

# **STANDARD CUSTOMER SALE CONTRACT**

## **SEWERAGE RETAIL SERVICE**

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

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

## Table of Contents

<b>1. THE PARTIES</b>	<b>3</b>
<b>2. DEFINITIONS</b>	<b>3</b>
<b>3. SERVICES PROVIDED UNDER THIS CONTRACT</b>	<b>3</b>
<b>4. DOES THIS DOCUMENT APPLY TO YOU?</b>	<b>3</b>
<b>5. CLASSIFICATION OF CUSTOMER CLASS</b>	<b>4</b>
<b>6. COMMENCEMENT</b>	<b>4</b>
<b>7. TERMINATION</b>	<b>4</b>
<b>8. WHAT YOU HAVE TO DO TO RECEIVE CONNECTION?</b>	<b>5</b>
<b>9. YOUR GENERAL OBLIGATIONS</b>	<b>5</b>
<b>10. FEES AND CHARGES</b>	<b>5</b>
<b>11. TARIFF CHANGES</b>	<b>6</b>
<b>12. BILLING</b>	<b>6</b>
<b>13. PAYMENT METHODS</b>	<b>7</b>
<b>14. FLEXIBLE PAYMENT ARRANGEMENTS</b>	<b>7</b>
<b>15. PAYMENT DIFFICULTIES</b>	<b>7</b>
<b>16. HARDSHIP POLICY</b>	<b>8</b>
<b>17. BILLING DISPUTES</b>	<b>8</b>
<b>18. UNDERCHARGING</b>	<b>9</b>
<b>19. OVERCHARGING</b>	<b>9</b>
<b>20. DEBT RECOVERY</b>	<b>10</b>
<b>21. INTERRUPTIONS</b>	<b>10</b>
<b>22. QUALITY, SAFETY AND RELIABILITY OF SUPPLY</b>	<b>11</b>
<b>23. RESTRICTIONS</b>	<b>11</b>
<b>24. DISCONNECTIONS</b>	<b>12</b>
<b>25. ENQUIRIES, COMPLAINTS AND DISPUTE RESOLUTION</b>	<b>12</b>
<b>26. RIGHT TO ENTER</b>	<b>12</b>
<b>27. FORCE MAJEURE</b>	<b>13</b>
<b>28. INFORMATION AND PRIVACY</b>	<b>13</b>
<b>29. GENERAL</b>	<b>13</b>
<b>30. SCHEDULE 1 – DEFINITIONS</b>	<b>15</b>
<b>32. SCHEDULE 2 – SPECIAL CHARACTERISTICS</b>	<b>18</b>

## 1. THE PARTIES

1.1 This **contract** is between:

[Licensee] (ABN [\*]) of [address] (referred to in this **contract** as “we”, “our”, or “us”); and

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

## 2. DEFINITIONS

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

## 3. SERVICES PROVIDED UNDER THIS CONTRACT

3.1 This **contract** covers the sale and supply by us of a **sewerage retail service** to your **supply address**.

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

## 4. DOES THIS DOCUMENT APPLY TO YOU?

4.1 This document applies to you if:

- (a) your **supply address** receives, or will receive upon successful connection, our **sewerage retail service** and you have not agreed to different terms and conditions with us;
- (b) you currently receive, or will receive upon successful connection, our **sewerage retail service** with **special characteristics** relevant to the provision of that **sewerage retail service**; or
- (c) you are required to pay us an **availability charge** under the **Regulations** but only for the purposes of clauses 7, 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 25, 28 and 29 of this **contract**.

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

- (a) we provide you with a **non-standard sewerage retail service**;
- (b) prior to the commencement of this **contract**, you were a **customer** receiving a **sewerage retail service** from us pursuant to an existing written agreement and you have agreed to the continuation of that agreement until its term ends, at which point this **contract** takes effect; or
- (c) prior to the commencement of this **contract**, you were a **customer** receiving a **sewerage retail service** from us and you were charged for that **sewerage retail service** as a component of a rate notice issued under the Local Government Act 1999 and you have agreed to the continuation of that arrangement until its ends, at which point this **contract** takes effect.

## 5. CLASSIFICATION OF CUSTOMER CLASS

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

## 6. COMMENCEMENT

- 6.1 If you are an existing **customer**, this **contract** will start on the day this document comes into force by publication under the provisions of the Act.
- 6.2 If you are an existing **customer** that will continue to receive a **sewerage retail service** from us under an existing written agreement, this **contract** will start on the day following the termination of that existing written agreement.
- 6.3 If you are an existing **customer** receiving a **sewerage retail service** from us and you are charged for that **sewerage retail service** as a component of a rate notice issued under the Local Government Act 1999, this **contract** will start on the day following the termination of that statutory charging arrangement.
- 6.4 If you are a new **customer**, this **contract** starts on the date you apply for a connection in writing, satisfying all relevant pre-conditions and providing all required information.
- 6.5 If you are a person who becomes the registered proprietor of a **supply address**, this **contract** starts upon transfer of ownership of that **supply address** to you.

## 7. TERMINATION

- 7.1 We may terminate this **contract** with you in accordance with **applicable regulatory instruments** if:
- (a) the supply of the **sewerage retail service** to your **supply address** has been disconnected in accordance with other provisions of this **contract**;
  - (b) you are no longer the owner of the **supply address** and we have entered into a new **contract** with the new owner; or
  - (c) circumstances beyond our reasonable control mean that the **sewerage reticulation network** necessary to provide the **sewerage retail service** to your **supply address** are no longer available.
- 7.2 You may terminate this **contract** with us at any point by providing us with 3 **business days'** notice, which may be given by:
- (a) personal contact;
  - (b) telephone;
  - (c) electronic mail; or
  - (d) writing to us.

- 7.3 All rights and obligations accrued before the end of this contract continue despite the end of this contract, including your obligation to pay any amounts due to us.
- 7.4 Your right to dispute a bill under clause 17 and recover amounts we have overcharged you in accordance with clause 19 continues despite the end of this contract.

## 8. WHAT YOU HAVE TO DO TO RECEIVE CONNECTION?

- 8.1 When you apply for a **sewerage retail service** at your **supply address** we may require you to satisfy some pre-conditions. We will explain any pre-conditions that may apply to you when you apply to us for a **sewerage retail service**.
- 8.2 Our obligation to sell or supply you with a **sewerage retail service** at your **supply address** does not start until you satisfy our pre-conditions.

## 9. YOUR GENERAL OBLIGATIONS

### 9.1 Infrastructure:

- (a) You must maintain all infrastructure on your side of the **connection point**.
- (b) If installation of internal infrastructure at your **supply address** is reasonably required in order for us to provide you a **sewerage retail service** then you must provide that infrastructure in compliance with all **applicable regulatory instruments**.

### 9.2 Illegal use of sewerage retail services:

- (a) You must only use the **sewerage retail service** provided by us for lawful purposes and, if you are found to be illegally accessing our **sewerage retail service**, or otherwise using our **sewerage retail service** not in accordance with this **contract** or **applicable regulatory instruments**, we may:
- (i) estimate the use for which **you** have not paid using an approved estimation method and bill **you** for that amount;
  - (ii) recover that amount from **you**, as well any costs associated with estimating the consumption; and
  - (iii) disconnect **your supply address** immediately.
- (b) By illegally using our **sewerage retail service**, clauses 14 and 16 will not apply to you.

## 10. FEES AND CHARGES

- 10.1 Any **fees and charges** associated with the sale and supply of a **sewerage retail service** to you are set out in the **Price List** published from time to time and available on our website [insert web address].

## 10.2 Changes in **fees and charges**

- (a) We have the right to change our **fees and charges** from time to time.
- (b) Any changes to **fees and charges** applicable to you will be re-published in the Gazette in accordance with section 36 of the **Act** and will be set out in the **Price List** published on our website.

## 10.3 GST

- (a) Amounts specified in our **Price List**, subject to amendment from time to time, and other amounts payable under this **contract** may be stated to be exclusive or inclusive of GST. Clause 10.3(b) applies unless an amount is stated to include GST.
- (b) Where an amount paid by you under this **contract** is payment for a “taxable supply” as defined for GST purposes, to the extent permitted by law, that payment will be increased so that the cost of the GST payable on the taxable supply is passed on to the recipient of that taxable supply.

## 11. **TARIFF CHANGES**

11.1 If we vary the type of tariff rate you are charged for your **sewerage retail service**, we will notify you of the new tariff rate on your next bill.

11.2 Where this occurs within a billing cycle, we will calculate on a pro-rata basis using:

- (a) the old tariff rate up to and including the effective date for the change; or
- (b) the new tariff rate from the effective date to the end of the billing cycle.

## 12. **BILLING**

12.1 We will use our **best endeavours** to issue you a bill at least quarterly.

12.2 We may enter into an agreement with you to a different billing cycle with a regular recurrent period that differs to clause 12.1.

12.3 If we charge you for a **sewerage retail service** as a component of a rate notice issued under the Local Government Act 1999, the rate notice will separately identify the cost of the **sewerage retail service** and will include the particulars in clause 12.4.

12.4 We will prepare a bill so that you can easily verify that the bill conforms to this **contract** and it will include at least the particulars required by the **Code**, except in circumstances permitted by **ESCOSA**.

12.5 Unless otherwise agreed with you, you must pay the amount shown on each bill by the date for payment (the pay-by date). The pay-by date will be no earlier than 12 **business days** from the date we send the bill.

12.6 If you have not paid a bill by the pay-by date, we will send you a reminder notice. This will give you a further pay-by date which will not be less than **6 business days** after we issue the notice.

### 13. PAYMENT METHODS

13.1 The payment methods we offer will be listed on your bill and are subject to change from time to time. At a minimum we will offer you the ability to pay your bills:

- (a) in person,
- (b) by mail,
- (c) by direct debit; or
- (d) by **Centrepay** (for **residential customers**).

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

### 14. FLEXIBLE PAYMENT ARRANGEMENTS

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

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

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

### 15. PAYMENT DIFFICULTIES

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

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

## 16. **HARDSHIP POLICY**

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

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

- (a) have a process to identify if you are experiencing payment difficulties due to **financial hardship**;
- (b) have a process for early response to **customers** identified as experiencing payment difficulties due to hardship;
- (c) have processes in place to adequately train hardship staff;
- (d) offer alternative payment options including instalment plans;
- (e) offer **Centrepay** to **residential customers**;
- (f) have processes in place to identify appropriate government concession programs and financial counselling services where appropriate and advise **residential customers**; and
- (g) provide information on the circumstances in which the **customer** will cease being eligible for the hardship program.

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

## 17. **BILLING DISPUTES**

17.1 If you disagree with the amount you have been charged, you can ask us to review your bill in accordance with our **Enquiries, Complaints and Dispute Resolution Process** under clause 25.

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

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

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



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

- (a) correct, we may require you pay the amount of that bill which is still outstanding; or
- (b) incorrect, we:
  - (i) will correct your bill;
  - (ii) will refund (or set off against the amount in clause 17.4(b)(iii) any fee paid in advance;
  - (iii) may require you pay the amount of that bill which is still outstanding; and
  - (iv) will advise you of the existence of our **Enquiries, Complaints and Dispute Resolution Process** under clause 25.

17.5 If you advise us that you are not satisfied with our decision, we will inform you that you may lodge a dispute with:

- (a) our external dispute resolution body; or
- (b) the industry ombudsman scheme (if we are a participant in that scheme).

## **18. UNDERCHARGING**

18.1 Where you have been undercharged we will inform you and we may recover from you any amount you have been undercharged.

18.2 Where any amount undercharged is as a result of an act or omission on our part we will recover only the amounts owed to us in the 12 months prior to us advising you in writing that there has been an error.

18.3 We will list the amount to be recovered as a separate item in a special bill or on the next bill, together with an explanation of that amount.

18.4 We will not charge you interest on amounts recovered due to an error on our part and we will offer you a period of time to repay the amounts undercharged at least equal to the period of undercharging if less than 12 months or 12 months in any other case.

## **19. OVERCHARGING**

19.1 If we overcharge you due to an act or omission on our part, we will use our **best endeavours** to advise you within 10 **business days** of us becoming aware of the error.

19.2 If we have overcharged you and you have already paid your bill, we will:

- (a) credit the amount to your account and it will be deducted from your next bill; or
- (b) if you have ceased to purchase a **sewerage retail service** from us, repay that amount to you within 10 **business days**.

## 20. DEBT RECOVERY

20.1 We will not commence proceedings for the recovery of a debt relating to the sale and supply of a **sewerage retail service** by us if:

- (a) you continue to adhere to the terms of a flexible payment plan or other agreed payment arrangement; or
- (b) we have failed to comply with the requirements of:
  - (i) our **Hardship Policy** in relation to you; or
  - (ii) the contact relating to non-payment of bills, payment plans and assistance to **residential customers** experiencing payment difficulties.

## 21. INTERRUPTIONS

21.1 We will use our **best endeavours** to minimise the frequency and duration of interruptions or limitations to supply of your **sewerage retail service**.

21.2 We may interrupt the supply of your **sewerage retail service** in the following instances:

- (a) for maintenance;
- (b) for repair;
- (c) for augmentations to the **network**;
- (d) in the event of emergencies; or
- (e) for health and safety reasons.

21.3 In the event of an unplanned interruption, we will use our **best endeavours** to restore your **sewerage retail service** as soon as practically possible and within the timeframes specified in the **regulatory service standards**.

21.4 Where a planned interruption is required, we will use our **best endeavours** to provide you with at least 4 **business days'** notice prior to planned works that will cause an interruption to your **sewerage retail service**. This notice will be in writing where practicable but may be by radio or newspaper.

## 22. QUALITY, SAFETY AND RELIABILITY OF SUPPLY

### 22.1 Reliability

- (a) If you are connected to our **sewerage reticulation network**, then we will use our **best endeavours** to provide you with a **sewerage retail service** to meet your reasonable needs for the discharge of **domestic waste** in accordance with all relevant health, environmental and other applicable regulatory requirements.
- (b) We will use our **best endeavours** to ensure that there are no sewer overflows at the **supply address** due to a failure in the **sewerage reticulation network**. In the event of sewer overflow due to our negligence, we will use our **best endeavours** to ensure that inconvenience to you is minimised and the affected area is reasonably cleaned up at our cost.
- (c) If a blockage in the **sewerage retail service** occurs in the pipework at the **supply address**, that is, from your side of the connection, you are responsible for the repairs.
- (d) If a blockage in the **sewerage retail service** occurs within our **sewerage reticulation network**, that is from the supply side of the connection, we will clear the blockage at our cost unless and to the extent you have contributed to the blockage occurring. If you have contributed to the blockage, you will be liable to pay us for the proportion of the costs reasonably determined by us to be attributable to your contribution to the blockage.
- (e) You are not permitted to discharge **restricted wastewater** into our **sewerage reticulation network** under this **contract**.

### 22.2 Sewerage retail service with special characteristics

- (a) If, prior to the commencement of this **contract**, you were a **customer** that we supplied a **sewerage retail service** to with conditions as set out under a separate agreement, or without a formal agreement in place, this **contract** will now apply to the provision of that **sewerage retail service** and the **special characteristics** applicable to that **sewerage retail service** will apply.
- (b) We will advise you of the **special characteristics** of the **sewerage retail service** applicable to you under this **contract**. For existing **customers**, we will advise you on commencement of this **contract**. For new **customers** we will advise you upon assessment of an application by you for a **sewerage retail service** under this **contract**.

## 23. RESTRICTIONS

23.1 We will not restrict your sewerage service for non-payment of a bill or bills.

## 24. DISCONNECTIONS

- 24.1 We will not disconnect your **sewerage retail service** for non-payment of a bill or bills.
- 24.2 We may arrange for the disconnection of your **sewerage retail service** if you have:
- (a) requested that disconnection;
  - (b) used the **sewerage retail service** illegally; or
  - (c) refused entry to a water industry officer appointed under the **Act** for a purpose consistent with carrying out duties in accordance with **applicable regulatory instruments**.
- 24.3 If you request us to arrange for the preparation and issue of a final bill, or the disconnection of, your **supply address**, we will use our **best endeavours** to arrange for that final bill (in circumstances where final bills can be issued) or disconnection in accordance with your request.
- 24.4 We will inform you of any fees or charges that you will remain liable for under the Local Government Act 1999 or the Roxby Downs (Indenture Ratification) Act 1982 notwithstanding a disconnection under this clause.

## 25. ENQUIRIES, COMPLAINTS AND DISPUTE RESOLUTION

- 25.1 If you have an enquiry or complaint relating to our **sewerage retail service** or related matter, you can contact us on [insert contact details].
- 25.2 You may make a complaint to us regarding our services or compliance with this **contract**. We will address your complaint in the manner set out in our procedures for the management and resolution of customer enquiries and disputes. For further information regarding this process please refer to our website.
- 25.3 If you are not satisfied with the solution offered or action taken by us in response to your complaint you may have the complaint reviewed by one of our senior managers under our procedures for the management and resolution of customer enquiries and disputes.
- 25.4 If you are not satisfied with the outcome of our internal dispute resolution process you may refer the matter to our external resolution body or the **Industry Ombudsman** (if we are a participant in that scheme) for external dispute resolution.

## 26. RIGHT TO ENTER

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

## 27. FORCE MAJEURE

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

- (a) the obligations of the party under this **contract**, other than an obligation to pay money, are suspended to the extent to which they are affected by the **force majeure event** for so long as the **force majeure event** continues; and
- (b) the affected party must use its **best endeavours** to give the other party prompt notice of that fact including full particulars of the **force majeure event**, an estimate of its likely duration, the obligations affected by it and the extent of its effects on those obligations and the steps taken to remove, overcome or minimise those effects.

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

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

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

## 28. INFORMATION AND PRIVACY

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

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

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

## 29. GENERAL

29.1 Applicable law

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

29.2 Referral of Our Obligations

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

### 29.3 Amending the contract

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

### 29.4 The Code

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

DRAFT

### 30. SCHEDULE 1 – DEFINITIONS

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

Act	means the <i>Water Industry Act 2012 (SA)</i> as amended from time to time.
applicable regulatory instruments	means any Act (including without limitation, the <b>Act</b> ) or regulatory instrument made under an Act (including without limitation, the <b>Regulations</b> ), or the <b>Code</b> or any other industry code, guideline, or other regulatory instrument issued by <b>ESCOSA</b> which applies to us.
ADI	means an authorised deposit taking institution within the meaning of the <i>Banking Act 1959 (Cth)</i> as defined in section 4 of the <i>Acts Interpretation Act 1915 (SA)</i> .
availability charge	a charge for the availability of a service (rather than the use of it). <i>The Local Government Act 1999/Roxby Downs Indenture Ratification Act 1982</i> allows us to recover this availability charge from you where our sewerage infrastructure runs adjacent to your property.
best endeavours	means to act in good faith and use all reasonable efforts, skill and resources.
business day	means a day that is not a Saturday, a Sunday or a public holiday in the State of South Australia.
Centrepay	a free service for <b>customers</b> whereby bills may be paid as regular deductions from the <b>customer's</b> government welfare payments.
Code	means the Water Retail Code – Minor and Intermediate Retailers published by <b>ESCOSA</b> as amended from time to time.
connection point	means, in respect of a <b>sewerage retail service</b> , the inspection point at your <b>supply address</b> which then connects to the <b>sewerage reticulation network</b> .
contract	means this contract which has been approved by <b>ESCOSA</b> under clause 2.1 of the <b>Code</b> .
customer	means a customer as defined under section 4 of the <b>Act</b> .
domestic waste	means human waste and toilet flushing <b>water</b> , and <b>water</b> used for personal washing; and any wastewater, and substances of a kind and quantity usually contained within it, arising from the ordinary non-commercial domestic washing activities; but does not include discharges from a septic tank or any other facility for the onsite treatment or storage of domestic wastewater.

dual reticulation recycled water network	means our system of <b>water</b> mains and service pipes for the provision of <b>recycled water</b> to 2 or more locations in the State.
dual reticulation recycled water service	means, in relation to the <b>designated dual reticulation area</b> only, the service of providing <b>recycled water</b> to your <b>supply address</b> using our <b>dual reticulation recycled water network</b> .
Enquiries, Complaints and Dispute Resolution Process	means our enquiries, complaints and dispute resolution process as published on our website and as may be amended from time to time.
ESCOSA	means the Essential Services Commission of South Australia, a body created under the <i>Essential Services Commission Act 2002 (SA)</i> .
fees and charges	means our fees and charges as specified in our <b>Price List</b> .
Price List	means the fees and charges schedule published by us on our website and in the Gazette as may be amended from time to time.
financial hardship	means a situation defined by reasonable assessment by us as a <b>customer</b> having desire to pay an account but being absent of the means to pay the account within 3 months of the due date despite all best efforts.
force majeure event	means an event outside the control of us, the occurrence of which could not be reasonably foreseen by us, or if it could be foreseen, could not reasonably have been guarded against.
Hardship Policy	means our <b>financial hardship</b> policy as published on our website and as may be amended from time to time.
Industry Ombudsman	means the industry ombudsman responsible for dealing with disputes under the <b>Act</b> .
Minister	means the Minister for Water and the River Murray.
network	means, in respect of the <b>sewerage retail service</b> , the <b>sewerage reticulation network</b> .
non-standard retail service	means a <b>retail service</b> and other services we may provide to <b>customers</b> on terms and conditions other than that set out in this <b>contract</b> , but such services do not include a <b>retail service</b> provided to <b>customers</b> with <b>special characteristics</b> as described in clause 22.2.
Non-residential customer	means a <b>customer</b> other than a <b>residential customer</b> .
recycled water	means dual reticulation recycled <b>water</b> produced from the treatment and disinfection of <b>sewage</b> and/or stormwater, resulting in a product suitable for irrigation and other purposes not constituting human consumption and supplied to a <b>customer</b> as a <b>dual reticulation recycled water service</b> .



Regulations	means the <i>Water Industry Regulations 2012 (SA)</i> as may be amended from time to time.
regulatory service standards	means the regulatory service standards applicable to the provision by us to you of a <b>retail service</b> as determined and published from time to time by <b>ESCOSA</b> .
residential customer	means a <b>customer</b> which acquires a <b>retail service</b> primarily for their own domestic purposes.
restricted wastewater	means anything you attempt to discharge through the sewerage system that is not <b>domestic waste</b> and includes trade waste.
sewage	includes any form of waste that may be appropriately removed or dealt with through the use of a <b>sewerage retail service</b> (but does not include trade waste).
sewerage retail service	means a service constituted by the collection, storage, treatment or conveyance of <b>sewage</b> through the use of our reticulated system; or any other service, or any service of a class, brought within the ambit of this definition by the <b>Regulations</b> .
sewerage reticulation network	means our system of sewer mains and service pipes for the collection of <b>sewage</b> from individual properties and conveyance to a point of treatment through the use of a reticulated system.
special characteristics	means the particular features or characteristics of the <b>retail service</b> relevant to your <b>supply address</b> as set out in Schedule 2.
supply address	means the property address at which the <b>retail service</b> is to be provided under this <b>contract</b> .
water	includes desalinated water and water that may include any material or impurities, but does not include <b>recycled water</b> or <b>sewage</b> .

### **32. SCHEDULE 2 – SPECIAL CHARACTERISTICS**

[Retailer to detail special characteristics of sewerage retail service which may include, without limitation, special characteristics as to the reliability, continuity and other characteristics relevant to that sewerage retail service. If utilised, this Schedule is to be approved by ESCOSA prior to the contract taking effect].

DRAFT