey and Waroona, but we will endeavour to maintain an operating pressure by the water controllers scheduling each watering.
- 2.12 We will endeavour to supply 12 MLD for a 250mm meter and 6 MLD for a 200mm meter.
- 2.13 There will be joint responsibility between the Water Controller and the irrigator for the operation of flood irrigation supply points and each supply must be ordered and scheduled.

3. ASSET MANAGEMENT

- 3.1 We will ensure cost effective supply system maintenance is carried out to enable efficient and effective distribution of water to customers' supply points.
- 3.2 We will respect assets and operations of our customers' properties and "leave as found" all gates and fences on private land.
- 3.3 We will provide written notice of entry at least 14 days in advance when it is necessary to enter onto private land for planned major construction works. However, because of the nature of irrigation operations, and the frequent need to enter onto our customers' properties, we are not always able to advise of entry onto your land for routine operations and maintenance. We will endeavour to contact you in person prior to entry. Should you not be present we will leave a calling card to advise of our visit.
- 3.4 We will maintain existing cattle stops in our channels at property boundaries where practicable. Cattle stops will not be provided or maintained when land is subdivided or individual lots within the farming unit are sold. We will also provide cattle escapes where there is a likelihood of stock being trapped in channels and causing interference with operations.
- 3.5 We will endeavour to prevent disruptions to supply; however, where they are unavoidable we will limit them to a maximum of five days.
- 3.6 If a planned disruption to supply is required we will advise all customers affected in writing at least 14 days before the disruption occurs outlining the reason for the disruption and the expected duration.
- 3.7 In the event of an emergency shutdown of supply we will contact affected customers within six hours and advise them of the reason for the shut down and its expected duration.

- 3.8 We will endeavour to repair or replace before commencement of the next watering period, any water meter found to be faulty.
- 3.9 Where a meter is found to be recording incorrectly we will estimate water consumption based on crop type, watering duration and supply point capacity for the period the meter is considered to be faulty.
- 3.10 We will thoroughly investigate all instances where supply points or measuring devices (meters) appear to have been tampered with, and may withhold supply while the cause is investigated. Where in our opinion water theft has occurred we will estimate the quantity not properly measured and charge the property owner accordingly.
- 3.11 We will continue a program of investment in new technology to ensure the water distribution system is capable of meeting customer needs at lower real costs while reducing water losses.

4. CUSTOMER BILLING

- 4.1 We will raise an invoice of equal value for the Fixed Charges (Asset Levy, Development Levy, Water Storage Charge, Dam Safety Charge and Access Charge) in the last week of July, September and December each year. Accounts issued will contain all the necessary information to enable our customers to identify the property and service being charged, as well as details to enable account payment.
- 4.2 We will issue accurate Water Delivery consumption accounts on a monthly basis during the irrigation season within five working days of the end of the month. Consumption accounts will enable our customers to identify the date of watering, the supply point(s) used, and consumption during the billing period and the year to date total.
- 4.3 We will charge customers the advertised penalty rate if they consume more than their allocation without transferring in extra water.
- 4.4 We will raise an invoice for By-Law 11 services on 31 December of each year.
- 4.5 We will charge interest at 2% above the prevailing bank rate on overdue accounts and may refuse supply to any customer where fixed charges and/or consumption charges remain unpaid more than 30 days beyond the due date.

5. CUSTOMER CONTACT

- 5.1 We will keep our customers fully informed of all matters which may affect them through direct mail, newsletters, notices in newspapers circulating in the district and advice through local radio stations. In particular, we will publish details of rates and charges applicable for the next financial year and other relevant information in June of each year in a newsletter which will be mailed to each customer. At least two other newsletters will be produced each year.
- 5.2 We will respond to reports of faults within the irrigation system within two working days unless the fault is deemed urgent by the General Manager or Operations Manager. Urgent faults will be responded to within two hours. Initial responses may be by telephone or personal visit by a Harvey Water employee or contractor.
- 5.3 We will respond to your enquiries and complaints courteously and efficiently. If you are not satisfied with our initial response to your complaint, you may refer

the complaint to our disputes resolution committee. If your complaint has not been resolved to your satisfaction within 15 business days, you may refer the matter to the Department of Water for resolution:

Customer Services Officer
The Department of Water
Water Industry Support Branch
PO Box K822
PERTH WA 6842

Phone number: (08) 6364 7600

Website address: www.water.wa.gov.au

Email address: WISBcomplaints@water.wa.gov.au

- 5.4 We will reply to all written correspondence within five working days. If the matter requires investigation we will advise in writing and will nominate a date for further contact.
- 5.5 We will make available for inspection in our office during normal business hours, plans of the irrigation system, and copies of legislation and by-laws relevant to the irrigation business.
- 5.6 We will carry out surveys seeking customer input or opinions on general or specific aspects of Harvey Water's service delivery or proposed changes to the nature of the services delivered, every two years or at more frequent intervals if required by Government.

> **WHAT WE ASK IN RETURN**

To help Harvey Water provide the level of service which we have outlined above, we ask that you help us in the following ways:

1. SERVICE DELIVERY

- 1.1 Advise us at our Harvey office on (08) 9729 0100 of any service difficulties or faults or advise your Water Controller
- 1.2 Liaise with your local Water Controller to help ensure efficient water distribution in your area. Ensure the quantity of water that you order is sufficient to meet your watering needs so that waste or shortages are kept to a minimum. You can compare water ordered with the water used on your invoices. Give us six hours minimum notice if you wish to cancel an application for water (the six hour rule), and give us at least three hours notice (the three hour rule) if you wish to vary the finishing time of a watering in progress.
- 1.3 Keep us informed of your irrigation plans, crop types and watering requirements through regular liaison with your Water Controller and responding to annual surveys.
- 1.4 Take care when installing electric fences to allow for safe access to supply points and waterways by our staff for operations and maintenance purposes.
- 1.5 Ensure that you have enough on-farm storage capacity for stock and garden purposes to withstand channel shutdowns of up to 21 days out of season.

2. ASSET MANAGEMENT

- 2.1 Maintain your internal head ditches at a level which allows a 100mm fall through the Dethridge wheel and along the head ditch so that your supply

point operates correctly and we can safely provide you with irrigation supply that satisfies your request.

- 2.2 Consult with us if you are planning revegetation along waterways (drains or channels) in order to minimise:
 - Interference with access for maintenance purposes;
 - Damage to concrete linings on channels or concrete structures;
 - Impediment to water flow or any other function of the waterway.
- 2.3 Keep us informed of any maintenance changes or improvements that you feel we could do to improve the operation of the irrigation system. Notice in writing should be directed to the Works Supervisor.
- 2.4 Seek to use water as efficiently as possible so as to keep waste flows to a minimum. This will help reduce groundwater levels, reduce salinity in the drains and save you money.
- 2.5 Do not discharge dairy waste or other polluting or hazardous wastes into the irrigation or drainage system.
- 2.6 Do not allow cattle to enter the irrigation system. This will reduce contamination to your downstream neighbours and prevent damage to the system.
- 2.7 Irrigators must notify Harvey Water if they wish to carry out works in the near vicinity of any Harvey Water infrastructure. eg pipes, channels. Harvey Water has a free service to locate such assets and provides advice before works begin. Irrigators will be liable for any damage which occurs to assets during works.
- 2.8 It is your responsibility to ensure that livestock do not damage the Supply Point in your property.

3. CUSTOMER BILLING

- 3.1 Pay, by the due date, invoices for Fixed Charges and Consumption Charges raised on your property for the services provided.
- 3.2 Let us know before the due date if you are having any difficulty in paying any amounts charged so that we may work with you to set up an agreed payment plan.
- 3.3 Notify us as soon as possible of any changes in address and/or ownership of property in the irrigation districts.

EMERGENCY CONTACT NUMBERS

> **During normal business hours 8:00 am to 4:30 pm** contact: Harvey Water Office ph: (08) 9729 0100

Or

> **After Hours**
During irrigation season contact your local Water Controller

Outside the irrigation season contact Works Supervisor, Peter M^oBeath on (08) 9729 1722 or mobile 0419 048 580

Water Ordering Telephone Number (OSI):
1800 998 103