

Alano Utilities



Customer Charter

SEWERAGE SERVICES

Alano Utilities is a leading water and waste water engineering, civil construction and Utilities company with a pre-eminent industry reputation for innovative, reliable and high-quality design and construction. The aim of our Charter is to provide our 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.

Services Provided

SEWERAGE REMOVAL (QUALITY)

We will:

- remove sewage 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 4 business days prior to us undertaking any works or maintenance
- provide an emergency telephone number on our website for you to call in the event of an emergency or interruption to the supply of your sewerage service

We request you:

- report any spills, leaks or incursions to us as soon as possible by calling the emergency telephone number displayed on our website
- not discharge restricted wastewater and other material into our sewerage infrastructure
- contact us to discuss our requirements for disposal of industrial or non-domestic waste into our sewerage infrastructure

Our Prices

PRICE LIST

We will:

- publish our Price List, which sets out all of the fees and charges associated with the sale and supply of your sewerage service, each year by *July 31st* on our website at alanowater.com. We will also make this available at our office at *4B Fisher Street, Port Adelaide, SA 5015*
- publish our Pricing Policy Statement, which outlines how our fees and charges are compliant with ESCOSA's pricing principles set out in its Price Determination, each year by *July 31st* on our website at alanowater.com. We will also make this available at our office at *4B Fisher Street, Port Adelaide, SA 5015*.
- in the case that any fees and charges set out in the Price List change, publish these on our website *14* days prior to these fees and charges taking effect, and make these available at our office

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.dcsi.sa.gov.au/concessions, phone the Concessions Hotline on 1800 307 758 or email concessions@dcsl.sa.gov.au.

Connections

EXISTING CONNECTIONS - WHERE YOUR PROPERTY IS CURRENTLY CONNECTED TO OUR INFRASTRUCTURE

We will:

- connect you to our sewerage service within 28 days of you providing us with information required by us and paying the relevant connection and account establishment fees as set out in our Price List

We request you:

- provide us with the following information about your supply address:
 - details of the ownership of the land

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- address which is to be serviced
- pay the relevant connection and account establishment fees as set out in our Price List

- advise us when you sell the property
- advise us when you change your postal address or contact details

CONNECTIONS - WHERE YOUR PROPERTY IS NOT CURRENTLY CONNECTED TO OUR INFRASTRUCTURE

We will:

- inform you within **28** days whether or not you can be connected to our infrastructure
- connect you to our sewerage service within **28** days of you providing us with information required by us and paying the relevant connection and account establishment fees as set out in our Price List

We request you:

- provide us with the following information about your supply address:
 - details of the ownership of the land
 - address which is to be serviced
 - pay the relevant connection and account establishment fees as set out in our Price List

Further details on connecting new properties to our infrastructure is available on our website at alanowater.com or by visiting our office at *4B Fisher Street, Port Adelaide SA 5015*. We will provide you with a copy of our Connection Policy upon request.

Billing and Payments

We will:

- issue you with a detailed bill at least quarterly, unless otherwise agreed and give you at least 21 days to pay
- offer you the ability to pay your bills in person, by mail, by direct debit, credit card or BPay
- apply a late fee where a bill remains unpaid past its due date, or is paid after the due date has passed

You will:

- pay the bill by the payment due date unless we have agreed on a flexible payment arrangement
- pay any fee we incur if any of your payment methods are dishonoured
- pay a late fee if the bill is not paid in full by the due date
- ensure we are advised of any changes to your postal address for the purposes of receiving bills and communication

Should we be unable to contact you for a period of greater than 12 months where bills are outstanding for this period, we will carry out a titles search to confirm you still are registered owners of the property and ascertain any updates to your postal address. An administration fee plus the costs of the search will be levied against your account each time this occurs, however we will carry this out no more often than once every 12 months.

In South Australia, Utilities debts against a property may continue to accrue without expiry and be entered as an encumbrance against the future sale of the property.

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)
- inform you about, and assess your eligibility for, our Hardship Program 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 alanowater.com or by visiting our office at *4B Fisher Street, Port Adelaide SA 5015*. We will provide you with a copy of our Hardship Policy upon request.

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REVIEWING YOUR BILL/BILLING DISPUTES

We will:

- not commence our debt collection processes where a bill (or part of a bill) is under review
- review your bill and inform you of the outcome of our review within 30 business days of your request
- inform you about our independent external dispute resolution body where you remain dissatisfied

Following our review, you will:

- pay any portion of your bill that is not in dispute while your bill is being reviewed
- continue to pay subsequent bills that become due

Overcharging

We will:

- inform you within 10 business days of becoming aware of you being overcharged through an act or omission by us and credit the overcharged amount to your next bill
- pay the overcharged amount directly to you within 10 business days if you have ceased to purchase a sewerage service from us

Undercharging

We will:

- in relation to unmetered services, limit the amount we recover from you to the amount undercharged in the 24 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
- not charge you interest on the undercharged amount

DEBT RECOVERY

We will:

- only commence debt collection/recovery action where
 - your bills are unpaid for 12 months and

- you have not made contact to discuss payment options or
- have not responded to reasonable attempts to contact you to discuss payment options or
- you have refused to agree to payment arrangements such as a payment plan or
- you have not adhered to an agreed payment plan, and an alternative payment solution cannot be agreed to.
- not undertake debt collection activity where we have installed a flow restriction device.

You will:

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

We consider formal debt collection a last resort action and will only follow this path if all other processes have been exhausted.

Entry to Your Property

We will:

- provide you with at least 48 hours' notice should we need to enter your supply address for the purposes of connecting, disconnecting, restricting, inspecting, repairing or testing your sewerage service

We request you:

- maintain safe access to sewerage infrastructure (including but not limited to meters) located at your supply address
- advise of any dangers or risks to our workers in entering the site and take all reasonable measures to limit them while we attend site Eg. animals, pets, children.
- advise tenants (if applicable) that we will be entering the property

Disconnections & Restrictions

We will only disconnect or restrict your sewerage service if:

- approval has been given by the appropriate regulatory authorities to do so.
- you request the disconnection and we are able to do so without there being a resultant health or safety concern, or detrimental effect on the sewerage network

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- 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)
- 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

Where you request a disconnection, we will use our best endeavours to issue you with a final account in accordance with your request. Legislation allows Alano to continue to charge for “service availability” of infrastructure passing each property regardless of the presence of an active and operating connection. We will inform you of the ongoing “service availability charge” when you request the disconnection.

Termination of Contract for Sewerage Services

We will:

- confer on you the right to terminate your contract with us for the supply of sewerage services
- inform you of any relevant fees or charges payable as a result of your termination

You will:

- provide at least 3 business days' notice of your intention to terminate your contract with us for the supply of sewerage services
- pay any relevant fees or charges

Complaints and Dispute Resolution

We will:

- respond or acknowledge your complaint or enquiry within 2 business days
- refer you to our Business Manager if you are not satisfied with our initial response or resolution or, if required, escalate you to the *Director of Alano Utilities*
- advise you of your option to escalate your complaint to the Energy & Water Ombudsman South Australia and provide you with contact details

Further details on our Enquiry, Complaint & Dispute Resolution Procedures are available on our website at alanowater.com or by

visiting our office at 4B Fisher Street, Port Adelaide, SA 5015. We will provide you with a copy of our procedures upon request.

Contacting Us

If you need to know more about us or the content of this

Charter, please contact us on the details below

- General Enquiries *08 82402733*
- Faults & Emergencies *0409 536 116*
- Website www.alanowater.com
- Email admin@alanowater.com

Office *4B Fisher Street, Port Adelaide, SA 5015* Business hours **Monday to Friday 9am to 5pm CST, closed public holidays**