



Customer Charter – CWMS Services

The District Council of Loxton Waikerie is a Community Waste Management System (CWMS) provider responsible for the operation, maintenance, upgrading and replacement of existing systems within the district.

The aim of our Charter is to provide our sewerage 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 [here](#).

We provide customers in the townships of Loxton, Waikerie, Kingston-On-Murray, and Moorook with CWMS service.

Biosolid Removal (Quality)

We will:

- Remove biosolids and wastewater 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 wastewater service
- Provide you with information on any planned interruptions to your wastewater service at least 4 business days prior to us undertaking any works or maintenance
- Provide an after-hours service in the event of an emergency or interruption to the supply of your sewerage service

You will:

- Report any spills, leaks, or incursions to us as soon as possible by calling the Loxton Waikerie Council on 8584 8000
- Not discharge restricted wastewater into our infrastructure
- May be liable to pay us for a proportion of the costs reasonably attribute to you for a blockage, burst, or leak. We will advise you of any reasons for the cost recovery in these circumstances and any amounts payable will be subject to the payment assistance and financial hardship provisions of your contract with us
- Contact us to discuss our requirements for disposal of industrial or non-domestic waste into our infrastructure

Price List

We will:

- Publish our pricelist, which sets out the fees and charges associated with your CWMS service, each year by 31 July on our website
- 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 within two months of prices changing on our website
- Ensure the CWMS service charge outlined in our Annual Business Plan is compliant with the *Code for Establishing and Applying Property Units as a Factor for the Imposition of Annual Services Charges for Community Wastewater Management Systems* as published on the [LGA website](#)



Service Availability Charge

The *Local Government Act 1992 & Roxby Downs (Indenture Ratification) Act 1982* allows us to recover a 'service availability charge' from you where our CWMS infrastructure runs adjacent to your property. You will be required to pay our 'annual CWMS service charge' whether your property is occupied or vacant.

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 the [SA Gov website](#). Alternatively, phone the ConcessionsSA Hotline on 1800 307 758 or email concessions@sa.gov.au.

Connections – Where your property is not currently connected to our infrastructure

We will:

- Inform you within 7 business days whether you can be connected to our infrastructure

You will:

- Provide a connection to a property that is located within a CWMS serviced area
- Provide Council with information about your supply address, and within 28 days, a COC, location/depth, and any other relevant details of the connection
- Pay the relevant connection fees as set out in our [Fees and Charges](#)

Further information on connecting new properties to our infrastructure is available by contacting Council on 8584 8000.

Billing and Payments

We will:

- Include your CWMS charges on your rates notice, (separately identified), issued quarterly, unless otherwise agreed with you
- Offer you the ability to pay your bills in person, by mail, by BPay, or by Credit Card via our website

You will:

- Pay our 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



Payment Assistance and Financial Hardship

We will:

- Provide you with the ability to pay your bills by instalments or enter 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 bills prior to the due date

Further details on our Financial Hardship Policy can be found [here](#). Alternatively, a hard copy version can be provided upon request.

Reviewing your Bill/Billing Disputes

We will:

- Not commence our debt collection processes where a bill, or part of, is in dispute
- Review and inform you of the outcome of 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 or any future bills that become overdue

Overcharging & Undercharging

Overcharging – We will:

- Inform you within 10 business days of becoming aware of you being overcharged because of 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

Undercharging – We will:

- Limit the amount we recover from you to the amount undercharged in the 12 months prior to the error being advised to you in writing
- List the undercharged amount as a separate item in your next bill with an explanation of that amount and, if requested, offer you an extended time to pay the amount
- Not charge interest on undercharged amount



Debt Recovery

We will:

- Only commence debt collection/recovery action where you have failed to pay your bill(s) by the due date, and you have not contacted us to discuss a payment extension or other flexible payment arrangements (including eligibility for our Hardship Program)

You will:

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

Entry to your property

We will:

- Provide you with at least 24 hours if we need to enter your property for the purpose of inspecting your wastewater system and connection to our CWMS system

You will:

- Ensure safe access to our infrastructure (including but not limited to the meter) located at your supply address

Disconnections

Subject to any applicable regulatory requirements that prohibit disconnection, we will only disconnect your sewerage if:

- You request the disconnection and there is no public health, environmental, or safety risks
- If you request disconnection and it's authorised by Council, you must arrange for a licensed plumber to disconnect your supply
- If we receive a development application for the demolition of your structure serviced by a CWMS, we may impose certain conditions to engage the services of a suitably qualified tradesperson to isolate your property at its point of connection to the CWMS. This is to protect the connection from inappropriate inflows. Any such activity will be required to be easily reversible should your property require re-connection at some time in the future
- 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) or
- You are found to be using the services illegally or have refused entry to authorised person(s) to undertake maintenance or repairs in accordance with relevant regulatory instruments

Complaints and Dispute Resolution

We will:

- Respond to your complaint or enquiry and advise of the likely timeframe required to investigate and resolve while regularly updating you on the progress where necessary
- Refer you to our Manager Infrastructure Services if you are not satisfied with our initial response/resolution or, if required, escalate you to the Director Infrastructure Services
- Advise you of your option to escalate your complaint to the State Ombudsman South Australia and provide you with the details of that organisation
- Advise you of your option to escalate your complaint to our nominated independent dispute resolution body and provide you with the details of that organisation