

# Recycled Water Service Charter

## Summary Guide



### Customer Charter

The City of Charles Sturt has prepared this easy to read version of the 'Recycled Water Service Charter' to assist customers in understanding the commitment that Council is making to their customers and the future direction of the recycled water network.

The Customer Service Charter aims to simplify for Customers the rights and obligations of both Council and the Customer. It outlines the service levels that Council will commit to when dealing with the Customers.

Our Customer Service Charter is available online at

[www.charlessturt.sa.gov.au](http://www.charlessturt.sa.gov.au) and printed copies are available from Council offices free of charge.

### Information

All documents referred to in this information leaflet can be read in their full version either online at [www.charlessturt.sa.gov.au/RecycledWater](http://www.charlessturt.sa.gov.au/RecycledWater), in person at our Civic office at 72 Woodville Road Woodville, or they can be mailed to you by requesting a copy from our Water Business Unit on 8408 1829.

### Connections

The City of Charles Sturt will connect eligible


properties to the recycled water infrastructure within 5 business days of a customer's application being approved by Council, unless another installation time is agreed with the customer.

In order for an application to connect to Recycled Water to be approved by Council, the property owner/s must supply to Council a signed Water Supply Agreement and Land Management Agreement (if not already in place).

Customers will be charged for the installation of a meter and the initial cross connection check to ensure the drinking water and recycled water pipework in your home is not interconnected.

Every 5 years, or when you purchase a property connected to the recycled water network, you will need to have a cross connection check done on your property to ensure the water supplies have not been interconnected since the last inspection.





Council will contact you 3 months prior to your 5 yearly audit falling due to remind you of your obligation to have a licensed/registered plumber provide a Certificate of Compliance confirming there to be no cross connection of plumbing at your property. The plumber must provide yourself and Council with a copy of the Certificate of Compliance with 10 days of the inspection being conducted. Council can arrange for the Cross Connection check to be done by our plumbers for a set fee.

## Billing

You will receive a bill for your water account every 6 months.

The bill will consist of your water usage for the previous 6 month period and apportioned annual service charge.

Your bill will also show other items such as your previous water usage history and next meter reading date to assist you in managing your recycled water usage and account.

Bills must be paid by the due date or overdue charges and restriction action may be taken.

If at any time you are unable to pay your bill by the due date, please contact Council without delay to discuss your situation and we will work with you to avoid debt recovery and restriction action.

## Payments

Payments can be made by various methods.

- Using a credit card either over the phone or by mail
- Payment over the counter at any of Council library locations (Hindmarsh, Henley Beach, Findon, West Lakes, Woodville)
- Payment over the counter at our Civic office – 72 Woodville Road Woodville

## Fees & Charges

Our schedule of Fees and Charges is available to view online.

The most common charges for customers are meter installations, water usage and service supplies. Other charges are applicable and you are advised to review the full Recycled Water Service Charter Fees and Charges Schedule.


## Meters

Your purple recycled water meter will be located at the boundary of your property. The meter must be accessible for meter reading purposes, remain free of plant/vegetation overgrowth and kept above ground level. Council will maintain the meter assembly in general maintenance circumstances or where the meter is found to be faulty. If damage is caused to the meter by yourself or any party, other than Council, you will be responsible for the costs to either repair or replace the meter.

If you think your meter is not measuring the amount of water you use accurately you can request Council test the meter for its accuracy. Costs are incurred to the customer if the meter is found to be accurate within the set limits, if the meter is found to be inaccurate within the set limits Council will arrange for repair or replacement of the meter at no cost to the customer.

## Selling, Renting or Buying

**If you are renting your property** you must ensure your tenants are aware the



property is connected to recycled water and what recycled water can be used for. Council's 'Recycled Water – Household's Guide' has been prepared specifically for residents of properties connected to the recycled water network and can be found online or from our Civic offices at 72 Woodville Road, Woodville.

**If you are selling your property** you must advise prospective purchasers the property is connected to the recycled water network. When the property is sold you will need to request Council to conduct a meter reading, forms are available online and a fee is incurred. You will need to tell us the date on which settlement of sale is to occur and the name of the person/s you have sold your property to. Your meter reading application must be lodged with Council at least 48 hours prior to settlement of sale or additional costs will be incurred. Council will conduct a meter reading on the day of settlement and a final account will be mailed to your new address. Your final bill will consist of water usage, apportioned service charge, meter read charge and any other outstanding amounts.

**If you are purchasing a property** with recycled water you will need to lodge with Council a signed Recycled Water Supply Agreement and an application for connection to the recycled water network. Both of these forms can be found online or from our Civic office in Woodville. Within 3 months of the purchase of your new home, you must supply to Council a Cross Connection Audit Certificate of Compliance issued by a licensed/registered plumber that confirms there is no interconnection of drinking and recycled water supplies within the home's pipework.

### Supply Interruptions

There may be occasions when Council will need to interrupt the supply of recycled water for a short time to complete new infrastructure installations or for maintenance purposes. For all planned service interruptions Council will advise residents up to 4 days prior to any interruption either in writing or through the media ie. radio, local newspaper. In the event of an unplanned service interruption Council will take all reasonable steps to minimise the duration of the interruption.

### Restriction of Service

Your recycled water service can be restricted by Council for various reasons, all of which are outlined in the Water Supply Service Charter. If your service is restricted Council will install a water restriction device at your recycled water that restricts the flow rate of recycled water to your home.

Restriction of Service can initially occur if your account is unpaid and Council have been unable to make contact with you or negotiate an appropriate payment plan with you. Restriction devices can also be installed if a customer repeatedly refuses access to a property for the purposes of reading the recycled water meter.

Fees are applicable for the removal of a restriction device, unless you are participating in the Financial Hardship Program. Restriction devices are removed by Council when the reason for the restriction has been resolved and Council will make every effort to reconnect your service by the next business day.

## Disconnections

Council will only disconnect your service in the following cases

- if your account remains overdue or unpaid for an extended period of time and we have been unable to negotiate a payment plan with you.
- if you use your recycled water for illegal purposes.
- if you continuously refuse access to Council officers to read your recycled water meter.
- if your property fails a cross connection audit check ensuring separation of drinking and recycled water supplies. Once the cross connection has been rectified Council will reinstate the recycled water supply.

## Financial Hardship

If you find yourself unable to pay your account, or you have had a change in your financial situation that will affect your ability to pay your recycled water account, you should contact Council immediately to discuss.

Council will assess your individual circumstances and work with you to

develop a strategy to pay your account in full over a period of time. By contacting Council early you will avoid the possibility of overdue fees and actions to restrict or possibly disconnect your recycled water service.

All discussions with Council will be kept confidential and will only be discussed with those parties you wish us to. You must advise us in writing if you wish to have another person act on your behalf.

## Complaints & Disputes

If at any time you are unhappy with the service you receive from us we encourage you to contact Council immediately and discuss your concerns. We will endeavour to resolve any issues you may have with our service provision and to ensure this we have a formal Complaints, Compliments and Disputes process that is available to all customers. You can contact us either by phone on 8408 1111 or online at [www.charlessturt.sa.gov.au](http://www.charlessturt.sa.gov.au)

In the event we have been unable to resolve an issue to your satisfaction you have the ability to discuss your concerns with the Energy & Water Ombudsman who can be contacted on 1800 665 165.

## Privacy

Council will assist with you with any general enquiries regarding recycled water either over the phone or in person at our Civic office.

Enquiries relating to accounts can only be discussed with the relevant account holder and we will ask identifying questions of you prior to any account information being discussed. Account information will only be discussed with external parties if the account holder has provided written advise to Council allowing that person speak on their behalf.

