



# Code



## Water Retail Code - Major Retailers

WRC-MR/02

July 2016

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# 1 Preliminary

## 1.1 Title, authority and commencement

- 1.1.1 This industry code:
- (a) is the *Water Retail Code – Major Retailers*;
  - (b) is made by the **Commission** pursuant to the provisions of Part 4 of the Essential Services Commission Act 2002;
  - (c) commenced on 1 January 2013; and
  - (d) may only be varied in accordance with the provisions of Part 4 of the Essential Services Commission Act 2002.

## 1.2 Scope

- 1.2.1 This industry code regulates some of the standard terms and conditions for the provision of **retail services** to **customers** by a **retailer** under the Water Industry Act 2012.
- 1.2.2 Subject to clause 1.2.3, this industry code:
- (a) operates so as to include standard and non-standard connection services (including developer services) as **retail services** under this industry code; and
  - (b) extends to any other **excluded retail service**:
    - (i) to the extent that this industry code expressly provides for its application to the **excluded retail service**; or
    - (ii) to the extent that a rule or other **applicable regulatory instrument** made by the Commission expressly provides for the application of this industry code to the **excluded retail service**.
- 1.2.3 Nothing in clause 1.2.2 operates so as to affect the price for an **excluded retail service** set by a **major retailer** in accordance with any applicable **price determination** made by the **Commission**.

## 1.3 Application

- 1.3.1 This industry code applies:
- (a) to **major retailers** in whole;
  - (b) in whole or in part, to other **retailers** as notified in writing by the **Commission**;
  - (c) to entities holding an exemption from the requirement to hold a retail licence where the **Commission** has:
    - (i) determined that the entity will be treated as a water industry entity under section 108(3) of the Water Industry Act 2012; and
    - (ii) has advised the entity that it is required to comply with this industry code (in whole or in part).

- 1.3.2 Notwithstanding clause 1.3.1, unless otherwise specified by the **Commission** this industry code will not apply to the sale and supply of a **retail service** to a **customer** in circumstances where (or to the extent that):
- (a) a **residential customer**:
    - (i) takes supply of the **retail service** subject to agreed and documented non-standard terms and conditions; and
    - (ii) agrees in writing that this industry code will not apply in respect of the supply of the **retail service** (or will not apply to the extent specified in the agreement); or
  - (b) a **non-residential customer**:
    - (i) takes supply of the **retail service** subject to agreed and documented terms and conditions; and
    - (ii) agrees in writing that this industry code will not apply in respect of the supply of the **retail service** (or will not apply to the extent specified in the agreement); or
  - (c) a **non-residential customer** commenced taking supply of the **retail service** prior to the commencement of this industry code subject to agreed and documented terms and conditions and continues to take supply subject to those terms and conditions.
- 1.3.3 The period for which this industry code will not apply to the sale and supply of **retail services** to a **customer** under clause 1.3.2 is limited to the period for which each of the requirements of that clause continue to be met.

## 1.4 Parts

- 1.4.1 This Code is divided into 5 parts:
- PART A which sets out **customer** information provision obligations;
  - PART B which sets out connections obligations;
  - PART C which sets out retailer supply obligations;
  - PART D which sets out customer service obligations; and
  - PART E which sets out miscellaneous provisions.

## 1.5 Obtaining a copy of this industry code or the standard contract

- 1.5.1 A **retailer** must, when asked by a **customer**, free of charge for the first request:
- (a) send to that **customer** within 10 **business days** a copy of this industry code; and
  - (b) a copy of the **customer sale contract** applicable to that **customer**.
- 1.5.2 A **retailer** may impose a reasonable charge for a second or subsequent request that relates to the same version of this industry code or the **customer sale contract** (as the case may be).



## 1.6 Other Acts, industry codes and guidelines

1.6.1 Not all aspects of a **retailer's** obligations are regulated by this industry code; a **retailer's** obligations and some aspects of the relationship between a **customer** and a **retailer** are also affected by:

- (a) Acts of Parliament and regulations made under those Acts of Parliament;
- (b) the water licence held by the **retailer**;
- (c) other industry codes made by the **Commission** from time to time; and
- (d) any rules or guidelines made by the **Commission** from time to time.

## 1.7 Interpretation

1.7.1 In this industry code, unless the context otherwise requires:

- (a) headings and footnotes are for convenience or information only and do not affect the interpretation of this industry code or of any term or condition set out in this industry code;
- (b) words importing the singular include the plural and vice versa;
- (c) an expression importing a natural person includes any company, partnership, trust, joint venture, association, corporation or other body corporate and any governmental agency and vice versa;
- (d) a reference to a clause or appendix is to a clause or appendix of this industry code;
- (e) a reference to any statute includes all statutes amending, consolidating, re-enacting, extending or replacing them and a reference to a statute includes all regulations, proclamations, ordinances, by-laws and determinations issued under that statute;
- (f) a reference to a document or a provision of a document includes an amendment or supplement to, or replacement of or novation of, that document or that provision of that document;
- (g) a reference to a person includes that person's executors, administrators, successors, substitutes (including, without limitation, persons taking by novation) and permitted assigns; and
- (h) other parts of speech and grammatical forms of a word or phrase defined in this industry code have a corresponding meaning.

## 1.8 Definitions

1.8.1 In this industry code words appearing in bold like **this** have the following meanings:

<b>ADI</b>	means an authorised deposit taking institution within the meaning of the Banking Act 1959 (Cth) as defined in section 4 of the Acts Interpretation Act 1915 (SA)
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applicable regulatory instruments	means any Act or regulatory instrument made under an Act, or any industry code, rule, guideline or other regulatory instrument issued by the <b>Commission</b> , which applies to a <b>retailer</b>
applicable service standards	means any service standard established under a retail licence, an industry code, a guideline, <b>customer sale contract</b> or as advised by the <b>Commission</b> in writing from time to time and includes the service standards set out in Schedule 1 to this industry code
best endeavours	means to act in good faith and use all reasonable efforts, skill and resources
billing cycle	means the regular recurrent period for which a <b>customer</b> receives a bill from a <b>retailer</b>
business day	means a day that is not a Saturday, a Sunday or a public holiday in the State of South Australia
customer sale contract	means the agreed terms and conditions on which a <b>retailer</b> sells and supplies a <b>retail service</b> to a <b>customer</b> and, where the context requires, includes a <b>standard contract</b>
date of receipt	means, in relation to the receipt by a <b>customer</b> of a notice (including a restriction or disconnection warning) given by a <b>retailer</b> : <ul style="list-style-type: none"> <li>a) in the case where the <b>retailer</b> hands the notice to the <b>customer</b>, the date the <b>retailer</b> does so;</li> <li>b) in the case where the <b>retailer</b> sends a notice by facsimile or by electronic mail before 5pm on a <b>business day</b>, on that <b>business day</b>, otherwise on the next <b>business day</b>;</li> <li>c) in the case where the <b>retailer</b> leaves the notice at the <b>customer's supply address</b>, the date the <b>retailer</b> does so;</li> <li>d) in the case where the <b>retailer</b> gives the notice by post or registered mail, a date 2 <b>business days</b> after the date the <b>retailer</b> sent the notice</li> </ul>
excluded retail service	means: <ul style="list-style-type: none"> <li>a) standard and non-standard connection services (including developer services);</li> <li>b) trade waste services;</li> <li>c) non-domestic hauled waste services;</li> <li>d) easement extinguishment and encumbrance services;</li> <li>e) hydrant and fire plug services;</li> <li>f) meter services; or</li> <li>g) network analysis and audit services</li> </ul>
force majeure event	means an event outside the control of a <b>retailer</b> or a <b>customer</b> , the occurrence of which could not be reasonably foreseen or, if it could be reasonably foreseen, could not reasonably have been guarded against

interruption	includes a planned or unplanned outage that interrupts or restrictions the supply of <b>retail services</b>
major retailer	means a <b>retailer</b> which provides <b>retail services</b> to more than 50,000 connections
network	means any infrastructure through which a <b>retail service</b> is <b>supplied</b>
non-residential customer	means a customer other than a residential customer
price determination	means a price determination made by the <b>Commission</b> under the Water Industry Act 2012 and the Essential Services Commission Act 2002
residential customer	means a <b>customer</b> which acquires <b>retail services</b> primarily for domestic purposes
retail service	means: <ul style="list-style-type: none"> <li>a) a water service; or</li> <li>b) a sewerage service,</li> </ul> to the extent that: <ul style="list-style-type: none"> <li>c) the service constitutes the provision of the service through the use of a reticulated system; or</li> <li>d) the service constitutes a connection service that is included as a retail service under clause 1.2.2(a)</li> </ul>
retailer	means the holder of a licence issued by the <b>Commission</b> under the Water Industry Act 2012 and, where the context requires, includes a person within the meaning of clause 1.3.1(c)
standard contract	means the approved terms and conditions for the sale and supply of a <b>retail service</b> as published under the Water Industry Act 2012
supply	means the physical provision of a <b>retail service</b>
supply address	means: <ul style="list-style-type: none"> <li>a) the address for which a <b>customer</b> purchases a <b>retail service</b> from a <b>retailer</b> where there is only one connection at that address; or</li> <li>b) where there is more than one connection at the address, each connection through which the <b>customer</b> purchases a <b>retail service</b> from the same <b>retailer</b></li> </ul>

- 1.8.2 An expression or term used in this industry code and in the Water Industry Act 2012 or the Essential Services Act 2002 has, unless the contrary intention appears, the same meaning in this industry code as it has in the relevant Act.

## PART A – CUSTOMER INFORMATION OBLIGATIONS

## 2 Customer Charter

### 2.1 Obligation to have a Customer Charter

- 2.1.1 A **retailer** must have in place a plain language guide to the basic rights and obligations of the **customer** and the **retailer** under a **standard contract** approved by the **Commission** under clause 12.1.
- 2.1.2 The guide will be known as the **retailer's** Customer Charter.

### 2.2 Review of a Customer Charter

- 2.2.1 The **Commission** may direct a **retailer** to review its Customer Charter and to make variations (or to replace the charter with a new Customer Charter) in accordance with any requirements specified by the **Commission** from time to time.
- 2.2.2 A **retailer** must consult with the **Commission** before varying or replacing its Customer Charter independently of a direction referred to in clause 2.2.1.

### 2.3 Obligation to provide Customer Charter

- 2.3.1 A **retailer** must:
  - (a) advise a **customer** of the availability of its Customer Charter as soon as practicable after the **customer** enters into a **standard contract**, being no later than the issue of the first bill;
  - (b) ensure that a copy of its Customer Charter is published on its website, in a readily accessible location;
  - (c) prominently display its Customer Charter in those parts of the **retailer's** offices to which **customers** regularly have access; and
  - (d) send a copy of its Customer Charter, or a summary document approved by the **Commission**, to a **customer** or a tenant brought within the definition of **customer** by regulations on request and free of charge as soon as practical following a request to do so.

### 2.4 Charging for Customer Charters

- 2.4.1 A **retailer** may impose a reasonable charge for a second or subsequent request that relates to the same version of its Customer Charter.

## 3 Enquiries, complaints and dispute resolution

### 3.1 Obligation to have customer enquiry, complaint and dispute resolution procedures

- 3.1.1 A **retailer** must have in place and adhere to **customer** enquiry, complaint and dispute resolution procedures as approved by the **Commission** from time to time.

## 3.2 Review of customer enquiry, complaint and dispute resolution procedures

- 3.2.1 The **Commission** may direct a **retailer** to review its **customer** enquiry, complaint and dispute resolution procedures and to make variations (or to replace the procedures with new procedures) in accordance with any requirements specified by the **Commission** from time to time.
- 3.2.2 A **retailer** must obtain the approval of the **Commission** before varying or replacing its customer enquiry, complaint and dispute resolution procedures independently of a direction referred to in clause 3.2.1

## 3.3 Obligation to inform about complaint escalation and dispute resolution processes

- 3.3.1 A **retailer** must:
  - (a) provide information about the existence and operation of its complaint and dispute resolution procedures if requested to do so by a **customer**; and
  - (b) ensure that information about its procedures is published on its website, in a readily accessible location

# 4 Customer communications

## 4.1 Electronic communications

- 4.1.1 If a **retailer** is required under this industry code to provide or issue any document, bill or notice to a **customer** and that **customer** has provided to the **retailer** with an electronic mail address and consent for the **retailer** to access that electronic mail address, the **retailer**:
  - (a) may send or issue that document, bill or notice to that electronic mail address for that purpose unless otherwise required under this industry code;
  - (b) must be capable of receiving notices by electronic mail from that **customer**; and
  - (c) must cease using that electronic mail address or the electronic mail format at the **customer's** request.
- 4.1.2 Unless otherwise specifically required under this industry code, a reference to writing includes electronic mail.
- 4.1.3 A **retailer** must revert to alternative means of communication where the electronic mail address provided by the **customer** indicates that the message has failed to deliver to the **customer**.

## 4.2 Language and large print needs

- 4.2.1 A **retailer** must:
  - (a) provide access to multi-lingual services for languages common to the relevant **residential customer** base to meet the reasonable needs of its **residential customers**; and

- (b) provide, on request by a **residential customer**, large print versions of:
  - (i) this industry code, at a reasonable charge; and
  - (ii) the **retailer's** Customer Charter, free of charge.

## 5 Price disclosure

### 5.1 Schedule of prices, fees and charges

- 5.1.1 A **retailer** must publish on its website and provide a copy to a **customer** upon request within 10 **business days** of that request (provided that the **retailer** need only satisfy one request per **customer** in any 12 month period):
- (a) a list of all prices charges by the **retailer** for the sale and supply of retail services;
  - (b) a list of all fees and charges by the **retailer** associated with the sale and supply of retail services; and
  - (c) the amount of all fees and charges under paragraph (b) or the methods or policies applicable for the calculation of those fees and charges.

### 5.2 Rating on abuttal

- 5.2.1 A **retailer** must include details of any fees or charges that a **customer** will remain liable for under the Water Industry Act 2012 including but not limited to where the **customer** requests a disconnection under clause 15 or clause 27.3.

## 6 Water efficiency advice

### 6.1 Advice on the use of water services

- 6.1.1 A **retailer** must provide to a **residential customer** on request and free of charge:
- (a) general advice on the range of water conservation measures available;
  - (b) advice on how a **residential customer** may arrange for an audit of the **residential customer's** supply address.

## 7 Leak monitoring and notification

### 7.1 Abnormal change in water consumption

- 7.1.1 Where a **retailer's** systems indicate, or ought to indicate, that there has been an abnormal change in the level of consumption of **water services** by a **customer**, the **retailer** must inform the **customer** as soon as reasonably practicable to allow the **customer** to identify any concealed leaks in the **customer's** infrastructure that could result in an unintended level of **water service** consumption.

## 8 Concessions, rebates or grants

### 8.1 Advice on government concessions, rebates or grants

- 8.1.1 A **retailer** must provide to a **residential customer** or a tenant brought within the definition of **customer** by regulations any information concerning the availability of

government concessions, rebates or grants and the contact details for the government department responsible for the administration of that concession, rebate or grant.

## 9 Life support equipment

### 9.1 Registration of life support equipment

9.1.1 Where a **residential customer** provides a **retailer** with confirmation from a registered medical practitioner or a hospital that a person residing at the **residential customer's supply address** requires life support equipment, the **retailer** must:

- (a) register the **supply address** as a life support equipment address;
- (b) not arrange for the disconnection or restriction of the supply of **water services** to that **supply address** while the person continues to reside at that address and requires the use of life support equipment; and
- (c) provide the **residential customer**:
  - (i) at least 4 **business days** written notice of any planned interruptions to **supply** at the **supply address** (the 4 **business days** to be counted from the **date of receipt** of the notice);
  - (ii) advice there is likely to be a planned interruption to the **supply** at the **supply address**; and
  - (iii) an emergency telephone contact number.

9.1.2 A **retailer** must rely on advice received by a medical practitioner or hospital that life support equipment is required at the **supply address**.

### 9.2 Cessation of requirement for life support equipment

9.2.1 A **retailer** may require that a **residential customer** whose **supply address** has been registered under this clause inform the **retailer** if the person for whom the life support equipment is required vacates the **supply address** or no longer requires the life support equipment.

9.2.2 A **retailer** may rely on advice received by a medical practitioner or hospital that life support equipment is no longer required at the **supply address** notwithstanding that a customer has failed to provide the information under clause 9.2.1.

### 9.3 Definition of life support equipment

9.3.1 For the purposes of this clause 9, life support equipment means:

- (a) a dialysis machine; or
- (b) other equipment as notified by the **Commission** from time to time.



## 10 Customer hardship policies

### 10.1 Obligation to inform customers about hardship policy

10.1.1 A **retailer** must:

- (a) ensure that a copy of its hardship policy is published on its website, in a readily accessible location;
- (b) prominently display its hardship policy in those parts of the **retailer's** offices to which **customers** regularly have access;
- (c) advise a **residential customer** of its hardship policy where:
  - (i) a **residential customer** informs the retailer in writing or by telephone that the **residential customer** is experiencing payment difficulties;
  - (ii) a recognised welfare agency or accredited financial counsellor informs a **retailer** that the **residential customer** is experiencing payment difficulties due to hardship; or
  - (iii) the **retailer's** credit management processes indicate or ought to indicate to the **retailer** that non-payment of a bill for **retail services** is due to the **residential customer** experiencing payment difficulties due to hardship; or
  - (iv) the **retailer** is proposing to install a flow restriction device in accordance with clause 26.3; and
- (d) send a copy of its hardship policy, or a summary document approved by the **Commission**, to a **residential customer** on request and free of charge as soon as practical following a request to do so.

## PART B – CONNECTION OBLIGATIONS

## 11 Provision of retail services

### 11.1 Obligation to supply a retail service

- 11.1.1 Where a **retailer** is required to agree to sell and supply a **retail service** under the terms of its water retail licence, it must do so on the request of a **customer** subject to any terms and conditions permitted under this industry code or other **applicable regulatory instrument**.

### 11.2 Obligation to offer to supply a retail service

- 11.2.1 Where a **retailer** is required to offer to sell and supply a **retail service** under the terms of its water retail licence, it must do so within those times required under **applicable service standards** where:
- (a) the **customer's supply address** is connected, or will be connected after completion of any necessary augmentation or extension, to a **network** through which a **retailer** makes available a **retail service**;
  - (b) that **network** has the capacity to deliver the **retail service**;
  - (c) the **retailer** has the right to deliver the **retail service** to the **supply address** by means of that **network**; and
  - (d) the **retailer**, acting reasonably, determines that it is economically viable to provide the **retail service** to the **customer's supply address**.
- 11.2.2 Any fee charged by the **retailer** for preparing an offer under clause 11.2.1 must be consistent with any applicable **price determination**.
- 11.2.3 A **retailer** may withdraw the offer made under clause 11.2.1 if it is not accepted by the **customer** within a period of 60 **business days** from the **date of receipt**.
- 11.2.4 If a **retailer** proposes to recover the costs of extensions or expansions, the **retailer** must:
- (a) undertake the extensions or expansions on fair and reasonable terms and conditions;
  - (b) complete the extensions or expansions within a reasonable time; and
  - (c) comply with any relevant guidelines issued by the **Commission**.

### 11.3 Discontinuance or cessation of retail services

- 11.3.1 A **retailer** must:
- (a) notify the **Commission** if the **retailer** seeks the approval of the Minister for the discontinuance of a **retail service** under section 18(6) of the Water Industry Act 2012; and
  - (b) to the extent that any **retail services** are not within the ambit of the community service obligations under section 18(6) of the Water Industry Act 2012, obtain the approval of the **Commission** before the **retailer** makes a material change to those **retail services**:
    - (i) by discontinuing or ceasing to operate, maintain or service a part of a **network**; or

- (ii) by discontinuing or ceasing to supply **retail services** from a part of a **network**.

11.3.2 Clause 11.3.1 operates separately to (and in circumstances that do not fall within the ambit of) section 59 of the Water Industry Act 2012.

## 12 Customer sale contracts

### 12.1 Approval of terms and conditions for standard contracts

12.1.1 A **retailer** must obtain the approval of the **Commission** for the terms and conditions of a **standard contract** for the sale and supply of **retail services** before publication of that **standard contract** under the Water Industry Act 2012.

12.1.2 A **retailer** must obtain the approval of the **Commission** before amending a **standard contract** approved under clause 12.1.1.

### 12.2 Terms and conditions for non-standard retail contracts

12.2.1 A **retailer** may sell and supply **retail services** to a **customer** on terms and conditions other than those set out in a **standard contract** under clause 12.1 where the **retailer** and the **customer** agree to those terms.

12.2.2 Where a **retailer** and a **customer** cannot agree on the terms of a contract under clause 12.2.1, the **standard contract** approved by the **Commission** under clause 12.1 will apply.

## 13 Continuation of retail services on land transfers

### 13.1 Continuation of retail service

13.1.1 If a person becomes the new owner of land in relation to which a **retail service** is provided, the **retailer** may require the person to provide such information as the **retailer** may reasonably require in connection with a contract that applies (or will apply) in connection with the provision of the **retail service** (and the **retailer** must comply with any requirements under this industry code as to the provision of information to the **customer**).

13.1.2 A **retailer** must not:

- (a) require a **customer** to satisfy any preconditions other than those applying under clause 13.1.1 before agreeing to provide a **retail service** to that **customer**; or
- (b) seek or require a **customer** to pay a security deposit, refundable advance or any other form of security in respect of an amount which may in the future become due and payable in respect of the sale and supply of a **retail service** to that **customer** at the relevant **supply address**.

## 14 Connections

### 14.1 Customer connection policy

- 14.1.1 A **retailer** must outline its conditions for **connection services** in its connection policy and publish that policy on its website and provide a copy to a **customer** on request.

### 14.2 Requirements where a connection is needed

- 14.2.1 Where a **connection service** is required as part of a **retail service** to a **customer**, a **retailer** may require:
- (a) the **customer** to agree to pay relevant connection fees;
  - (b) the **customer** to agree to undertake and fund, or part fund in agreement with the **retailer**, any extension, upgrade or augmentation required for the connection; and
  - (c) the works required under paragraph (b) to have been completed,
- before commencing the sale and supply of the **retail service** to that **customer**.
- 14.2.2 A **retailer** must ensure that any **customer** funding or payment obligations agreed under clause 14.2.1 are consistent with any applicable **price determination** and **applicable regulatory instruments**.
- 14.2.3 A **retailer** may require a **customer** to make an application for purposes associated with making a connection to the network as part of a **retail service**.
- 14.2.4 Where a **retailer**:
- (a) receives an application under this clause in respect of a **connection** to the **network** through which the **retail service** is to be sold and supplied to the **customer**; and
  - (b) has the right to deliver the **retail service** to the **supply address** by means of that **network**; but
  - (c) does not own or operate that **network**,
- then, as soon as possible after receiving the application, the **retailer** must:
- (d) forward relevant details of that **customer** to the owner or operator of the **network** for the purposes of arranging for the connection of that **supply address**; and
  - (e) use its **best endeavours** to ensure that the **connection service** is effected within the timeframes required under **applicable service standards**.

### 14.3 Timeframe for provision of a connection service

- 14.3.1 Where:
- (a) a **retailer** receives an application to provide a **connection service** to a **supply address** as part of a **retail service** sought by a **customer** under this clause; and

- (b) the **retailer** has the right to deliver the **retail service** to that **supply address** by means of a relevant **network**; and
- (c) that **network** has the capacity to deliver the **retail service** (either at the time of application or after augmentation),

the **retailer** must use its **best endeavours** to provide a **connection service** in respect of that **supply address** on:

- (d) the date agreed with the **customer**; or
- (e) where no date has been agreed with the **customer**, within those times required under **applicable service standards**.

## 14.4 Network capacity restrictions

14.4.1 Where:

- (a) a **customer** has made an application under this clause with respect to a **connection service** and is otherwise entitled to the provision of a **retail service**; but
- (b) the relevant **network** will not have the capacity to deliver the **retail service** even if augmented in the vicinity of the **supply address**,

the **retailer** may provide a restricted **retail service** pursuant to agreement being reached with the **customer** as to the terms and conditions under which that restricted **retail service** will be sold and supplied.

14.4.2 The terms and conditions of an agreement under clause 14.4.1 must incorporate any terms and conditions specified by the **Commission** from time to time.

## 15 Termination of retail services

### 15.1 Customers' right to terminate

15.1.1 A **retailer** must confer on each of its **customers** the right to effect termination of a **standard contract** by providing at least 3 **business days** notice.

15.1.2 Notice under clause 15.1.1 may be provided by the **customer**:

- (a) in person;
- (b) by telephone;
- (c) by electronic mail; or
- (d) in writing.

15.1.3 A **retailer** may not impose a fee or charge in respect of a notice under clause 15.1.1, other than:

- (a) a meter reading fee or charge where an unscheduled meter reading is required under clause 15.3.1; or

- (b) a disconnection fee where the **customer** has requested removal of meters or other associated infrastructure or the **retailer** determines (acting reasonably) that removal of meters or other associated infrastructure is otherwise necessary to give effect to that notice.
- 15.1.4 Nothing in this clause limits a **retailer's** right to recover:
  - (a) charges under the Water Industry Act 2012;
  - (b) any outstanding fees and charges and other amounts owed or payable under the contract by the **customer**; and
  - (c) such fees and charges as arise from the lawful recovery of any amounts referred to in paragraph (b).
- 15.1.5 A **customer's** right to dispute a bill under clause 20 and recover amounts overcharged under clause 22 continues despite the termination of a **standard contract**.

## 15.2 Retailers' right to terminate

- 15.2.1 A **retailer** may not terminate a **standard contract** with a **customer** unless one or more of following events occurs:
  - (a) supply to the relevant **supply address** has been discontinued in accordance with the terms of the **standard contract** and the **customer** no longer has a right to be reconnected under clause 28;
  - (b) the **customer** and the **retailer** have entered into a new **customer sale contact** in respect of the **supply address**;
  - (c) circumstances beyond the **retailer's** reasonable control mean that the water resources necessary to provide the **customer's** supply of **retail services** are no longer available;
  - (d) the **retailer** is otherwise permitted to disconnect a **customer's retail service** under the Water Industry Act 2012.
- 15.2.2 A **retailer** must not impose any fees or charges in respect of the termination of a **standard contract** under clause 15.2.1 except:
  - (a) any outstanding fees and charges and other amounts owed or payable under the **standard contract** by the **customer** as at the date of termination; and
  - (b) such fees and charges as arise from the lawful recovery of any amounts unpaid by that **customer** for the sale and supply of **retail services** under that **standard contract** as at the date of termination.

## 15.3 Final meter readings and bills

- 15.3.1 Where a **customer** exercises the right of termination under clause 15.1 and notifies the **retailer** of a date on which the **customer** intends to vacate the **supply address**, the **retailer** must, if necessary to finalise the account:
  - (a) use its **best endeavours** to ensure that the relevant meters are read at that **supply address** on that date (or as soon as possible after that date if the **customer** has not provided access to the relevant meters on the date or at that time); and

- (b) prepare and send to the **customer** at the forwarding address provided by that **customer** a final bill based on the relevant meter reading obtained under 15.3.1(a).

## 15.4 Failure to provide notice or access

15.4.1 If:

- (a) a **customer** fails to give a **retailer** the notice referred to in clause 15.1 and in due course the **retailer** requires access to the **supply address** to finalise the account ; or
- (b) a **customer** fails to give a **retailer** access to the relevant meters at the **supply address** for the purposes of clause 15.3,

the **retailer** may charge the **customer** for any **retail services** provided to that **supply address** until:

- (c) the relevant meters are read for that **supply address** (which must take place within 3 **business days** of the **retailer** becoming aware that the **customer** has vacated that **supply address**, provided that access can be gained to that **supply address** within the 3 **business day period** and otherwise as soon as reasonably possible); or
- (d) a different **customer** enters into a **standard contract** or a **customer sale contract** with the **retailer** for the sale and supply of retail services to the supply address.



## PART C – RETAILER SUPPLY OBLIGATIONS

## 16 Retailer supply obligations

### 16.1 Minimising interruptions

- 16.1.1 A **retailer** must use its **best endeavours** to minimise interruptions or limitations to **supply** and restore **supply** as soon as practicable following an interruption or limitation to **supply**.
- 16.1.2 A **retailer** must have in place and adhere to policies, practices or procedures dealing with minimising the impact of:
- (a) unplanned interruptions to **retail services** caused by a burst, leak, blockage or spill, including the prompt attendance and actions required to restore the **retail services** as soon as practicable and, in any event, within those times required under **applicable service standards**; and
  - (b) planned interruptions to **retail services** caused by carrying out maintenance or repair to the **network** or connecting a **supply address** to the **network**.

### 16.2 Obligation to have procedures for service issues

- 16.2.1 A **retailer** must have in place and adhere to policies, practices or procedures to deal with service issues including a burst, leak, blockage or spill in respect of its **network** covering:
- (a) prioritisation of attendance at a site after becoming aware of a service issue;
  - (b) the actions to be undertaken to rectify a service issue, taking into account the potential or actual impact on:
    - (i) **customers** and other persons affected by the issue;
    - (ii) property; and
    - (iii) the environment;
  - (c) the provision of information to affected parties; and
  - (d) the assessment of claims against the **retailer** for damages resulting from a service issue.

### 16.3 Information about interruptions

- 16.3.1 A **retailer** must provide a 24 hour emergency telephone service to enable a **customer** to ascertain details and the expected duration of any interruption to **supply** and for the notification of emergencies and faults.
- 16.3.2 A **retailer** must provide a **customer** with at least 4 **business days**, unless otherwise agreed with the **customer**, notice of any planned interruption to the **supply** of **retail services** at the **customer's supply address**:
- (a) in writing (in which case the days shall be counted from the **date of receipt** of the notice); or
  - (b) by radio or newspaper where it is not practicable to send a notice in writing due to the number of **customers** affected.

## 16.4 Interruption to retail services for health and safety reasons

- 16.4.1 Except in the case of an emergency or where relevant legislation, regulations or codes require or permit it, a **retailer** must not disconnect or restrict the **supply** of **retail services** to a **customer's supply address** for a health or safety reason unless the **retailer** has:
- (a) given the **customer** written notice of the reason;
  - (b) allowed the **customer** 5 **business days** to remove the reason (the 5 **business days** shall be counted from the **date of receipt** of the notice); and
  - (c) at the expiration of those 5 **business days** given the **customer**, by way of a written disconnection warning or restriction warning, another 5 **business days** notice of its intention to disconnect or restrict the **supply** (the 5 **business days** shall be counted from the **date of receipt** of the notice).

## 16.5 Information to be provided to customers prior to entry

- 16.5.1 Except as otherwise provided under the Water Industry Act 2012, a **retailer** must provide a **customer** with at least 24 hours notice of any entry to the **customer's supply address** for the purposes of connecting, disconnecting or restricting the **supply** of **retail services supply** or inspection, repair or testing of a water or sewerage installation.
- 16.5.2 At the request of a **customer**, a **retailer** must provide an explanation for any unplanned maintenance or interruption to supply of **retail services** to the **customer's supply** address and, if the **customer** requests that the information be in writing, must provide that information in writing within 10 **business days** of the request.

## 16.6 Powers under other Acts

- 16.6.1 Nothing in this industry code will prevent the **retailer** exercising any power, or obligation to comply with any direction, order or requirement under the Emergency Powers Act 1941, Essential Services Act 1981, State Disaster Act 1980 or the State Emergency Services Act 1987, or any other relevant legislation.
- 16.6.2 Nothing in this industry code limits or affects the operation of Part 6 or 7 of the Water Industry Act 2012.

# 17 Service standards

## 17.1 Obligation to meet service standards

- 17.1.1 A **retailer** must use its **best endeavours** to achieve all **applicable service standards** over the course of each financial year.
- 17.1.2 A **retailer** must keep sufficient records to monitor its performance level and to provide the information required by clause 17.2.

## 17.2 Service standards reporting

- 17.2.1 A **retailer** must report to the **Commission** concerning matters relating to performance in meeting service standards during the last financial year or part of a financial year.

- 17.2.2 In particular, a **retailer** must report on:
- (a) performance against **applicable service standards**;
  - (b) the amount of any rebates paid or credited to **customers** as a result of a **retailer's** failure to meet any service standards referred to in paragraph (a);
  - (c) the reason for any non-compliance; and
  - (d) how the **retailer** will improve its performance so as to meet the **applicable service standards**.
- 17.2.3 A report under this clause must be made in conformance with any requirements specified by the **Commission** in **applicable regulatory instruments**.

## PART D – CUSTOMER SERVICE OBLIGATIONS

## 18 Billing

### 18.1 Frequency of bills

- 18.1.1 A **retailer** must use its **best endeavours** to issue a bill to a **customer** at least quarterly.
- 18.1.2 A **retailer** and a **customer** may agree to a billing cycle with a regular recurrent period that differs from clause 18.1.1.

### 18.2 Failure to issue a bill

- 18.2.1 If a **retailer** fails to issue a bill to a **customer** in accordance with the requirements of clause 18.1 and seeks to recover any amounts undercharged as a result of that failure, it must:
  - (a) limit the amount sought to be recovered to the amount undercharged in the 12 months prior to the date on which it first advises the **customer** in writing that the **customer** has been undercharged; and
  - (b) offer the **customer** the opportunity to pay for any amounts under-charged under a flexible payment plan under clause 25.1.
- 18.2.2 The period of a flexible payment plan offered under clause 18.2.1(b) must be at least equal to the period for which the undercharging occurred.

### 18.3 Billing address

- 18.3.1 A **retailer** must issue a bill to a **customer** at the **supply address** unless the **customer** nominates another address.

### 18.4 Basis for bills

- 18.4.1 A **retailer** must base a **customer's** bill for **water services** that are metered on:
  - (a) its actual reading of the relevant meters at the **customer's supply address** determined in accordance with **applicable regulatory instruments**;
  - (b) its metering data for the relevant meters at the **customer's supply address** determined in accordance with **applicable regulatory instruments**; or
  - (c) its estimation of the usage of **retail services** by that **customer** determined in accordance with an estimation system approved by the **Commission**.
- 18.4.2 Where more than one **customer** shares a single meter at the **supply address** a **retailer** must:
  - (a) apportion the consumption of the **water service** across the **customers** supplied through that meter on a basis approved by the **Commission**; and
  - (b) provide separate bills to each individual **customer** on request.
- 18.4.3 A **retailer** must calculate a **customer's** bill for **water services** that are unmetered in accordance with an estimation system approved by the **Commission**.
- 18.4.4 A **retailer** must base a bill for **sewerage services** in a manner which is consistent with any **applicable price determination** and **applicable regulatory instruments**.

## 18.5 Actual meter reads

- 18.5.1 A **retailer** must use its **best endeavours** to ensure that there is an actual reading of relevant meters by the **retailer** at a **customer's supply address** at least once every 12 months.
- 18.5.2 Where a **customer** fails to provide meter reading access under clause 18.5.1, a **retailer** must:
- (a) give the **customer** the opportunity to make reasonable alternative access arrangements; and
  - (b) on each of the occasions access is denied, give the **residential customer** written notice requesting access to the meter or meters at the **supply address**.

## 18.6 Estimated bills

- 18.6.1 When a **retailer** issues a **customer** with an estimated bill it must publish a notice in a prominent location on that bill advising that the bill is based on an estimated reading of the meter.
- 18.6.2 Where a **retailer** has provided a **customer** with an estimated bill and the meter is subsequently read, if that meter reading demonstrates that the **customer** has been undercharged and the **retailer** seeks to recover the amount of the undercharging, then, whether or not the undercharging occurred as a result of an act or omission of the **retailer**, the **retailer** must only recover the amount undercharged in accordance with clause 21.
- 18.6.3 Where a **retailer** has provided a **customer** with an estimated bill and the meter is subsequently read, the **retailer** must include an adjustment on the next bill to take account of the actual meter reading.
- 18.6.4 Where a **customer** has denied access to a meter for the purpose of reading that meter and subsequently requests the **retailer** to replace an estimated bill with a bill based on a reading of the meter, the **retailer** must comply with that request but may charge the **customer** any costs it incurs in doing so.

## 18.7 Contents of bills

- 18.7.1 A **retailer** may issue a single bill containing charges for **water services** and **sewerage services**.
- 18.7.2 A **retailer** must prepare a bill so that a **customer** can easily verify that the bill conforms to their **customer sale contract** and must include at least the following particulars on each bill:
- (a) the **customer's** name and account number;
  - (b) the **customer's supply address** and any relevant other address;
  - (c) the pay-by date in accordance with clause 18.9;
  - (d) the amounts due to the **retailer**;
  - (e) the relevant fees, charges and tariffs applicable to the **customer** separately itemised;

- (f) the amount of any government concessions or rebates applicable to the **customer** separately itemised for each service;
- (g) the amount of any government imposed charges or levies and details of the charge or levy;
- (h) a list of the available payment methods;
- (i) the telephone number for billing, payment enquiries and flexible payment options (for the cost of a local call from anywhere in South Australia) and information about help that is available if the **customer** is experiencing difficulties in paying;
- (j) a 24-hour contact telephone number for faults, emergencies and **force majeure events**;
- (k) the amount of arrears or credit, and the total of any payments made by the **customer** since the last bill was issued;
- (l) for **retail services** that are metered:
  - (i) the date of the last meter reading or estimate for relevant **retail services** and the number of days since the previous reading or estimate, or enable the calculation of the number of days the bill covers;
  - (ii) the estimated date range of the next meter reading;
  - (iii) the meter readings, metering data or estimates for the bill for **retail services**, for those services that are metered;
  - (iv) consumption, or estimated consumption, for **water services** in units used (kilolitre (kL));
- (m) for bills issued to **residential customers**:
  - (i) a reference to the availability of relevant government concessions and rebates;
  - (ii) advice in languages common to the **residential customer** base on how to access interpreter services; and
- (n) any other information prescribed by **applicable regulatory instruments**.

18.7.3 A **retailer** may issue a bill to a **customer** in a different form to clause 18.7.2 where approval has been provided in writing by the **Commission**.

## 18.8 Average daily usage

- 18.8.1 Subject to clause 18.8.2, a **retailer** must, for a **residential customer's** current **supply address** display on each bill for **water services**:
- (a) the **residential customer's** current average water usage and, to the extent that data are available, a comparison of the **residential customer's** average usage for the same period during the previous year for that **supply address**; and
  - (b) a comparison of average water usage for the **residential customer** with other similar **residential customers**.



- 18.8.2 A **retailer** need not include a comparison of average **water** usage:
- (a) when it is the **residential customer's** first bill for a **supply address**;
  - (b) where there has been no or very low water usage; or
  - (c) where comparable data are not available.
- 18.8.3 A **retailer** may issue a bill to a **residential customer** (or class of **residential customers**) in a different form to clause 18.8.1 where approval has been provided in writing by the **Commission**.

## 18.9 Pay-by date

- 18.9.1 Unless otherwise agreed with a **customer**, the pay by date specified in the bill must not be less than 12 **business days** after the date the **retailer** sends the bill.
- 18.9.2 If a **customer** has not paid a bill in whole or in part by the due date, the **retailer** must send to that **customer** a reminder notice under clause 18.10 unless the **retailer** intends to include the unpaid amount in the next, or a subsequent, bill.
- 18.9.3 A **retailer** may charge a **non-residential customer** (or a class of **non-residential customers**) interest on a late payment, at a rate and on terms and conditions as approved by the **Commission** from time to time.

## 18.10 Reminder notices

- 18.10.1 A reminder notice is a notice issued by a **retailer** after the pay-by date for a bill to remind the **customer** that payment is required.
- 18.10.2 A reminder notice must:
- (a) state the date of its issue;
  - (b) state the date on which the reminder notice period ends (which must not be less than 5 **business days** after the date the notice is issued);
  - (c) state that payment of the bill must be made during the reminder notice period;
  - (d) include details of the **retailer's** telephone number for complaints and disputes; and
  - (e) include details of the existence and operation of the industry ombudsman scheme.

## 18.11 Historical billing data

- 18.11.1 A **retailer** must keep a **customer's** billing data for at least 4 years.
- 18.11.2 Where a **customer** requests, and the data are available, a **retailer** must, within 10 **business days** of that request, provide to the **customer** free of charge the **customer's** billing data appearing on the **customer's** bills for a **supply address** for the previous 2 years.

- 18.11.3 Where a **customer** requests billing data before the period stated in clause 18.11.2, a **retailer** must use its **best endeavours** to provide that data to the **customer** within 20 **business days** of the request and may impose a reasonable charge for providing that data.
- 18.11.4 Where a tenant requests the provision of historical billing data in respect of a **supply address** at which the tenant resides or resided, the **retailer** must provide those data to the tenant where:
- (a) the tenant provides acceptable evidence (such as an executed tenancy agreement, proof of rental receipts or other bills for goods and services) demonstrating that tenant's residence at the **supply address**; and
  - (b) the tenant resided at the **supply address** for the period to which that the requested historical billing data relates.
- 18.11.5 A request made by a tenant under clause 18.11.4 must be dealt with by the **retailer** in the timeframes set out in clause 18.11.2 and clause 18.11.3 (as the case may be).

## 19 Changes in tariff types or rates

### 19.1 Change in land use

- 19.1.1 Where the land use at the **customer's supply address** changes, the **retailer** may require the **customer** to transfer to a tariff applicable to the **customer's** new use at that **supply address** with effect from the date of the change in use.
- 19.1.2 The **retailer** may notify the **customer** of the new tariff retrospectively on the next bill provided to the **customer**.

### 19.2 Change of tariff type within a billing cycle

- 19.2.1 Where during a billing cycle a **customer** changes from one type of tariff to another type of tariff, the **retailer** may calculate the **customer's** billing between the old type of tariff and the new type of tariff on a pro-rata basis using:
- (a) the old tariff up to and including the effective date of the change; and
  - (b) the new tariff from the effective date to the end of the billing cycle.

### 19.3 Change of tariff rate within a billing cycle

- 19.3.1 Where during a **billing cycle** the tariff rate or charge applying to a **customer** changes, the **retailer** must calculate the bill on a pro-rata basis using:
- (a) the old tariff rate or charge up to and including the date of the change; and
  - (b) the new tariff rate or charge from the date of the change to the end of the **billing cycle**.

### 19.4 Alternative tariffs or tariff options

- 19.4.1 Where a **retailer** offers alternative tariffs or tariff options and a **customer**:
- (a) applies in writing to the **retailer** to transfer from that **customer's** current tariff to another tariff;

- (b) demonstrates to the **retailer** that it satisfies all of the conditions relating to that other tariff,

the **retailer** must transfer the **customer** to that other tariff within 10 **business days** of satisfying those conditions.

## 20 Billing disputes

### 20.1 Obligation to review a bill on request

- 20.1.1 A **retailer** must review a **customer's** bill when asked by that **customer**.
- 20.1.2 A **retailer** must inform the **customer** of the outcome of that review as soon as reasonably possible and, in any event, within 20 **business days**.
- 20.1.3 Where a **retailer** is reviewing a bill, the **retailer** may require the **customer** to pay:
  - (a) the greater of:
    - (i) that portion of the bill under review that the **customer** and the **retailer** agree is not in dispute; or
    - (ii) an amount equal to the average amount of the **customer's** bills in the previous 12 months (excluding the bill in dispute); and
  - (b) any future bills that are properly due.

### 20.2 Customer requests for testing of meters or metering data

- 20.2.1 Where a **customer** requests that, in reviewing the bill, the meter reading or metering data be checked or the meter tested, the **retailer** must, as the case may be, arrange for a:
  - (a) check of the meter reading or metering data; or
  - (b) test of the meter.
- 20.2.2 The **customer** must pay the **retailer** in advance the **retailer's** reasonable charge for checking the meter reading, metering data or for testing the meter.
- 20.2.3 A **retailer** must ensure that any test required under clause 20.2.1 is completed within a reasonable time.

### 20.3 Procedures following a review of a bill

- 20.3.1 Where, after conducting a review of the bill, a **retailer** is satisfied that it is:
  - (a) correct, the **retailer** may require the **customer** to pay the amount of that bill which is still outstanding; or
  - (b) incorrect, the **retailer**:
    - (i) must correct the **customer's** bill;
    - (ii) must refund (or set off against the amount in (iii)) any fee paid in advance under clause 20.2.2;
    - (iii) may require the **customer** to pay the amount of that bill which is still outstanding; and

- (iv) must advise the **customer** of the existence of its dispute resolution procedures under clause 3.

20.3.2 The **retailer** must inform the **customer** that the **customer** may lodge a dispute with the **industry ombudsman** after completion of the **retailer's** review of a bill, where the **customer** is not satisfied with the **retailer's** decision in the review and the **retailer's** action or proposed action under clause 20.3.1.

## 21 Undercharging

### 21.1 Recovery from customers

- 21.1.1 Subject to clause 21.2, where a **retailer** has undercharged a **customer** as a result of an act or omission of the **retailer**, it may recover from the **customer** the amount undercharged.
- 21.1.2 Where a **customer** has failed to allow access to the relevant **supply address** for the purposes of meter reading for 12 months or more a **retailer** may recover all undercharged amounts once an actual meter reading has occurred.

### 21.2 Limitations on recovery where due to retailer error

- 21.2.1 Where a **retailer** proposes to recover an amount undercharged as a result of an act or omission by the **retailer**, the **retailer** must:
  - (a) in relation to **retail services** which are metered, limit the amount to be recovered to the amount undercharged in the 12 months prior to the meter reading date on the last bill sent to the **customer**;
  - (b) in relation to unmetered services, limit the amount to be recovered to the amount undercharged in the 12 months prior to the error being advised in writing to the **customer**;
  - (c) list the amount to be recovered as a separate item in a special bill or in the next bill, together with an explanation of that amount;
  - (d) not charge the **customer** interest on that amount; and
  - (e) offer the **customer** time to pay that amount by agreed instalments, over a period nominated by the **customer** being no longer than:
    - (i) the period during which the undercharging occurred (if the undercharging occurred over a period of less than 12 months); or
    - (ii) in any other case, 12 months.

## 22 Overcharging

### 22.1 Notice and payment to customers

- 22.1.1 Where a **customer** has been overcharged as a result of an act or omission of a **retailer**, the **retailer** must inform the **customer** within 10 **business days** of the **retailer** becoming aware of that error that the amount will be credited to the **customer's** next bill unless the **customer** contacts the **retailer** within 10 **business days** and requests that the amount be repaid to the **customer**.

- 22.1.2 Where the **customer** has ceased to purchase **retail services** from the **retailer** the amount overcharged must be repaid to the **customer** within 10 **business days**.
- 22.1.3 Where a **customer** has failed to allow access to the relevant **supply address** for the purposes of meter reading for 12 months or more a **retailer** must repay all overcharged amounts once an actual meter reading has occurred.

## 22.2 Payment of interest

- 22.2.1 A **retailer** is not required to credit any interest to a credit or refund referred to in clause 22.1.

# 23 Payments

## 23.1 Payment methods

- 23.1.1 A **retailer** must offer at least the following payment methods to its **customers**:
- (a) in person at a network of agencies or payment outlets;
  - (b) by mail;
  - (c) by direct debit under a payment arrangement agreed by the **customer**, the **retailer** and an **ADI** nominated by the **customer**;
  - (d) by BPay;
  - (e) by credit card; and
  - (f) over the phone.
- 23.1.2 Nothing in this industry code prevents a **retailer** from providing payment options in addition to those specified in this clause.

## 23.2 Payment by Centrepay

- 23.2.1 A **retailer** must permit payment using Centrepay as a payment option by a **residential customer**.

## 23.3 Direct debit

- 23.3.1 Where a direct debit arrangement is entered into between a **retailer** and a **customer**:
- (a) the **retailer** and the **customer** must agree the amount, initial date and frequency of direct debits; and
  - (b) the explicit informed consent of the **customer** is required for entering into the arrangement.
- 23.3.2 Where a **customer** requests the termination of a direct debit arrangement the **retailer** must:
- (a) terminate the arrangement on being requested to do so by the **customer**, and
  - (b) confirm the termination by notification in writing to the **customer** that the **retailer** will no longer rely on the direct debit authority.

## 23.4 Payments in advance

- 23.4.1 A **retailer** must, at the request of a **customer**, accept payment in advance.
- 23.4.2 The acceptance of an advance payment by a **retailer** in accordance with clause 23.4.1 will not require the **retailer** to credit any interest to the amounts paid in advance.

## 23.5 Long absence or illness

- 23.5.1 Where a **residential customer** is unable to arrange payment by one of the above methods, whether due to illness or long absence, the **retailer** must offer:
- (a) payment in advance facilities; and
  - (b) redirection of the **residential customer's** bill as requested by the **residential customer** free of charge.

## 23.6 Shortened collection period

- 23.6.1 A **retailer** may place a **customer** on a shortened collection cycle with the agreement of the **customer**.
- 23.6.2 Otherwise, a **retailer** may place a **customer** on a shortened collection cycle only if:
- (a) in the case of a **residential customer**, the **customer** is not experiencing payment difficulties;
  - (b) in the case of a **residential customer**, the **retailer** has informed the **residential customer** that flexible payment plans offered by the **retailer** are available;
  - (c) the **retailer** has given the **customer** a reminder or warning notice for 2 consecutive bills; and
  - (d) before the second reminder or warning notice, the **retailer** has given the **customer** a notice informing the **customer** that:
    - (i) the receipt of the second reminder or warning notice may result in the **customer** being placed on a shortened collection cycle;
    - (ii) failure to make a payment may result in arrangements being made for restriction of the supply of **water services** without a further reminder notice;
    - (iii) alternative payment arrangements may be available; and
    - (iv) the **customer** may obtain further information from the **retailer** (on a specified telephone number).
- 23.6.3 Any notice given under clause 23.6.2(d) must advise the **customer** of the existence of the **retailer's** dispute resolution processes under clause 3.

- 23.6.4 The **retailer** must, within 10 **business days** of placing the **customer** on a shortened collection cycle, give the **customer** notice that:
- (a) the **customer** has been placed on a shortened collection cycle;
  - (b) the **customer** must pay 3 consecutive bills in the **customer's** billing cycle by the pay-by date in order to be removed from the shortened collection cycle; and
  - (c) failure to make a payment may result in arrangements being made for restriction of the supply of **water services** without a further reminder notice.

## 24 Credit and debt management

### 24.1 Charge for dishonoured payments

- 24.1.1 This clause applies where a **customer** pays a **retailer** bill by cheque, by a direct debit from an account with an **ADI**, by credit card or BPay.
- 24.1.2 If a payment referred to in this clause is dishonoured or reversed, which results in the **retailer** incurring a fee, the **retailer** may recover the amount of that fee from the **customer**.

### 24.2 Debt recovery

- 24.2.1 A **retailer** must not commence proceedings for the recovery of a debt relating to the sale and supply of **retail services** from a **residential customer** if:
- (a) the **residential customer** continues to adhere to the terms of a flexible payment plan or other agreed payment arrangement; or
  - (b) the **retailer** has failed to comply with the requirements of:
    - (i) its hardship policy in relation to that **residential customer**;
    - (ii) this industry code relating to non-payment of bills, payment plans and assistance to **residential customers** experiencing payment difficulties; or
  - (c) a flow restriction device is currently installed in accordance with clause 26.3.

## 25 Payment difficulties and flexible payment plans

### 25.1 Flexible payment plans

- 25.1.1 A **retailer** must offer and apply flexible payment plans in accordance with this clause, as soon as is reasonably practicable, for **residential customers** experiencing payment difficulties if the customer informs the **retailer** in writing or by telephone that the customer is experiencing payment difficulties or the **retailer** otherwise believes the **residential customer** is experiencing repeated difficulties in paying the customer's bill or requires payment assistance.
- 25.1.2 A **retailer** must offer **residential customers** at least the following flexible payment options:
- (a) a system or arrangement under which a **residential customer** may make payments in advance towards future bills; and

- (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 disconnection or reconnection charges).
- 25.1.3 A **retailer** does not have to offer a **residential customer** a flexible payment plan if the **residential customer** has, in the previous 12 months, had 2 such plans cancelled due to non-payment.
- 25.1.4 In such a case, the **retailer** must offer another flexible payment plan only if the **retailer** is reasonably satisfied that the **residential customer** will comply with that plan.

## 25.2 Notice to residential customers experiencing payment difficulty

- 25.2.1 A **residential customer** experiencing payment difficulty (whether self-identified or identified by the **retailer**) must be provided with the following information by the **retailer**:
  - (a) information about the **retailer's residential customer** hardship policy;
  - (b) information about the right to have a bill redirected to a third person, as long as that third person consents to that redirection;
  - (c) information about, and referral to, government assistance programs; and
  - (d) information on independent financial and other relevant counselling services.
- 25.2.2 When a **residential customer** requests information or a redirection of its bills under this clause, the **retailer** must provide that information or redirection free of charge.

## 26 Restriction of water supply

### 26.1 Restriction warning notices

- 26.1.1 A restriction warning notice is a notice issued by a **retailer** to warn a **customer** that the **customer's supply address** will or may have the supply of **water services** restricted in accordance with clause 26.
- 26.1.2 A restriction warning notice must:
  - (a) state the date of its issue;
  - (b) state the matter giving rise to the potential restriction of the **customer's supply address**;
  - (c) where the notice has been issued for not paying a bill:
    - (i) state the date on which the restriction warning notice period 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 the **customer** to rectify the matter before restriction will or may occur;
  - (e) inform the **customer** of applicable restoration procedures and (if applicable) that a charge will be imposed for restoration;



- (f) include details of the **retailer's** telephone number for complaints and disputes; and
- (g) include details of the existence and operation of the industry ombudsman scheme.

## 26.2 Prohibitions on water service flow restriction

26.2.1 A **retailer** must not arrange for the supply of a **residential customer's water services** to be restricted:

- (a) where the **retailer** is undertaking debt recovery action against the **residential customer**;
- (b) where the **retailer** sells and supplies the **retail service** to the **residential customer** in accordance with the terms of a **residential customer** hardship policy under clause 10 and the **residential customer** is adhering to those requirements;
- (c) for non-payment of a bill where the amount outstanding is less than an amount approved by the **Commission** and the **residential customer** has agreed with the **retailer** to repay that amount;
- (d) where the **residential customer** or a person residing at the **residential customer's supply address** has advised the **retailer** that a person ordinarily residing at the **supply address** is dependent on life support equipment in accordance with the provisions of clause 9;
- (e) where a **residential customer** has made a complaint, directly related to the reason for the proposed flow restriction, to the industry ombudsman scheme or another external dispute resolution body and the complaint remains unresolved;
- (f) where the **residential customer** has formally applied for assistance from the agencies referred to in clause 8, and a decision on the application has not been made;
- (g) where the **residential customer** is a landlord, the **supply address** is occupied by a tenant and the tenant has satisfied:
  - (i) the evidence requirements set out in clause 18.11.4; and
  - (ii) its payment obligations (if any) in respect of the **retail service** in accordance with the terms of the relevant tenancy agreement;
- (h) after 3 pm on a **business day**;
- (i) on a Friday, on a weekend, on a public holiday or on the day before a public holiday, except in the case of a planned interruption; or
- (j) it is a day of total fire ban declared by a relevant authority in the area in which the **supply address** is located.

26.2.2 A **retailer** must not arrange for the supply of a **non-residential customer's water services** to be restricted:

- (a) where the **retailer** is undertaking debt recovery action against the **non-residential customer**;

- (b) for non-payment of a bill where the amount outstanding is less than an amount approved by the **Commission** and the **non-residential customer** has agreed with the **retailer** to repay that amount;
- (c) where a **non-residential customer** has made a complaint, directly related to the reason for the proposed flow restriction, to the industry ombudsman scheme or another external dispute resolution body and the complaint remains unresolved;
- (d) where the **non-residential customer** is a landlord and the **supply address** is occupied by a tenant;
- (e) after 3 pm on a **business day**;
- (f) on a Friday, on a weekend, on a public holiday or on the day before a public holiday, except in the case of a planned interruption; or
- (g) it is a day of total fire ban declared by a relevant authority in the area in which the **supply address** is located.

## 26.3 Ability to restrict water services

26.3.1 A **retailer** may arrange for the restriction of the supply of **water services** to a **residential customer** where the **residential customer** has:

- (a) not paid a bill or bills;
- (b) not agreed to an offer of a flexible payment plan under clause 25.1 or another payment option to pay a bill;
- (c) not adhered to the **residential customer's** obligations to make payments in accordance with an agreed flexible payment plan or another payment option relating to the payment of bills;
- (d) not complied with the terms of its hardship policy under clause 10 resulting in the **residential customer's** removal from that program;
- (e) not allowed entry to a water industry officer appointed under the Water Industry Act 2012 for purposes consistent with carrying out duties in accordance with **applicable regulatory instruments**; or
- (f) used the **water services** illegally.

26.3.2 A **retailer** may arrange for the restriction of the supply of **water services** to a **non-residential customer** where the **non-residential customer** has:

- (a) not paid a bill or bills;
- (b) not allowed entry to a water industry officer appointed under the Water Industry Act 2012 for purposes consistent with carrying out duties in accordance with **applicable regulatory instruments**; or
- (c) used the **water services** illegally.

## 26.4 Preconditions to restricting water services

- 26.4.1 Before arranging for the restriction of supply of **water services** to a **residential customer's supply address** for failure to pay a bill or bills, a **retailer** must have:
- (a) used its **best endeavours** to contact the **residential customer** personally either by:
    - (i) telephone;
    - (ii) mail;
    - (iii) electronic mail;
    - (iv) visiting the property; or
    - (v) any other method approved or required by the **Commission** from time to time;
  - (b) given the **residential customer** information about the terms of its **residential customer** hardship policy and assessed the **residential customer's** eligibility for participation in its hardship program;
  - (c) given the **residential customer** information on government funded concessions as outlined in clause 8, if applicable, and referred the **residential customer** to the organisation responsible for that concession;
  - (d) offered the **residential customer** a flexible payment plan of the kind referred to in clause 25.1;
  - (e) given the **residential customer** a reminder notice;
  - (f) after the expiry of the period referred to in the reminder notice, given the **residential customer** a written restriction warning with 5 **business days** notice of its intention to arrange for the restriction (the 5 **business days** shall be counted from the **date of receipt** of the restriction warning); and
  - (g) advised the **residential customer** of the existence and operation of the industry ombudsman scheme.
- 26.4.2 Before arranging for the restriction of supply of **water services** to a **non-residential customer's supply address** for failure to pay a bill or bills, a **retailer** must have:
- (a) used its **best endeavours** to contact the **non-residential customer** personally either by:
    - (i) telephone;
    - (ii) mail;
    - (iii) electronic mail; or
    - (iv) any other method approved or required by the **Commission** from time to time;
  - (b) offered the **non-residential customer** an extension of time to pay on terms and conditions (which may include the payment of interest approved by the **Commission** from time to time);

- (c) given the **non-residential customer** a reminder notice; and
- (d) after the expiry of the period referred to in the reminder notice, given the **non-residential customer** a written restriction warning, with 5 **business days'** notice of its intention to arrange for the restriction (the 5 **business days** shall be counted from the **date of receipt** of the restriction warning).

## 26.5 Immediate restrictions by retailers

- 26.5.1 Subject to compliance with the requirements of clause 26.4, a **retailer** may restrict the supply of **water services** to a **supply address** immediately if the **customer**:
- (a) has refused or failed to accept the offer before the expiry of the 5 **business days** period in the restriction warning; or
  - (b) has accepted the offer, but has refused or failed to take any reasonable action towards settling the debt before the expiry of the 5 **business days** period in the restriction warning.

## 26.6 Minimum restricted water flow rate

- 26.6.1 The restriction of the supply of **water services** to a **supply address** under clause 26.3 may reduce the supply of **water** to no less than the minimum flow rate prescribed by the **Commission** by notice in writing from time to time.

# 27 Disconnections

## 27.1 Prohibition on disconnection of sewerage services

- 27.1.1 A **retailer** must not arrange for the disconnection of supply of a **sewerage service** to a **customer's supply address** for non-payment of a bill or bills.

## 27.2 Prohibition on disconnection of water services

- 27.2.1 A **retailer** must not arrange for the disconnection of supply of a **water service** to a **customer's supply address** for non-payment of a bill or bills.

## 27.3 Permitted disconnections

- 27.3.1 A **retailer** may only arrange for disconnection of a **customer's retail services** if a **customer** has:
- (a) requested that disconnection;
  - (b) used the **retail services** illegally; or
  - (c) refused entry to a water industry officer appointed under the Water Industry Act 2012 for the purposes of meter reading or other purpose consistent with carrying out duties in accordance with **applicable regulatory instruments**.
- 27.3.2 This clause does not limit the ability of a **retailer** to act under any other provision of the Water Industry Act 2012 that expressly allows the **retailer** to make a disconnection in specified circumstances.

## 27.4 Customer request for final account or disconnection

- 27.4.1 If a **customer** requests the **retailer** to arrange for the preparation and issue of a final bill for, or the disconnection of, the **customer's supply** address, the **retailer** must use its **best endeavours** to arrange for that final bill (in circumstances where final bills can be issued) or disconnection in accordance with the **customer's** request.
- 27.4.2 A **retailer** must inform a **customer** of any fees or charges that **customer** will remain liable for under the Water Industry Act 2012 notwithstanding a disconnection under clause 27.4.

## 28 Restoration of supply

### 28.1 Retailer and customer obligations

- 28.1.1 Where a **retailer** has disconnected or restricted the supply of **water services** to a **supply address**:
- (a) for non-payment of a bill and the **customer** has within 10 **business days** of the date on which the flow restriction occurred paid or agreed to accept an offer (made in accordance with clause 25.1) of a flexible payment plan and made a contribution to that flexible payment plan, or other payment option;
  - (b) because access to the meter was denied and the **customer** has within 10 **business days** of the date on which the flow restriction or disconnection occurred has provided access to the meter; or
  - (c) for a **customer** using **retail services** in breach of clause 31, and the **customer** has within 10 **business days** of the date on which the flow restriction or disconnection occurred remedied that breach, and has paid, or made an arrangement to pay, for the **retail services** so obtained,
- the **retailer** must arrange for the reconnection or removal of the flow restriction in respect of the supply of **water services** to that **supply address** in accordance with this clause, subject to:
- (d) the provisions of clause 31;
  - (e) the **customer** making a request for reconnection or removal of the flow restriction; and
  - (f) the **customer** first paying the **retailer's** reasonable charge for reconnection or the removal of the flow restriction, if any.

### 28.2 Waiver of reconnection fee for Hardship Customer

- 28.2.1 A **retailer** must not charge a **residential customer** a restoration fee where that **residential customer** is experiencing financial hardship and should have been identified as eligible for the **retailer's** hardship program, so long as the **residential customer** agrees to participate in the **retailer's** hardship program on restoration.

## 28.3 Customer request by 12 pm

- 28.3.1 Where, under clause 28.1, a **retailer** is obliged to arrange for the reconnection or removal of a flow restriction in respect of the **supply of water services** to that **supply address** and the **customer** has satisfied the requirements of that clause before 12 pm on a **business day**, the **retailer** must:
- (a) arrange for the reconnection or the removal of the flow restriction on the day of the request in metropolitan Adelaide (as defined in **applicable service standards**); and
  - (b) use its **best endeavours** to arrange for the reconnection or the removal of the flow restriction on the day of the request in regional South Australia (as defined in **applicable service standards**) and, in any event, by the end of the next **business day**.

## 28.4 Customer request after 12 pm

- 28.4.1 Where, under clause 28.1, a **retailer** is obliged to arrange for the reconnection or removal of the flow restriction in respect of the **supply of water services** to that **supply address** and the **customer** makes a request after 12 pm on a **business day**, the **retailer** must:
- (a) use its **best endeavours** to arrange for the reconnection or the removal of the flow restriction on the day of the request; and
  - (b) in any event, by the end of the next **business day**.

## PART E – MISCELLANEOUS PROVISIONS

## 29 Force majeure

### 29.1 Effect of force majeure event

- 29.1.1 If, but for this clause 29, a **retailer** or a **customer** would breach their **customer sale contract** due to the occurrence of a **force majeure event**:
- (a) the obligations of the **retailer** or the **customer**, other than an obligation to pay money, under their **customer sale contract** 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
  - (b) the **retailer** or the **customer** must use its **best endeavours** to give the other 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 remove, overcome or minimise those effects.

### 29.2 Deemed prompt notice

- 29.2.1 If the effects of a **force majeure event** are widespread the **retailer** will be deemed to have given a **customer** prompt notice if it makes 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.

### 29.3 Situations where clause 29.1.1(a) does not apply

- 29.3.1 A **retailer** may agree with a **customer** that the **retailer** is not to have the benefit of clause 29.1.1(a) in respect of any **force majeure event**.

### 29.4 Obligation to overcome or minimise effects of force majeure event

- 29.4.1 A **retailer** or a **customer** 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.

### 29.5 Settlement of industrial disputes

- 29.5.1 Nothing in clause 29.4.1 requires a **retailer** or a **customer** to settle an industrial dispute which constitutes a **force majeure event** in any manner other than the manner preferred by that **retailer** or a **customer**.

## 30 Appointment of operator

### 30.1 Continuity of retail services

- 30.1.1 Where:
- (a) a **retailer** is no longer entitled to sell and supply a **retail service** to **customers**; and
  - (b) the Governor has made the required proclamation to enable the **Commission** to take over the **retailer's** operations (or specified part of the operations) and appoint an operator in accordance with Part 4 of the Water Industry Act 2012,



the **retailer's customers** will continue to receive **retail services** (or a specified component of **retail services**) on the basis of the applicable **standard contract**, unless services have been provided under a non-standard contract in which case services will continue in accordance with the terms and conditions of that contract.

## 30.2 Operator of Last Resort Guidelines

- 30.2.1 A **retailer** appointed in accordance with Part 4 of the Water Industry Act 2012 to take over another **retailer's** operations will be required to conduct the operations in accordance with any applicable industry codes, rules or guidelines issued by the **Commission** from time to time.

## 30.3 Obligation to provide customer information to appointed operator

- 30.3.1 Each **customer sale contract** entered into by a **retailer** with a **customer** must expressly provide that, should the **retailer** be no longer entitled to sell and supply **retail services** to **customers** in accordance with Part 4 of the Water Industry Act 2012, the **retailer** must within 1 **business day** provide the name, billing address and other relevant information of each of its **customers** to the appointed operator if so requested.

# 31 Illegal use

## 31.1 Retailer right of recovery for illegal use

- 31.1.1 If a **retailer** has undercharged or not charged a **customer** as a result of the **customer's** fraud or intentional consumption of **retail services** otherwise than in accordance with **applicable regulatory instruments**, the **retailer** may estimate the consumption for which the **customer** has not paid, using an estimation method approved by the **Commission**, and bill or take debt recovery action for all of that unpaid amount.

# SCHEDULE 1: SERVICE STANDARDS

**Period:** 1 July 2016 to 30 June 2020

**Licensee:** SA Water Corporation

**Best endeavours:** The licensee is required to adopt a best endeavours approach to achieving the service standard performance targets set out in this Schedule

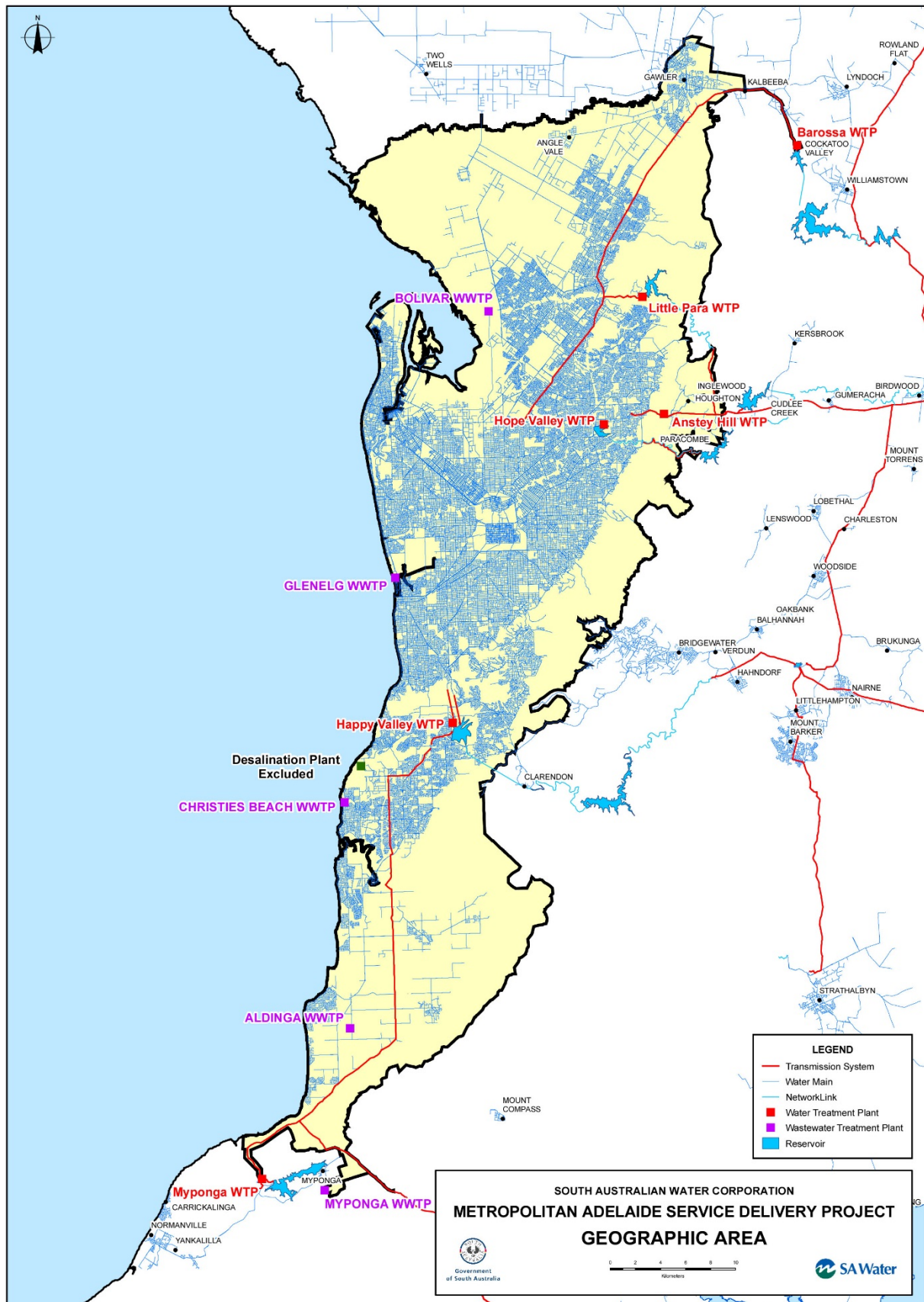
Service area	Service standard
Customer service and complaint handling	Answer 85 percent of telephone calls within 30 seconds
	Respond to 95 percent of written complaints within the required timeframes (Required timeframes: complaints that do not require investigation = 10 business days; complaints that require investigation = 20 business days)
	Respond to 96 percent of water quality complaints in metropolitan Adelaide within the required timeframes (Required timeframes: Priority 1 = 1 hour; Priority 2 = 2 hours; Priority 3 = 48 hours)
	Respond to 99 percent of water quality complaints in regional areas of South Australia within the required timeframes (Required timeframes: Priority 1 = 1 hour; Priority 2 = 2 hours; Priority 3 = 48 hours)
Connection services	Process 95 percent of connection applications within 20 business days
	Construct 95 percent of water connections within the required timeframes (Required timeframes: standard installation = 25 business days; non-standard installation = 35 business days)
	Construct 90 percent of sewerage connections within the required timeframes (Required timeframes: standard installation = 30 business days; non-standard installation = 50 business days)
	Process 99 percent of trade waste applications within 10 business days
Field crew attendance at the site of service issues in the Adelaide metropolitan area	Attend 99 percent of water network breaks, leaks and bursts in the Adelaide metropolitan area within the required timeframes (Required timeframes: Priority 1 = 1 hour; Priority 2 = 5 hours)
	Attend 99 percent of sewerage network overflows in the Adelaide metropolitan area within the required timeframes (Required timeframes: inside building = 1 hour; outside building on customer's property = 2 hours; external to customer's property = 4 hours)
Service restoration and clean-up in the Adelaide metropolitan area	Perform 99 percent of water network service restorations in the Adelaide metropolitan area within the required timeframes (Required timeframes: Priority 1 = 5 hours; Priority 2 = 8 hours; Priority 3 = 12 hours)
	Perform 95 percent of sewerage network service restorations in the Adelaide metropolitan area within the required timeframes (Required timeframes: Category 1 = 5 hours; Category 2 = 5 hours; Category 3 = 12 hours; Partial loss of service (such as slow drainage of sewage) = 18 hours)
	Perform 98 percent of sewerage network overflow clean-ups in the Adelaide metropolitan area within the required timeframes (Required timeframes: inside building = 4 hours; outside building on customer's property = 6 hours; external to customer's property = 8 hours)

Service area	Service standard
Field crew attendance at the site of service issues in regional areas of South Australia	Attend 99 percent of water network breaks, leaks and bursts in regional areas of South Australia within the required timeframes (Required timeframes: Priority 1 = 1 hour; Priority 2 = 5 hours)
	Attend 99 percent of sewerage network overflows in regional areas of South Australia within the required timeframes (Required timeframes: inside building = 1 hour; outside building on customer's property = 2 hours; external to customer's property = 4 hours)
Service restoration and clean-up in regional areas of South Australia	Perform 99 percent of water network service restorations in regional areas of South Australia within the required timeframes (Required timeframes: Priority 1 = 5 hours; Priority 2 = 8 hours; Priority 3 = 12 hours)
	Perform 99 percent of sewerage network service restorations in regional areas of South Australia within the required timeframes (Required timeframes: Category 1 = 5 hours; Category 2 = 5 hours; Category 3 = 12 hours; Partial loss of service (such as slow drainage of sewage) = 18 hours)
	Perform 99 percent of sewerage network overflow clean-ups in regional areas of South Australia within the required timeframes (Required timeframes: inside building = 4 hours; outside building on customer's property = 6 hours; external to customer's property = 8 hours)

## Service standard definitions

<b>Adelaide metropolitan area</b>	means the area indicated in the map in this schedule in which <b>customers</b> are supplied with <b>retail services</b> as agreed between <b>SA Water</b> and the <b>Commission</b> from time to time.
<b>attendance at water breaks, bursts &amp; leaks priorities</b>	<p>Priority 1 is a leak or service issue that:</p> <ul style="list-style-type: none"> <li>▶ results, or may result, in a total loss of supply to a customer;</li> <li>▶ results, or may result in, a major loss of water;</li> <li>▶ causes, or may cause, damage to property, or</li> <li>▶ poses, or may pose, an immediate danger to people or the environment.</li> </ul> <p>Priority 2 is any other burst or service issue.</p>
<b>best endeavours</b>	means to act in good faith and use all reasonable efforts, skill and resources to achieve an outcome in the circumstances
<b>connection services</b>	<p>Construction timeframes for connection services exclude:</p> <ul style="list-style-type: none"> <li>▶ instances where a different timeframe has been agreed with a customer; and</li> <li>▶ delays caused by customers or third parties beyond the control of SA Water.</li> </ul>
<b>regional areas of South Australia</b>	means the areas outside of the <b>Adelaide metropolitan area</b> in the map in this schedule in which <b>customers</b> are supplied with <b>retail services</b> as agreed between SA Water and the <b>Commission</b> from time to time.
<b>sewerage services restoration priorities</b>	<p>Full Loss Category 1 is where the interruption could be life-threatening or otherwise have serious consequences (for example, impacting critical needs customers, hospitals, residential care facilities, schools and child care centres).</p> <p>Full Loss Category 2 is where the interruption causes a disruption to a customer's business activities.</p> <p>Full Loss Category 3 is all other cases.</p> <p>Partial Loss is all cases (without reference to a full loss of service).</p>
<b>water complaint priorities</b>	<p>Priority 1 is where there is a potential for serious risk to human health</p> <p>Priority 2 is where there is the potential for low risk to human health, and</p> <p>Priority 3 is all other cases.</p>
<b>water services restoration priorities</b>	<p>Category 1 is where the interruption could be life threatening or otherwise have serious consequences (for example, impacting critical needs customers, hospitals, residential care facilities, schools and child care centres).</p> <p>Category 2 is where the interruption causes a disruption to a customer's business activities.</p> <p>Category 3 is all other cases.</p>

## Adelaide metropolitan area





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