



Water Utilities Group

STANDARD CUSTOMER SALES CONTRACT

RECYCLED WATER RETAIL SERVICE



This contract sets out the terms on which we supply recycled water retail services to you as a customer at your current supply address in accordance with the Water Industry Act 2012 (the Act).

These standard terms and conditions are published in accordance with section 36 of the Act. These standard terms and conditions will come into force on 1 July 2015 and, when in force, the terms will, by law, be binding on us and you. The document does not have to be signed to be binding.

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1. THE PARTIES

1.1 This **contract** is between:

Water Utilities Australia Pty Ltd (ABN 48 129 876 213), operating through Lightsview Re-Water Supply Co Pty Ltd (ACN 156 161 867), of Level 10, 111 Gawler Place, ADELAIDE SA 5000, together trading as Water Utilities Group (referred to in this **contract** as “we”, “our”, or “us”); and

You, the **customer** as defined in the **Act** and to whom this **contract** applies (referred to in this **contract** as “you” or “your”)

2. DEFINITIONS

2.1 Words appearing in **bold** type like this are defined in Schedule 1 to this **contract**.

3. SERVICES PROVIDED UNDER THIS CONTRACT

3.1 This **contract** covers the sale and supply by us of a recycled **water retail service** to your **supply address** at the Lightsview development located at NORTHGATE SA 5085.

3.2 We will provide your recycled **water retail service** in accordance with all **applicable regulatory instruments**.

4. DOES THIS DOCUMENT APPLY TO YOU?

4.1 This document applies to you if:

- (a) your **supply address** receives, or will receive upon successful connection, our **water retail service** and you have not agreed to different terms and conditions with us;
- (b) you currently receive, or will receive upon successful connection, our **water retail service** with **special characteristics** relevant to the provision of that **water retail service**.

4.2 Unless otherwise agreed by the parties, this document does not apply where:

- (a) we provide you with a **non-standard water retail service**; or
- (b) prior to the commencement of this **contract**, you were a **customer** receiving a **water retail service** from us pursuant to an existing written agreement and you have agreed to the continuation of that agreement until its term ends, at which point this **contract** takes effect.

4.3 This **contract** is with you as owner of the **supply address** and if you do not reside at the **supply address**:

- (a) you will continue to be bound by the terms of this **contract**; and
- (b) in addition to the general indemnity given in clause 32, you will indemnify us for any loss (whether direct or indirect, consequential or otherwise) we suffer arising out of, caused or contributed by the occupant of the **supply address**; and
- (c) you acknowledge that we will continue to bill you in accordance with clause 12; and
- (d) you must ensure the occupier of the **supply address** is made aware of the requirements of this **contract**, including the requirements with respect to the use of **recycled water**.

5. CLASSIFICATION OF CUSTOMER CLASS

5.1 We may classify you as a **residential customer** or a **non-residential customer** in relation to your **supply address** after the commencement of this **contract** in accordance with **applicable regulatory instruments**.

6. COMMENCEMENT

6.1 If you are an existing **customer**, this **contract** will start on the day this document comes into force by publication under the provisions of the Act.

6.2 If you are an existing **customer** that will continue to receive a **water retail service** from us under an existing written agreement, this **contract** will start on the day following the termination of that existing written agreement.

6.3 If you are a new **customer**, this **contract** starts on the date you apply for a connection in writing, satisfying all relevant pre-conditions and providing all required information.

6.4 If you are a person who becomes the registered proprietor of a **supply address**, this **contract** starts upon transfer of ownership of that **supply address** to you.

7. TERMINATION

7.1 Subject to any **applicable regulatory instruments** and clause 25 (Restriction Warning Notice) and clause 26 (Disconnection) we may terminate this **contract** by notice to you if:

- (a) the supply of the **water retail service** to your **supply address** has been disconnected in accordance with other provisions of this **contract** and you no longer have a right to be reconnected in accordance with clause 27; or
- (b) you have notified us in accordance with clause 9.5 that you are no longer the owner of the **supply address** and we have entered into a new **contract** with the new owner; or
- (c) we have notified you that you are in breach of this **contract** and you have not rectified that breach in a reasonable timeframe; or
- (d) circumstances beyond our reasonable control mean that the water reticulation network and/or the **dual reticulation recycled water network** necessary to provide the **water retail service** to your **supply address** are no longer available; or
- (e) as otherwise required by law.

7.2 All rights and obligations accrued before the end of this **contract** continue despite the end of this **contract**, including your obligation to pay any amounts due to us.

7.3 If you do not give us safe and unhindered access to the **supply address** to conduct a final meter reading (where relevant), this **contract** will not end under clause 7.1 until we have issued you a final bill and you have paid any outstanding amount owed to us under this **contract**.

7.4 Your right to dispute a bill under clause 17 and recover amounts we have overcharged you in accordance with clause 19 continues despite the end of this contract.

8. WHAT YOU HAVE TO DO TO RECEIVE CONNECTION?

8.1 When you apply for a **water retail service** at your **supply address** we may require you to satisfy some pre-conditions. We will explain any pre-conditions that may apply to you when you apply to us for a **water retail service**.

8.2 Our obligation to sell or supply you with a **water retail service** at your **supply address** does not start until you satisfy our pre-conditions.

9. YOUR GENERAL OBLIGATIONS

9.1 Legal obligations:

- (a) You must comply with all laws applicable to your **water retail service**.

9.2 Infrastructure:

- (a) You must not interfere with, or damage, the infrastructure on our side of the **connection point**.

- (b) You must maintain all infrastructure on your side of the **connection point** in a safe and good condition and to the standards specified in AS/NZS3500.1:2003 (as amended or replaced from time to time).

- (c) If installation of internal infrastructure at your **supply address** is reasonably required in order for us to provide you a **water retail service** then you must provide that infrastructure in compliance with all **applicable regulatory instruments**.

- (d) If your internal pipework at the **supply address** or other on-property plumbing infrastructure does not meet plumbing standard AS/NZS3500.1:2003 (as amended or replaced from time to time), we may suspend your supply of recycled water until we are satisfied that the defects are remedied.

- (e) You must not allow the **water retail service** provided under this **contract** to be cross-connected to any other **water retail service**.

- (f) If we reasonably consider that it is necessary to minimise the risk of cross-contamination of your infrastructure downstream of the **connection point** (even if **recycled water** is no longer used at your **supply address**) we may require you to conduct inspections and audits of your plumbing infrastructure on a five-yearly basis and at transfer of ownership of a **supply address** at your cost, performed by a licensed plumber. We may require you to forward to us evidence of the successful completion of an inspection or audit.

9.3 Meters:

- (a) Unless we agree otherwise, we will install a meter on your **supply address** of a size and in a location determined by us.

- (b) The meter is our property and includes the outlet riser of the meter to your **supply address**, inlet riser, stop tap and associated fittings.
- (c) You must not use the stop tap to control the **water retail service** at the **supply address** unless that stoppage is reasonably necessary to undertake required temporary repairs to your infrastructure or to deal with an emergency.
- (d) To the extent permitted by law, we do not accept responsibility for damage or loss including recycled water as a result of stop tap malfunctions unless that damage or loss is caused by our negligence. An isolation valve should be installed to your internal pipework by a licensed plumber if you wish to control the recycled water supply at your **supply address**.
- (e) You must protect the meter from accident or damage and charges apply for the replacement of a damaged or lost meter and/or fittings.
- (f) If you believe your meter is not accurately recording your recycled water usage you may request that we test your meter. If you make a request you must pay us in advance our charge for checking the meter reading, metering data or for testing the meter.
- (g) If:
- (i) the meter is found to be within the 5% limits for reasonable accuracy (i.e. +/- 5%) your current bill stands and you will be charged the meter testing fee; or
 - (ii) the meter is found to be over-recording outside of the reasonable limits referred to in clause 9.2(g)(i) the meter testing fee paid under clause 9.2(f) will be credited to your next bill and we will credit your next bill with the percentage amount for which the meter has been over-recording for a period of 12 months prior to the replacement of your meter; or
 - (iii) the meter has been found to be under-recording we may recover under-charged amounts from you
- (h) If your meter has been found, by us, to be within the acceptable limits but you still believe the meter is inaccurate you have the right to have the meter independently tested at your cost. If the meter is found by such test to be over-recording outside the reasonable limits referred to in clause 9.2(g)(i) we will credit the testing fees against your next bill.
- 9.4 Illegal use of water retail services:
- (a) You must only use the **water retail service** provided by us for lawful purposes and, if you are found to be illegally using our **water retail service**, or otherwise consuming our **water retail service** not in accordance with this **contract** or **applicable regulatory instruments**, we may:
 - (i) estimate the consumption for which **you** have not paid using an approved estimation method and bill **you** for that amount;
 - (ii) recover that amount from **you**, as well any costs associated with estimating the consumption; and
 - (iii) disconnect **your supply address** immediately.
 - (b) By illegally using our **water retail service**, clauses 14 and 16 will not apply to you.
 - (c) We will not be liable for any injury or damage to person or property as a result of the illegal use of our **water retail service**.
- 9.5 Sale of property:
- (a) You must inform us at least 10 **business days** prior to the transfer of registration for the **supply address** property so that we can attend to necessary adjustment processes prior to settlement.
 - (b) In the event you sell or otherwise dispose of your interest in the **supply address** property, you will continue to be personally bound by this **contract** unless and until you notify us in accordance with this clause.

- 9.6 Use of water retail services:
- (a) You are permitted to use the **water retail service** at your **supply address** only. You are not permitted, without our prior written consent, to supply recycled water to any other person or property.
 - (b) You must not store **recycled water** without our prior written approval and any relevant regulatory authority.

10. FEES AND CHARGES

- 10.1 Any **fees and charges** associated with the sale and supply of a **water retail service** to you are set out in the **Price List** published from time to time and available on our website www.waterutilitiesgroup.com.au.
- 10.2 Changes in **fees and charges**
- (a) We have the right to change our **fees and charges** from time to time.
 - (b) Any changes to **fees and charges** applicable to you will be set out within **10 business days** in the **Price List** published on our website.
- 10.3 GST
- (a) Amounts specified in our **Price List**, subject to amendment from time to time, and other amounts payable under this **contract** may be stated to be exclusive or inclusive of GST. Clause 10.3(b) applies unless an amount is stated to include GST.
 - (b) Where an amount paid by you under this **contract** is payment for a “taxable supply” as defined for GST purposes, to the extent permitted by law, that payment will be increased so that the cost of the GST payable on the taxable supply is passed on to the recipient of that taxable supply.

11. TARIFF CHANGES

- 11.1 If we vary the type of tariff rate you are charged for your **water retail service**, we will notify you of the new tariff rate on your next bill.
- 11.2 Where this occurs within a billing cycle, we will calculate on a pro-rata basis using:
- (a) the old tariff rate up to and including the effective date for the change; or

- (b) the new tariff rate from the effective date to the end of the billing cycle.

12. BILLING

- 12.1 We will use our **best endeavours** to issue you a bill at least quarterly.
- 12.2 We may enter into an agreement with you to a different billing cycle with a regular recurrent period that differs to clause 12.1.
- 12.3 We will prepare a bill so that you can easily verify that the bill conforms to this **contract** and it will include at least the particulars required by the **Code**, except in circumstances permitted by **ESCOSA**.
- 12.4 We will issue a bill to you at the **supply address** unless you subsequently nominate another address.
- 12.5 It is your responsibility to advise us of any change in billing address, or pending change in billing address, prior to the issue of your next bill.
- 12.6 Unless otherwise agreed with you, you must pay the amount shown on each bill by the date for payment (the pay-by date). The pay-by date will be no earlier than **12 business days** from the date we send the bill.
- 12.7 If you have not paid a bill by the pay-by date, we will send you a reminder notice. This will give you a further pay-by date which will not be less than **6 business days** after we issue the notice.
- 12.8 Subject to clause 12.9, if you have not paid a bill by the further pay-by date expressed in the reminder notice, you will be charged a late payment fee.
- 12.9 You will not be charged a late payment fee if you have entered into a payment plan subject to our **Hardship Policy**.

13. PAYMENT METHODS

- 13.1 The payment methods we offer will be listed on your bill and are subject to change from time to time. At a minimum we will offer you the ability to pay your bills:
- (a) in person (cheque or credit card only),
 - (b) by mail (cheque only),
 - (c) by B-Pay,
 - (d) by direct debit; or

- (e) by **Centrepay** (for **residential customers**).

13.2 If you pay us by cheque, direct debit from an account with an **ADI** or by credit card and the payment is dishonoured or reversed, which results in us incurring a fee, we may recover the amount of that fee from you.

14. FLEXIBLE PAYMENT ARRANGEMENTS

14.1 We offer flexible payment plans in accordance with this clause if you are a **residential customer** experiencing payment difficulties and you inform us in writing or by telephone that you are experiencing payment difficulties.

14.2 **Residential customers** experiencing payment difficulties are offered the following flexible payment options:

- (a) a system or arrangement under which a **residential customer** may make payments in advance towards future bills;
- (b) an interest and fee free payment plan or other arrangement under which the **residential customer** is given more time to pay a bill or to pay arrears (including any restriction, disconnection or restoration charges); and
- (c) redirection of your bill as requested by you.

15. PAYMENT DIFFICULTIES

15.1 If you are experiencing payment difficulty, we will provide you with information about:

- (a) Our flexible payment arrangements;
- (b) Our **residential customer hardship policy**;
- (c) Government concessions; and
- (d) Independent financial and other relevant counselling services.

16. HARDSHIP POLICY

16.1 We offer a **Hardship Policy** to all our **residential customers**.

16.2 Pursuant to the **Hardship Policy** we will:

- (a) have a process to identify if you are experiencing payment difficulties due to **financial hardship**;

- (b) have a process for early response to **customers** identified as experiencing payment difficulties due to hardship;

- (c) have processes in place to adequately train hardship staff;

- (d) offer alternative payment options including instalment plans;

- (e) offer **Centrepay** to **residential customers**;

- (f) have processes in place to identify appropriate government concession programs and financial counselling services where appropriate and advise **residential customers**;

- (g) provide information on the processes or programs available to **customers** to improve their **water** efficiency; and

- (h) provide information on the circumstances in which the **customer** will cease being eligible for the hardship program.

16.3 The **Hardship Policy** (as amended from time to time) and further details are available on our website, www.waterutilitiesgroup.com.au.

17. BILLING DISPUTES

17.1 If you disagree with the amount you have been charged, you can ask us to review your bill in accordance with our **Enquiries, Complaints and Dispute Resolution Process** under clause 28.

17.2 We will review your bill and inform you of the outcome of that review as soon as reasonably possible and, in any event, within 30 **business days**.

17.3 Where we are reviewing a bill, we may require you to pay:

- (a) the greater of:
 - (i) that portion of the bill under review that we agree is not in dispute; or
 - (ii) an amount equal to the average amount of your bills in the previous 12 months (excluding the bill in dispute); and
- (b) any future bills that are properly due.

17.4 Where, after conducting a review of the bill, we are satisfied that it is:

- (a) correct, we may require you pay the amount of that bill which is still outstanding; or
- (b) incorrect, we:
 - (i) will correct your bill;
 - (ii) will refund (or set off against the amount in clause 17.4(b)(iii) any fee paid in advance;
 - (iii) may require you pay the amount of that bill which is still outstanding; and
 - (iv) will advise you of the existence of our **Enquiries, Complaints and Dispute Resolution Process** under clause 28.

17.5 If you advise us that you are not satisfied with our decision, and subject to clause 28, Disputes, Complaints and Dispute Resolution, we will inform you that you may lodge a dispute with the **industry ombudsman** scheme.

18. UNDERCHARGING

- 18.1 Where you have been undercharged we will inform you and we may recover from you any amount you have been undercharged.
- 18.2 Where any amount undercharged is as a result of an act or omission on our part we will recover only the amounts owed to us in the 12 months prior to us advising you in writing that there has been an error.
- 18.3 We will list the amount to be recovered as a separate item in a special bill or on the next bill, together with an explanation of that amount.
- 18.4 We will not charge you interest on amounts recovered due to an error on our part and we will offer you a period of time to repay the amounts undercharged at least equal to the period of undercharging if less than 12 months or 12 months in any other case.

19. OVERCHARGING

- 19.1 If we overcharge you due to an act or omission on our part, we will use our **best endeavours** to advise you within 10 **business days** of us becoming aware of the error.
- 19.2 If we have overcharged you and you have already paid your bill, we will:
 - (a) credit the amount to your account and it will be deducted from your next bill; or

- (b) if you have ceased to purchase a **water retail service** from us, repay that amount to you within 10 **business days**.

20. INTEREST

- 20.1 Subject to clause 20.2, if you have not paid a bill by the pay-by date, we may, in addition to any other right we have in this **contract** or otherwise, charge interest on all unpaid amounts owed to us at our corporate overdraft interest rate.
- 20.2 You will not be charged interest if you have entered into a payment plan subject to our **Hardship Policy**.

21. DEBT RECOVERY

- 21.1 We will not commence proceedings for the recovery of a debt relating to the sale and supply of a **water retail service** by us if:
 - (a) you continue to adhere to the terms of a flexible payment plan or other agreed payment arrangement; or
 - (b) we have failed to comply with the requirements of:
 - (i) our **Hardship Policy** in relation to you; or
 - (ii) the contact relating to non-payment of bills, payment plans and assistance to **residential customers** experiencing payment difficulties; or
 - (c) you currently have a flow restriction device installed at the relevant **supply address** in accordance with clause 24.1(a).

22. INTERRUPTIONS

- 22.1 We will use our **best endeavours** to minimise the frequency and duration of interruptions or limitations to supply of your **water retail service**.
- 22.2 We may interrupt the supply of your **water retail service** in the following instances:
 - (a) for maintenance;
 - (b) for repair;
 - (c) for augmentations to the **network**;
 - (d) in the event of emergencies; or

- (e) for health and safety reasons. unable to provide you with such a flow rate.
- 22.3 In the event of an unplanned interruption, we will use our **best endeavours** to restore your **water retail service** as soon as practically possible and within the timeframes specified in the **regulatory service standards**.
- 22.4 Where a planned interruption is required, we will use our **best endeavours** to provide you with at least 4 **business days'** notice prior to planned works that will cause an interruption to your **water retail service**. This notice will be in writing where practicable but may be by radio or newspaper.
- 23. QUALITY, SAFETY AND RELIABILITY OF SUPPLY**
- 23.1 Quality
- (a) Where your **water retail service** comprises non-drinking water (including **recycled water**) we will provide such a **water retail service** on the basis that such **water** is not intended for human consumption and otherwise may only be used for purposes as advised by us. If such a **water retail service** is provided by us, it will be supplied in accordance with all relevant health, environmental and other applicable regulatory requirements applicable to non-drinking **water**.
- (b) We may need to reclassify your **water retail service** from drinking water to non-drinking water or vice versa for various reasons in accordance with applicable regulatory instruments. We will notify you if this occurs.
- (c) To the extent permitted by law, we make no warranty or undertaking as to fitness for purpose, flow rates, pressure, quality or quantity of the **water retail service**, other than those set out in this contract.
- 23.2 Reliability
- (a) We will use our **best endeavours** to provide you with a **water** flow rate to meet your reasonable needs. Please note that, for some **customers**, the flow rate may not be sufficient for all purposes without provision of additional on-site infrastructure. You assume the responsibility of providing such additional **water** infrastructure.
- (b) We will notify you under clause 23.5 if, due to the **special characteristics** of your **water retail service**, we are
- 23.3 You acknowledge that a **supplier** may wholly or partly suspend the supply of **recycled water**, and may refuse to restore that supply to us:
- (a) For routine maintenance of the **supplier's** infrastructure;
- (b) If required to do so by any government agency that has authority to issue such requirements;
- (c) For emergency repairs or maintenance (including urgent corrective action to avoid mechanical or process breakdowns); or
- (d) If in the **supplier's** reasonable opinion, maintenance of that supply would:
- (i) Expose the **supplier** or any other government agency to the risk of loss or damage; or
- (ii) Place the **supplier** in breach of a law or give rise to a material risk of harm, loss or injury to any person or property.
- 23.4 You agree that if a **supplier** suspends the supply of **recycled water** to us for any one or more of the reasons described in clause 23.3, then we may cease supply of **recycled water** to you immediately and we are under no obligation to restore that supply until the **supplier** restores the supply of **recycled water** to us sufficient to enable us to supply you.
- 23.5 **Water retail service with special characteristics**
- (a) If, prior to the commencement of this **contract**, you were a **customer** that we supplied a **water retail service** to with conditions as set out under a separate agreement, or without a formal agreement in place, this **contract** will now apply to the provision of that **water retail service** and the **special characteristics** applicable to that **water retail service** will apply.
- (b) We will advise you of the **special characteristics** of the **water retail service** applicable to you under this **contract**. For existing **customers**, we will advise you on commencement of this **contract**. For new **customers** we will advise you upon assessment of an application by you for a **water retail service** under this **contract**.

24. RESTRICTIONS

24.1 Residential Customers

(a) If you are a **residential customer**, we may, subject to compliance with the **Code**, arrange for the restriction of the supply of your **water retail service** to you where:

- (i) you have not paid a bill or bills within the required timeframes;
- (ii) you have not agreed to an offer of a flexible payment plan under clause 14 or another payment option to pay a bill;
- (iii) you have not adhered to your obligations to make payments in accordance with the flexible payment plan or another payment option relating to the payment of bills;
- (iv) you have not complied with the terms of our **Hardship Policy** referred to in clause 16 resulting in you being removed from that hardship program;
- (v) you have not allowed entry to a Water Industry Officer appointed under the **Act** for the purposes consistent with carrying out duties in accordance with **applicable regulatory instruments**; or
- (vi) you have used the **water retail service** illegally.

(b) Before undertaking any arrangements for the restriction of supply of **water retail services** to your apply address for failure to pay a bill, we will:

- (i) use our **best endeavours** to contact you personally by the methods outlined in the **Code**;
- (ii) give you information about the terms of our **Hardship Policy** and assess your eligibility for participation in our **Hardship Policy**;
- (iii) give you information on government funded concessions, if applicable, and refer you to the organisation responsible for that concession;

(iv) give you a reminder notice;

(v) after the expiry of the period referred to in the reminder notice, give you a written restriction warning notice in accordance with clause 25; and

(vi) advise you of the existence and operation of the **industry ombudsman** scheme.

24.2 Non-residential Customers

(a) If you are a **non-residential customer**, we may, subject to compliance with the **Code**, arrange for the restriction of the supply of your **water retail service** at any of your **supply addresses** at which a **water retail service** is provided where:

- (i) you have not paid a bill or bills within the required timeframes;
- (ii) you have not allowed entry to a **water** industry officer appointed under the **Act** for the purposes consistent with carrying out duties in accordance with **applicable regulatory instruments**; or
- (iii) you have used the **water retail service** illegally.

(b) Before undertaking any arrangements for the restriction of supply of **water retail services** to your apply address for failure to pay a bill, we will:

- (i) use our **best endeavours** to contact you personally by the methods outline in the **Code**;
- (ii) offer you an extension of time to pay on terms and conditions (which may include the payment of interest approved by **ESCOSA** from time to time);
- (iii) give you a reminder notice;
- (iv) after the expiry of the period referred to in the reminder notice, give you a written restriction warning notice in accordance with clause 25; and
- (v) advise you of the existence and operation of the **industry ombudsman** scheme.

24.3 Subject to compliance with the **Code**, we may restrict the supply of a **water retail service** to a **supply address** immediately if you:

- (a) have refused or failed to accept the offer of a flexible payment plan in accordance with clause 14 before the expiry of the 5 **business days** period in the restriction warning; or
- (b) have accepted the offer of a flexible payment plan in accordance with clause 14, but have refused or failed to take reasonable actions towards settling the debt before the expiry of the 5 **business days** period in the restriction warning.

24.4 The restriction of supply of **water retail services** under clause 24.1 or 24.2 will be no less than the minimum flow rate prescribed by **ESCOSA** by notice in writing from time to time.

25. RESTRICTION WARNING NOTICE

25.1 Prior to commencing action to restrict the supply of a **water retail service** to you, we will issue a restriction warning notice to you that:

- (a) states the date of its issue;
- (b) states the matter giving rise to the potential restriction of your **supply address**;
- (c) where the notice has been issued for not paying a bill:
 - (i) state the date on which the restriction warning notice ends; and
 - (ii) state that payment of the bill must be made during the restriction warning notice period;
- (d) for matters other than not paying a bill, allow a period of not fewer than 5 **business days** after the date of issue for you to rectify the matter before restriction occurs;
- (e) inform you of applicable restoration procedures and any charges for restoration (if applicable);
- (f) include details of our telephone number for complaints and disputes; and
- (g) include details of the existence and operation of the **industry ombudsman** scheme.

26. DISCONNECTIONS

26.1 We will not disconnect your **water retail service** for non-payment of a bill or bills. However, we may restrict your water retail service in accordance with clause 24.

26.2 We may arrange for the disconnection of your **retail service** if you have:

- (a) requested that disconnection;
- (b) used the **water retail service** illegally; or
- (c) refused entry to a **water** industry officer appointed under the **Act** for a purpose consistent with carrying out duties in accordance with **applicable regulatory instruments**.

26.3 If you request us to arrange for the preparation and issue of a final bill, or the disconnection of, your **supply address**, we will use our **best endeavours** to arrange for that final bill (in circumstances where final bills can be issued) or disconnection in accordance with your request.

27. RESTORATION OF WATER RETAIL SERVICE

27.1 If we have disconnected or restricted the supply of your **water retail service** to you, we will use our **best endeavours** to arrange for the reconnection or removal of flow restrictions within a time agreed with you, subject to:

- (a) Clause 9.4 ;
- (b) the reasons for the disconnection or restriction being rectified by you; and
- (c) you have paid the appropriate charge for reconnection or removal of **water** flow restriction (if applicable).

27.2 If you are a **residential customer**, we will not charge a restoration fee where you are experiencing **financial hardship** and should have been identified as eligible for our **Hardship Policy**, so long as you agree to participate in our hardship program upon restoration.

27.3 We will use our **best endeavours** to reconnect or remove **water** flow restrictions within the timeframes required by the **regulatory service standards**.

28. ENQUIRIES, COMPLAINTS AND DISPUTE RESOLUTION

28.1 If you have an enquiry or complaint relating to our water retail service or related matter, you

can contact us on the details published on our website, www.waterutilitiesgroup.com.au.

remove, overcome or minimise those effects.

28.2 You may make a complaint to us regarding our services or compliance with this **contract**. We will address your complaint in the manner set out in our procedures for the management and resolution of customer enquiries and disputes. For further information regarding this process please refer to our website, www.waterutilitiesgroup.com.au.

30.2 For the purposes of this clause, if the effects of a **force majeure event** are widespread we will be deemed to have given you prompt notice if we make the necessary information available by way of a 24 hour telephone service within 30 minutes of being advised of the **force majeure event** or otherwise as soon as practicable.

28.3 If you are not satisfied with the solution offered or action taken by us in response to your complaint you may have the complaint reviewed by one of our senior managers under our procedures for the management and resolution of customer enquiries and disputes.

30.3 Either party relying on this clause by claiming a **force majeure event** must use its **best endeavours** to remove, overcome or minimise the effects of that **force majeure event** as quickly as practicable.

28.4 If you are still not satisfied with the outcome of our internal dispute resolution process you may refer the matter to the **Industry Ombudsman** for external dispute resolution, subject to clause 28.5.

30.4 Nothing in this clause will require a party to settle an industrial dispute which constitutes a **force majeure event** in any manner other than the manner preferred by that party.

28.5 The parties agree to follow our internal dispute resolution procedure, in good faith, as set out in our procedures for the management and resolution of customer enquiries and disputes before referring the matter to the **Industry Ombudsman**.

31. INFORMATION AND PRIVACY

29. RIGHT TO ENTER

31.1 We will keep your personal information confidential in accordance with applicable laws and our privacy policy.

29.1 In the case of an emergency or on agreement with you, we will enter your property to perform planned or unplanned maintenance to our infrastructure located at your **supply address**, in each case in accordance with sections 44 and 45 of the **Act**.

31.2 We will also provide any relevant information to authorities in the event that you are under investigation for illegal use of our services or of any other crime.

30. FORCE MAJEURE

31.3 By accepting a **water retail service** under this **contract** you are agreeing to the release of billing data to a tenant of your **supply address**, in accordance with processes approved by **ESCOSA** from time to time.

30.1 If, but for this clause, either party would breach this **contract** due to the occurrence of a **force majeure event**:

32. INDEMNITY

32.1 To the extent permitted by law, you hereby indemnify us against any third party claims arising out of, in respect of or in connection with the water retail service howsoever caused.

(a) the obligations of the party under this **contract**, other than an obligation to pay money, are suspended to the extent to which they are affected by the **force majeure event** for so long as the **force majeure event** continues; and

33. NOTICES

(b) the affected party must use its **best endeavours** to give the other party prompt notice of that fact including full particulars of the **force majeure event**, an estimate of its likely duration, the obligations affected by it and the extent of its effects on those obligations and the steps taken to

33.1 Unless you otherwise inform us of an alternative means of communication, you agree that any communication, notice or consent under this **contract** which must be sent to you by us may be sent to the postal address and/or email address provided to us, and that such communication will be deemed to be received by you on the day following the day on which such communication was posted or on the same day the Email is sent.

33.2 You must immediately notify us of any change of your postal address or Email address.

34. GENERAL

34.1 Applicable law

The laws in force in the State of South Australia govern this **contract**.

34.2 Severability

If any clause or part of a clause is illegal, unenforceable or invalid, that clause or part of a clause is to be treated as removed from this contract and the rest of this contract is not affected.

34.3 Assignment

Your rights and obligations under this **contract** are personal and cannot be assigned, charged

or otherwise dealt with, without our prior written consent.

34.4 Referral of Our Obligations

Some obligations placed on us under this **contract** may be carried out by others engaged by us to perform the obligations on our behalf.

34.5 Amending the contract

This **contract** may only be amended in accordance with the **Code**. We will publish any amendments to this **contract** on our website.

34.6 The Code

If the **Code** grants us a right which may be included in this **contract**, our rights under this **contract** are deemed to include such a right.

35. SCHEDULE 1 – DEFINITIONS

The following words have the attributed meaning for the purposes of this contract.

Act	means the <i>Water Industry Act 2012 (SA)</i> as amended from time to time.
applicable regulatory instruments	means any Act (including without limitation, the Act) or regulatory instrument made under an Act (including without limitation, the Regulations), or the Code or any other industry code, guideline, or other regulatory instrument issued by ESCOSA which applies to us.
ADI	means an authorised deposit taking institution within the meaning of the <i>Banking Act 1959 (Cth)</i> as defined in section 4 of the <i>Acts Interpretation Act 1915 (SA)</i> .
availability charge	a charge for the availability of a service (rather than the use of it). <i>The Local Government Act 1999/Roxby Downs Indenture Ratification Act 1982</i> allows us to recover this availability charge from you where our water infrastructure runs adjacent to your property.
best endeavours	means to act in good faith and use all reasonable efforts, skill and resources.
business day	means a day that is not a Saturday, a Sunday or a public holiday in the State of South Australia.
Centrepay	a free service for customers whereby bills may be paid as regular deductions from the customer's government welfare payments.
Code	means the Wate Retail Code – Minor and Intermediate Retailers published by ESCOSA as amended from time to time.
connection point	means, in respect of a water retail service , the outlet of the meter at your supply address which then connects to the water reticulation network or, in respect of the dual reticulation recycled water service , the outlet of the meter at your supply address which then connects to the dual reticulation recycled water network .
contract	means this contract which has been approved by ESCOSA under clause 2.1 of the Code .
customer	means a customer as defined under section 4 of the Act .
designated dual reticulation area	means the area where we provide a dual reticulation recycled water service as published on our website from time to time.
dual reticulation recycled water network	means our system of water mains and service pipes for the provision of recycled water to 2 or more locations in the State.
dual reticulation recycled water service	means, in relation to the designated dual reticulation area only, the service of providing recycled water to your supply address using our dual reticulation recycled water network .
Enquiries, Complaints and Dispute Resolution Process	means our enquiries, complaints and dispute resolution process as published on our website and as may be amended from time to time.
ESCOSA	means the Essential Services Commission of South Australia, a body created under the <i>Essential Services Commission Act 2002 (SA)</i> .
fees and charges	means our fees and charges as specified in our Price List .
Price List	means the fees and charges schedule published by us on our website as may be amended from time to time.
financial hardship	means a situation defined by reasonable assessment by us as a customer having desire to pay an account but being absent of the means to pay the account within 3 months of the due date despite all best efforts.

force majeure event	means an event outside the control of us, the occurrence of which could not be reasonably foreseen by us, or if it could be foreseen, could not reasonably have been guarded against.
Hardship Policy	means our financial hardship policy as published on our website and as may be amended from time to time.
Industry Ombudsman	means the industry ombudsman responsible for dealing with disputes under the Act .
meter	means the device and associated equipment owned by us used to measure the use of water or recycled water of a property.
Minister	means the Minister for Water and the River Murray.
network	Means in respect of the water retail service , the water reticulation network or the dual reticulation recycled water network (as the case may be).
non-standard water retail service	means a water retail service we may provide to customers on terms and conditions other than that set out in this contract , but such services do not include a water retail service provided to customers with special characteristics as described in clause 23.5.
Non-residential customer	means a customer other than a residential customer .
recycled water	means dual reticulation recycled water produced from the treatment and disinfection of sewage and/or stormwater, resulting in a product suitable for irrigation and other purposes not constituting human consumption and supplied to a customer as a dual reticulation recycled water service.
Regulations	means the <i>Water Industry Regulations 2012 (SA)</i> as may be amended from time to time.
regulatory service standards	means the regulatory service standards applicable to the provision by us to you of a retail service as determined and published from time to time by ESCOSA .
residential customer	means a customer which acquires a retail service primarily for their own domestic purposes.
sewage	includes any form of waste that may be appropriately removed or dealt with through the use of a sewerage retail service (but does not include trade waste).
special characteristics	means the particular features or characteristics of the retail service relevant to your supply address as set out in Schedule 2.
supplier	means any entity, individual or agency that supplies recycled water to us under licence or agreement for the purpose specified in clause 3.1 of this contract .
supply address	means the property address at which the water retail service is to be provided under this contract .
water	includes desalinated water and water that may include any material or impurities, but does not include recycled water or sewage .
water restrictions	means limitations on water or recycled water use proclaimed by the Minister from time to time.
water retail service	means a service constituted by the collection, storage, production, treatment, conveyance, reticulation or supply of water , recycled water or any other service, or any service of a class, brought within the ambit of this definition by the Regulations .
water reticulation network	means our system of water mains and service pipes for the provision of water to 2 or more locations in the State.