

WATER RETAIL CODE – MAJOR RETAILERS

WRC-MR/01

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The Essential Services Commission of South Australia is the independent economic regulator of the electricity, gas, ports, rail and water industries in South Australia. The Commission's primary objective is the *protection of the long-term interests of South Australian consumers with respect to the price, quality and reliability of essential services*. For more information, please visit www.escosa.sa.gov.au.

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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) commences on 1 January 2013; and
 - (d) may only be amended 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, and includes provisions relating to standard terms and conditions on which a **customer** is **connected** to the relevant **network**.
- 1.2.2 For the purposes of this industry code, **retail services** comprise **water services** and **sewerage services**.

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:
- (a) the **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 **retail services** to it to the extent that the Code does not apply to that agreement; or
 - (b) the **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 **retail services** to it; or

- (c) the **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 pre-contractual 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 any amendments from time to time which materially affect a **customer's** rights, entitlements or obligations); and
- (b) a copy of the **customer sale contract** applicable to that **customer** and any amendments from time to time.

1.5.2 A **retailer** may impose a reasonable charge for subsequent requests.

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) industry codes made by the **Commission** from time to time; and
- (d) any guidelines or rules 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 varying, 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:

acceptable identification	<p>in relation to:</p> <ul style="list-style-type: none"> a) a residential customer, includes one or more of the following: <ul style="list-style-type: none"> i. a driver's licence, a current passport or other form of photographic identification; ii. a Pensioner Concession Card or other entitlement card issued by the State or Commonwealth Government; iii. a birth certificate. b) a non-residential customer which is a sole trader or partnership, includes one or more of the forms of identification for a residential customer for each of the individuals that conduct the business; c) a non-residential customer which is a body corporate, includes the body corporate's Australian Company Number or Australian Business Number.
ADI	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)
applicable regulatory instruments	means any Act or regulatory instrument made under an Act, or any industry code, guideline or other regulatory instrument issued by the Commission , which applies to a retailer
applicable service standards	means any service standard established under a retail licence, an industry code, a guideline, customer sale contract or as advised by the Commission in writing from time to time

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 customer receives a bill from a retailer
business day	means a day that is not a Saturday, a Sunday or a public holiday in the State of South Australia
Commission	means the Essential Services Commission established under the Essential Services Commission Act 2002
connected	means that there is a physical link between the connection at a supply address and the network through which a retail service is provided
connection	means the agreed point of supply at which a customer receives a retail service from a network
customer sale contract	means the agreed terms and conditions on which a retailer sells and supplies a retail service to a customer and, where the context requires, includes a standard contract
customer	<p>customer has the meaning given to that term in the Act, namely a person who owns land in relation to which a retail service is provided and includes:</p> <ol style="list-style-type: none"> where the context requires, a person seeking the provision of a retail service; and in prescribed circumstances, a person supplied with retail services as a consumer or user of those services (without limiting the application of this definition to owners of land); and a person of a class declared by the regulations to be customers.
date of receipt	<p>means, in relation to the receipt by a customer of a notice (including a restriction or disconnection warning) given by a retailer:</p> <ol style="list-style-type: none"> in the case where the retailer hands the notice to the customer, the date the retailer does so; in the case where the retailer sends a notice by facsimile or by electronic mail before 5pm on a business day, on that business day, otherwise on the next business day; in the case where the retailer leaves the notice at the customer's supply address, the date the retailer does so; in the case where the retailer gives the notice by post or, registered mail, a date 2 business days after the date the retailer sent the notice
force majeure event	means an event outside the control of a retailer or a customer , the occurrence of which could not be reasonably foreseen or, if it could be reasonably

	foreseen, could not reasonably have been guarded against
industry ombudsman scheme	means the scheme approved by the Commission in accordance with the provisions of the Water Industry Act 2012
interruption	includes a planned or unplanned outage that interrupts or restrictions the supply of retail services
major retailer	means a retailer which provides retail services to more than 50,000 connections
network	means any infrastructure (as defined in the Water Industry Act 2012) through which a reticulated retail service is supplied
non-residential customer	means a customer other than a residential customer
price determination	means a price determination made by the Commission under the Water Industry Act 2012 and the Essential Services Commission Act 2002
residential customer	means a customer which acquires retail services primarily for domestic purposes
retail service	has the meaning given to that term in the Water Industry Act 2012 and includes a water service and a sewerage service
retailer	means the holder of a licence issued by the Commission under the Water Industry Act 2012 and, where the context requires, includes a person within the meaning of clause 1.3.1(c)
SA Water	means the South Australian Water Corporation established under the South Australian Water Corporation Act 1994
sewerage service	has the meaning given to that term in the Water Industry Act 2012
standard contract	means the approved terms and conditions for the sale and supply of a retail service as published under the Water Industry Act 2012
supply	means the physical provision of a retail service
supply address	means: <ul style="list-style-type: none"> a) the address for which a customer purchases a retail service from a retailer where there is only one connection at that address; or b) where there is more than one connection at the address, each connection through which the customer purchases a retail service from the same retailer
water services	has the meaning given to that term in the Water Industry Act 2012

PART A – CUSTOMER INFORMATION OBLIGATIONS

2 CUSTOMER CHARTER

2.1 *Obligation to prepare Customer Charter*

2.1.1 A **retailer** must, within 3 months of being granted a licence, develop a Customer Charter and submit it to the **Commission**.

2.2 *Minimum requirements for contents of a Customer Charter*

2.2.1 The Customer Charter must contain:

- (a) a plain language guide to the basic rights and obligations of both the customer and the retailer under:
 - (i) this industry code, including the applicable **approved service standards**;
 - (ii) the standard contract;
 - (iii) the Water Industry Act 2012 and associated regulations (as appropriate); and
 - (iv) obligations and particulars of the **retailer's** privacy practices in accordance with applicable privacy laws; and
- (b) advice on how to contact the **retailer**;
- (c) the retailer's process for resolving disputes with customers and complainants and contact details for the **industry ombudsman**;

2.2.2 Different parts of the Customer Charter may be expressed to apply to different classes of **customers**.

2.3 *Review of a Customer Charter*

2.3.1 If the **Commission** forms the view that a **retailer's** Customer Charter requires review:

- (a) the **Commission** may direct the **retailer** to review the Customer Charter and make variations (or replacement) in accordance with any requirements set out by the **Commission**; and
- (b) the **retailer** must:
 - (i) vary or replace the Customer Charter in accordance with the **Commission's** requirements; and
 - (ii) submit it to the **Commission** for approval; and
 - (iii) publish the Customer Charter, as approved by the **Commission**, on the **retailer's** website as soon as practicable after it has been approved.

2.3.2 A **retailer** may vary or replace its Customer Charter independently of a direction referred to in clause 2.3.1.

2.4 *Obligation to provide Customer Charter*

2.4.1 A **retailer** must:

- (a) advise a **customer** of the availability of its Customer Charter as soon as practicable following entry into a **standard contract**, being no later than the issue of the first bill;

- (b) place a copy of its Customer Charter 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.

2.5 *Charging for Customer Charters*

- 2.5.1 If a **customer** has already received a copy of the Customer Charter under clause 2.4.1(d), a **retailer** may impose a reasonable charge for provision of the Customer Charter on any subsequent request from that **customer** or tenant brought within the definition of **customer** by regulations within a 12-month period.

3 ENQUIRIES, COMPLAINTS AND DISPUTE RESOLUTION

3.1 *Customer enquiry procedures*

- 3.1.1 A **retailer** must, within 3 months of being granted a licence, prepare and submit to the **Commission**, for approval, its procedures for handling **customer** enquiries in accordance with this clause.
- 3.1.2 **Customer** enquiry procedures must deal with at least the following matters:
- (a) the establishment of a **customer** enquiry line (for the cost of a local call from anywhere in South Australia) or information desk to provide information about:
 - (i) the connection of and supply to a **supply address**;
 - (ii) the quality and reliability of **retail services** provided;
 - (iii) payment options available;
 - (iv) what to do in the case of difficulties in paying the **retailer's** bills;
 - (v) how to make enquiries or lodge complaints for both **customers** and tenants brought within the definition of **customer** by regulations;
 - (vi) the existence and operations of the **industry ombudsman scheme**; and
 - (vii) the existence and operation of any relevant Government concession, grant or rebate schemes.
 - (b) the registration of life support equipment in accordance with clause 8;
 - (c) the existence of any water conservation or water restriction measures in place;
 - (d) available water efficiency measures;
 - (e) referral to interpreter services; and
 - (f) any other matter required by the **Commission**.

- 3.1.3 The **Commission** will notify a **retailer** whether or not it approves the **customer** enquiry procedures.
- 3.1.4 A **retailer** must implement the **customer** enquiry procedures within 20 **business days** after the date they are approved by the **Commission**.
- 3.1.5 A **retailer's** enquiry procedures may be reviewed by the **Commission** from time to time.

3.2 *Customer complaint and dispute resolution*

- 3.2.1 A **retailer** must, within 3 months of being granted a licence, prepare and submit to the **Commission**, for approval, its procedures for resolving **customer** complaints and disputes in accordance with this clause.
- 3.2.2 **Customer** complaints and dispute resolution procedures must deal with at least the following matters:
 - (a) how complaints may be notified by **customers**;
 - (b) the handling of complaints for both **customers** and tenants brought within the definition of **customer** by regulations;
 - (c) response times for complaints;
 - (d) method of response (for example, in writing);
 - (e) referral to the **industry ombudsman scheme** where the complaint is not satisfactorily resolved; and
 - (f) any other matter required by the **Commission**.
- 3.2.3 The **Commission** will notify a **retailer** whether it approves the **customer** complaint and dispute resolution procedures.
- 3.2.4 A **retailer** must implement the **customer** complaint and dispute resolution procedures within 20 **business days** after the date they are approved by the **Commission**.
- 3.2.5 A **retailer's customer** complaint and dispute resolution procedures may be reviewed by the **Commission** from time to time.

3.3 *Customer Communications*

- 3.3.1 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** 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.
- 3.3.2 Unless otherwise specifically required under this industry code, a reference to writing includes electronic mail.

- 3.3.3 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**.

3.4 *Language and large print needs*

- 3.4.1 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.

4 PRICE DISCLOSURE

4.1 *Schedule of prices, fees and charges*

- 4.1.1 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 twelve 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 clause (b) or the methods or policies applicable for the calculation of those fees and charges.

4.2 *Rating on abuttal*

- 4.2.1 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 26.4.

5 WATER EFFICIENCY ADVICE

5.1 *Advice on the use of water services*

- 5.1.1 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.

6 LEAK MONITORING AND NOTIFICATION

6.1 *Abnormal change in water consumption*

- 6.1.1 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.

7 CONCESSIONS, REBATES OR GRANTS

7.1 *Advice on government concessions, rebates or grants*

- 7.1.1 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.

8 LIFE SUPPORT EQUIPMENT

8.1 *Registration of life support equipment*

- 8.1.1 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.

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

8.2 *Cessation of requirement for life support equipment*

- 8.2.1 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.

- 8.2.2 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 8.2.1.

8.3 *Definition of life support equipment*

- 8.3.1 For the purposes of this clause 8, life support equipment means:
- (a) a dialysis machine; or

- (b) other equipment as notified by the **Commission** from time to time.

9 CUSTOMER HARDSHIP POLICIES

9.1 *Obligation to have an approved hardship policy*

9.1.1 A **retailer** must, within 3 months of being granted a licence:

- (a) adopt the **residential customer** hardship policy published by the Minister, in accordance with the Water Industry Act 2012; or
- (b) submit its modified **residential customer** hardship policy to the **Commission**, for approval.

9.2 *Approval of variation to hardship policy*

9.2.1 The **Commission** will only approve a modified **residential customer** hardship policy under clause 9.1.1(b) where it is satisfied that the hardship policy will or is likely to contribute to the achievement of the purpose referred to in section 37 the Water Industry Act 2012.

9.2.2 When it is not so satisfied, the **Commission** will indicate to the **retailer** in what respects it considers the **residential customer** hardship policy as submitted is deficient and require the **retailer** to submit a revised **residential customer** hardship policy which addresses those deficiencies.

9.3 *Obligation to provide hardship policy*

9.3.1 A **retailer** must:

- (a) publish its hardship policy 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 25.3; 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.

9.4 *Review of a hardship policy*

9.4.1 If the **Commission** forms the view that a **retailer's residential customer** hardship policy requires review:

- (a) the **Commission** may direct the **retailer** to review the hardship policy and make variations (or replacement) in accordance with any requirements set out by the **Commission**; and
- (b) the **retailer** must:
 - (i) vary or replace the hardship policy in accordance with the **Commission's** requirements; and
 - (ii) submit it to the **Commission** for approval; and
 - (iii) publish the hardship policy, as approved by the **Commission**, on the **retailer's** website as soon as practicable after it has been approved.

9.4.2 A **retailer** may vary or replace its hardship policy independently of a direction referred to in clause 9.4.1 only if the variation or replacement has been approved by the **Commission** and the varied or replaced hardship policy has been published on the **retailer's** website after the **Commission** has approved the variation or replacement.

PART B – PRE-CONTRACTUAL OBLIGATIONS

10 PROVISION OF RETAIL SERVICES

10.1 *Obligation to supply a retail service*

- 10.1.1 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**.

10.2 *Obligation to offer to supply a retail service*

- 10.2.1 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 20 business days of the request of a **customer** where the **customer's supply address**:
- (a) 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**; and
 - (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) where the retailer, acting reasonably, determines that it is economically viable to provide the **retail service** to the **customer's supply address**
- 10.2.2 Any fee charged by the **retailer** for preparing an offer under clause 10.2.1 must not exceed an amount approved by the **Commission** from time to time.
- 10.2.3 A **retailer** may withdraw the offer made under clause 10.2.1 if it is not accepted by the **customer** within a period of 60 **business days** from the date of receipt.
- 10.2.4 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; and
 - (b) complete the extensions or expansions within a reasonable time; and
 - (c) comply with any relevant guidelines issued by the **Commission**.

10.3 *Rural and remote services*

- 10.3.1 A **retailer** must not, without the **Commission's** approval:
- (a) discontinue or cease to operate, maintain or service those parts of **network** which are in **remote areas** or **rural areas** and by means of which it sells and supplies **retail services**; or
 - (b) discontinue or cease to **supply retail services** from those parts of the **network** by means of which it sells and supplies **retail services** which are in **remote areas** or **rural areas**.

10.4 *Asset register*

- 10.4.1 Subject to clause 10.4.3, a **retailer** must keep a sufficiently detailed register of all assets forming part of its **network**, which must include the physical description and location of each asset, in a form required by the **Commission** from time to time.

- 10.4.2 A register of assets under clause 10.4.1 must be provided to the **Commission** upon request.
- 10.4.3 Where a **retailer** does not own or operate the network by means of which it sells and supplies **retail services**, it must put into place legally binding arrangements with the owner or operator of that **network** which ensure:
- (a) the recording of the physical description and location of each item of equipment or other asset forming a part of that **network**; and
 - (b) that all records under clause 10.4.3(a) are kept in a form required by the **Commission** from time to time and are able to be provided to the **Commission** upon request.

11 APPLICATION FOR PROVISION OF RETAIL SERVICES

11.1 *Form of applications for provision of a retail service*

- 11.1.1 If a **customer** proposes to buy a **retail service** from a **retailer** at a **supply address**, the **retailer** may require the **customer** to first make an application in person, by telephone, electronically or in writing.

11.2 *Pre-contractual duty of customers*

- 11.2.1 A **retailer** may, on receipt of an application under clause 11.1.1, require the **customer** to comply with one or more of the following preconditions before agreeing to that application:
- (a) the provision of **acceptable identification** information;
 - (b) the payment of any relevant fees and charges applicable to that **customer**, including fees for **connection** of the **supply address** to the **network**;
 - (c) the provision of contact details for billing purposes;
 - (d) the provision of contact details for the owner (or the agent of the owner) of the **supply address** if the application is for a rental property; and
 - (e) ensuring that there is safe and convenient access to the meter at the **supply address**.

11.3 *Pre-contractual duty of retailers*

- 11.3.1 A **retailer** must not:
- (a) require a **customer** to satisfy any preconditions other than those specified in clause 11.2.1 before agreeing to provide a **retail service** to that **customer**;
 - (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**.

11.4 *Timeframes for commencement of retail service provision*

- 11.4.1 Where an application for the provision of a **retail service** under clause 11.1.1 does not require the establishment of a **connection**, the **retailer** must commence that **retail service** on:
- (a) the date agreed with the **customer**; or

- (b) where no date has been agreed with the **customer**:
 - (i) within 2 **business days** after the **customer** has satisfied any preconditions under clause 11.2.1; or
 - (ii) where no preconditions under clause 11.2.1 are imposed by the **retailer**, within 1 **business day** of the application.

12 CLASSIFICATION OF CUSTOMERS

12.1 Classification

12.1.1 **Customers** are classified as follows:

- (a) a **residential customer**; or
- (b) a **non-residential customer**.

12.2 Retailer initial classification of customers

12.2.1 A **customer** making a request to a **retailer** for the sale and supply of **retail services** to a **supply address** under a **customer sale contract** must, on request by the **retailer**, provide sufficient information to the **retailer** for the **retailer** to classify, on the basis of that information, the **customer** as a **residential customer** or a **non-residential customer** in relation to the **supply address**.

12.2.2 On receiving the information, the **retailer** must classify the **customer** accordingly.

12.3 Retailer reclassification of customers

12.3.1 A **retailer** may, of its own initiative or on application by the **customer**, reclassify the **customer** as a **residential customer** or a **non-residential customer** in relation to the **supply address** after the formation of the **customer sale contract** for the **supply address**.

12.3.2 The **retailer** may decline to accept a reclassification application if the **retailer** has classified or reclassified the **customer** in relation to the **supply address** within the previous 12 month period, whether of its own initiative or on application.

12.3.3 The **retailer** must, as soon as practicable, notify the **customer** of the reclassification of the **customer** under this clause or of the **retailer's** decision to refuse the reclassification application (if any) by the **customer**.

13 CUSTOMER SALE CONTRACTS

13.1 Approval of terms and conditions for standard contracts

13.1.1 A **retailer** must obtain the written approval of the **Commission** for the terms and conditions of a **standard contract** for the sale and supply of **retail services** prior to publication of that **standard contract** under clause 13.1.2.

13.1.2 A **retailer** must publish the terms and conditions of a **standard contract** by notice pursuant to section 36 of the Water Industry Act 2012.

13.2 Terms and conditions for non-standard retail contracts

13.2.1 Subject to clause 14.4, after the commencement of this industry code a **retailer** must not agree to sell and supply a **retail service** to a **customer** other than on the terms and conditions set out in the **standard contract** except in

circumstances where it has the written approval of the **Commission** to do so (provided that nothing in this clause will require the **Commission** to approve those alternative terms and conditions).

- 13.2.2 Where the **Commission** has provided its written approval for the sale and supply of a **retail service** to a **customer** on terms and conditions other than those set out in the **standard contract**, a **retailer** must:
- (a) provide a copy of those terms and conditions to each **customer** to whom they apply;
 - (b) not amend those terms and conditions without the further written approval of the **Commission**; and
 - (c) where the **Commission** has provided its further written approval for the amendment of those terms and conditions, provide a complete amended set of terms and conditions to each **customer** to whom they apply.

14 CONNECTIONS

14.1 *Customer connection policy*

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

14.2 *Requirements where a connection is needed*

- 14.2.1 Where a **connection** is required in order to provide a **retail service** to a **customer** in accordance with a request under clause 11, a **retailer** may require:
- (a) the **customer** to agree to undertake and fund, or part fund in agreement with the **retailer**, any augmentation or extension required for the **connection**; and
 - (b) the works to have been completed,
- prior to 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 the provisions of any applicable **price determination** and **applicable regulatory instruments**.
- 14.2.3 Where a **retailer**:
- (a) receives a request under clause 11 in respect of a **supply address** which is not **connected** to the **network** through which a **retail service** is to be sold and supplied to the **customer**;
 - (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 an application under clause 11, 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** is effected within the timeframes required under this industry code.

14.3 *Timeframe for provision of a connection*

14.3.1 Where:

- (a) a **retailer** is required to provide a **connection** to a **supply address** in order to provide a **retail service** sought by a **customer** under clause 11;
- (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** 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 the standards referred to in clause 17.2.2(a).

14.4 *Network capacity restrictions*

14.4.1 Where:

- (a) a **customer** has made a request under clause 11 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 15.4.1; 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 charges under the Water Industry Act 2012.

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 27;
- (b) the **customer** and the **retailer** have entered into a new **customer sale contract** in respect of the **supply address**; or
- (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.

15.3 Recovery of unpaid amounts and fees and charges on termination

15.3.1 A **retailer** must not impose any fees or charges in respect of the termination of a **standard contract** except:

- (a) any amounts unpaid by that **customer** for the sale and supply of **retail services** under that **standard contract** 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.

15.4 Final meter readings and bills

15.4.1 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:

- (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 clause 15.4.1(a).

15.5 Failure to provide notice or access

15.5.1 If a **customer** fails to give a **retailer**:

- (a) the notice referred to in clause 15.1; or
- (b) access to the relevant meters at the **supply address**,

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 *Quality of supply*

- 16.1.1 Where a **retailer** offers a **retail service** of a specified standard or quality the **retailer** must **supply** that **retail service** in accordance with all relevant health, environmental and other regulatory requirements. .
- 16.1.2 Where a **customer** requests, a **retailer** must provide, within 10 **business days**, an explanation for any change in the quality of the supply of its **retail services** outside the allowed limits required under clause 16.1.1.
- 16.1.3 The obligations of a **retailer** in relation to the quality of **retail services** are limited to the extent that such quality is adversely affected by **customer's** actions or equipment.

16.2 *Safety of supply*

- 16.2.1 A **retailer** must use its **best endeavours** to ensure that its actions do not interfere with the safe operation of the **network**.
- 16.2.2 At the request of a **customer**, a **retailer** must provide advice on:
- (a) the facilities required to protect the **retailer's** equipment; and
 - (b) the **customer's** use of **retailer services** so that it does not interfere with the **network** or with supply to any other water or sewerage installation.

16.3 *Reliability of supply*

- 16.3.1 Subject to this clause 16.3, a **retailer** must use its **best endeavours** to provide a reliable supply of **retail services** to a **customer** in accordance with **applicable regulatory instruments**.

16.4 *Retailers' right to interrupt supply*

- 16.4.1 To the extent necessary, a **retailer** may interrupt a **customer's supply** of **retail services**:
- (a) for maintenance or repair;
 - (b) for the installation of a new **supply** to another **customer**;
 - (c) for carrying out augmentations or extensions to the **network**;
 - (d) in an emergency; or
 - (e) for health and safety reasons.

16.5 *Obligation to minimise interruptions*

- 16.5.1 A **retailer** must use its best **endeavours** to:
- (a) minimise interruptions or limitations to **supply** caused by:
 - (i) carrying out maintenance or repair to the **network**;
 - (ii) connecting a new **supply address** to the **network**;
 - (iii) carrying out augmentations or extensions to the **network**; and
 - (b) restore **supply** as soon as practicable following an interruption or limitation to **supply**.

16.6 Unplanned interruptions

- 16.6.1 A **retailer** must have in place and adhere to policies, practices and procedures dealing with:
- (a) minimisation of the impact of unplanned interruptions to **retail services** (including restoration and general rectification) as soon as possible and, in any event, restore the **supply** of **retail services** within those times required under the standards referred to in clause 17.2.2(a);
 - (b) provision of information about unplanned interruptions to affected **customers**;
 - (c) recording of information about each unplanned interruptions to **retail services** (including restoration and general rectification); and
 - (d) provision of access to emergency supplies of drinking water in the event of an unplanned interruption to **water services**.
- 16.6.2 In the case of an unplanned interruption, 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.

16.7 Planned interruptions

- 16.7.1 A **retailer** must provide a **customer** with at least 4 **business days**' notice of any interruption to the supply of **retail services** at the **customer's supply address** for the purposes of planned maintenance work on, or augmentation to the **network**, or installation of a new **supply** to another **customer**:
- (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.

16.8 Health and safety

- 16.8.1 Except in the case of an emergency, or where there is a need to reduce the risk of fire 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 the **customer** (the 5 **business days** shall be counted from the **date of receipt** of the notice).

16.9 Information to be provided to customers

- 16.9.1 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.

- 16.9.2 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.

16.10 Bursts, leaks, blockages and spills

- 16.10.1 A **retailer** must have in place, and comply with, policies, practices and procedures to deal with a burst, leak, blockage or spill in respect of its sewerage infrastructure or water infrastructure.
- 16.10.2 A **retailer's** policies, practices and procedures under clause 16.10.1 must deal with at least the following matters:
- (a) prompt attendance at a site after becoming aware of the existence of a burst, leak or blockage in its sewerage infrastructure or water infrastructure;
 - (b) the action or actions which must be taken to rectify a burst, leak or blockage in its sewerage infrastructure or water infrastructure, taking into account the potential or actual impact on:
 - (i) **customers**;
 - (ii) other persons or entities affected by the burst, leak or blockage;
 - (iii) property; and
 - (iv) the environment;
 - (c) the provision of information about the burst, leak or blockage in the manner required under clause 16.6;
 - (d) in the event of a sewage spill at a **supply address**, the action or actions which will ensure that damage and inconvenience to **customers** and other persons or entities is minimised;
 - (e) in the event of a sewage spill, the action or actions which will ensure that the sewage spill is promptly cleaned and the affected area is disinfected; and
 - (f) payment of compensation to **customers** for any loss, damage or injury occurring at the **customer's supply address** as a result of a burst, leak, blockage or spill.
- 16.10.3 A **retailer** must:
- (a) keep records of events where action was required to be taken in accordance with its policies, practices and procedures under clause 16.10.1; and
 - (b) provide those records to the **Commission** for inspection and review on request.

16.11 Powers under other Acts

- 16.11.1 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.

- 16.11.2 Nothing in this industry code will override any requirement by the **retailer** to:
- (a) restrict or discontinue water **supply** to **customers** to enable an appropriate balance of demand and **supply** or to ensure appropriate quality of **supply**;
 - (b) adopt other measures related to the protection and use of the water **supply**; or
 - (c) assist with any prohibitions imposed on the use of water through the adoption of conservation measures,

where such action is undertaken in accordance with the requirements of Part 6 of the Water Industry Act 2012.

17 SERVICE STANDARDS

17.1 *Obligation to meet service standards*

- 17.1.1 In addition to complying with applicable requirements of health and environmental regulations, a **retailer** must use its **best endeavours** to achieve all **applicable service standards** during each financial year ending on 30 June.
- 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 clause 17.2.2(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 17.2 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 18.1.1 provided that the **retailer** has advised the **customer** in writing of the proposed billing frequency.

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 24.1.
- 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** advised under clause 11.2.1(c), unless the **customer** subsequently 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) an actual reading of the relevant meters at the **customer's supply address** determined in accordance with **applicable regulatory instruments**;
 - (b) on metering data provided for the relevant meters at the **customer's supply address** determined in accordance with **applicable regulatory instruments**; or
 - (c) on an estimation of the usage of **retail services** by that **customer** determined in accordance with the **retailer's** estimating system approved by the **Commission**; and
 - (d) use its **best endeavours** to ensure that there is an actual read of relevant meters at the **customer's supply address** as frequently as is required to prepare its bills as required under clause 18.1 and, in any event, at least once every 12 months.
- 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**, upon 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 the provisions of any **applicable price determination** and **applicable regulatory instruments**.

18.5 *Estimation as basis for bills*

- 18.5.1 A **retailer** may issue a **customer** with an estimated bill:
- (a) based on an estimation of the usage of relevant **retail services** by that **customer** in accordance with **applicable regulatory instruments**; or
 - (b) where the estimation system to be used has been approved by the **Commission**, based on:
 - (i) the **customer's** reading of the relevant meters; or
 - (ii) the **customer's** prior usage history at that **supply address**; or
 - (iii) where the **customer** does not have a prior usage history at that **supply address**, the average usage by a comparable **customer** over the corresponding period.
- 18.5.2 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.
- 18.5.3 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 22.

18.6 *Adjustments to bills subsequent to an estimated bill*

- 18.6.1 Where a **retailer** has provided a **customer** with an estimated bill under clause 18.5 and the meter is subsequently read, the **retailer** must include an adjustment on the next bill to take account of the actual meter reading.
- 18.6.2 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 instalment 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 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) for a **residential customer**, 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** 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 by the due date, the **retailer** must send to that **customer** a reminder notice under clause 18.10.

18.9.3 A **retailer** may charge a **non-residential customer** interest on a late payment, at a rate and on terms and conditions as approved by the **Commission** from time to time for specific groups of **customers**.

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 use*

- 19.1.1 A **customer** must notify its **retailer** of a change in use of the **customer's supply address**.
- 19.1.2 Where a **customer** notifies a **retailer** of a change in use of the **customer's supply address**, the **retailer** may require the **customer** to transfer to a tariff applicable to the **customer's** use of that **supply address** with effect from the date on which the **retailer** notifies the **customer** of the new tariff.
- 19.1.3 If a reclassification is necessary as a result of the change in use notified by the **customer** under 19.1.2, the date on which the **retailer** notifies the **customer** of the new tariff must not be earlier than the date notice is provided under clause 12.3.
- 19.1.4 If a **customer** fails to give notice of a change in use of the **customer's supply address**, the **retailer** may, upon giving notice to the **customer**, transfer the **customer** to the applicable tariff with effect from the date on which the change of use occurred.
- 19.1.5 Despite clause 12.3, if a reclassification is necessary as a result of a change of use under 19.1.4, the reclassification takes effect on the date on which the new tariff applies under 19.1.4.

19.2 *Effective date of transfer between tariff types*

- 19.2.1 Where a **customer** transfers from one tariff type to another, the effective date of the transfer will be:
- (a) the date on which the last meter reading at the old tariff is obtained; or
 - (b) where the transfer requires a change to the meter at the **customer's supply address**, the date the meter change is completed.

19.3 *Change of tariff type within a billing cycle*

- 19.3.1 Where during a **billing cycle** a **customer** changes from one type of tariff to another type of tariff, the **retailer** must:
- (a) if it is necessary to do so due to the change in the type of tariff applying to that **customer**, obtain a meter reading or metering data at the time the type of tariff changes; and
 - (b) calculate the **customer's** bill using:
 - (i) the old type of tariff up to and including the date of the meter reading; and
 - (ii) the new type of tariff rate from the date of the meter reading to the end of the **billing cycle**.

19.4 *Change of tariff rate within a billing cycle*

- 19.4.1 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 change; and
- (b) the new tariff rate or charge from the date of the change to the end of the **billing cycle**.

19.5 *Alternative tariffs or tariff options*

19.5.1 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 processes 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.

21.2 *Limitations on recovery where due to retailer error*

21.2.1 Where a **retailer** proposes to recover an amount undercharged as a result of the **retailer's** error, 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** accordingly within 10 **business days** of the **retailer** becoming aware of that error and:

- (a) if the amount overcharged is \$100 or less, and the **customer** has already paid that amount, credit that amount to the **customer's** next bill, or, if the

customer has ceased to purchase **retail services** from that **retailer**, pay that amount to the **customer** within 10 **business days**; or

- (b) if the amount of the overcharge is more than \$100, and the **customer** has already paid that amount, ask the **customer** for instructions as to whether the amount should be:
 - (i) credited to the **customer's** account; or
 - (ii) repaid to the **customer** using the **retailer's** usual procedures; or
 - (iii) on the **customer's** written instructions, paid to another person,and pay the amount in accordance with the **customer's** instructions within 10 **business days**.

22.2 *Payment where no instruction given*

- 22.2.1 Where the **retailer** has asked for instructions from a **customer** under clause 22.1 and no instructions have been provided by the **customer** within 20 **business days** of that request, the **retailer** must pay the amount overcharged to the **customer**.

22.3 *Payment of interest*

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

22.4 *Customer requests*

- 22.4.1 Notwithstanding clause 22.1.1(a), if the amount of the overcharge is \$100 or less, and the **customer** requests the amount to be dealt with in accordance with clause 22.1.1(b), the **retailer** must agree to that request.

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; and
 - (c) by direct debit under a payment arrangement agreed by the **customer**, the **retailer** and an **ADI** nominated by the **customer**.

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 direct debit arrangement is entered into between a **retailer** and a **customer**, the **retailer** must:
- (a) notify the **customer** in writing if the **customer** requests the **retailer** to cease to rely on the arrangement, the **retailer** will no longer rely on the direct debit authority; and
 - (b) terminate the arrangement on being requested by the **customer** to do so.

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; and
 - (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; and
 - (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; and
 - (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; and
 - (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; and
- (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.

23.7 *Charge for dishonoured payments*

- 23.7.1 This clause applies where a **customer** pays a **retailer** bill by cheque, by a direct debit from an account with an **ADI**, or by credit card.
- 23.7.2 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**.

23.8 *Debt recovery*

- 23.8.1 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**; or
 - (ii) this industry code relating to non-payment of bills, payment plans and assistance to **residential customers** experiencing payment difficulties; or
 - (c) the **retailer** has installed a flow restriction device in accordance with clause 25.3.

23.9 *No limitation on payment options*

- 23.9.1 Nothing in this industry code prevents a **retailer** from providing payment options in addition to those specified in this clause 23.

24 PAYMENT DIFFICULTIES AND FLEXIBLE PAYMENT PLANS

24.1 *Flexible payment plans*

- 24.1.1 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.
- 24.1.2 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).
- 24.1.3 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.
- 24.1.4 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.

24.2 *Notice to residential customers experiencing payment difficulty*

- 24.2.1 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.
- 24.2.2 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.

25 RESTRICTION OF WATER SUPPLY

25.1 *Restriction warning notices*

- 25.1.1 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 25.
- 25.1.2 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; and
 - (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; and
 - (e) inform the **customer** of applicable restoration procedures and (if applicable) that a charge will be imposed for restoration; and

- (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**.

25.2 *Prohibitions on water service flow restriction*

25.2.1 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 9 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 8;
- (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 7, 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 3.00pm 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.

25.2.2 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 3.00pm 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.

25.3 Ability to restrict water services

25.3.1 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 24.1 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 9 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**;
- (f) failed to allow, for 3 consecutive **billing cycles**, access to the relevant **supply address** for the purposes of meter reading; or
- (g) used the **water services** illegally.

25.3.2 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**;
- (c) failed to allow, for 3 consecutive **billing cycles**, access to the relevant **supply address** for the purposes of meter reading; or
- (d) used the **water services** illegally.

25.4 Preconditions to restricting water services

25.4.1 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 7, 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 24.1;
 - (e) in respect of a failure to provide meter reading access under clause 25.3.1(f):
 - (i) given the **residential customer** an opportunity to offer reasonable alternative access arrangements; and
 - (ii) on each of the occasions access was denied, given the **residential customer** written notice requesting access to the meter or meters at the **supply address** and advising of the **retailer's** ability to arrange for the flow restriction of **water services**;
 - (f) given the **residential customer** a reminder notice;
 - (g) 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
 - (h) advised the **residential customer** of the existence and operation of the **industry ombudsman scheme**.

25.4.2 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:
 - (i) by telephone;
 - (ii) by mail;
 - (iii) by electronic mail; or
 - (iv) by 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) in respect of a failure to provide meter reading access under clause 25.3.2(c):

- (i) given the **non-residential customer** an opportunity to offer reasonable alternative access arrangements; and
- (ii) on each of the occasions access was denied, given the **non-residential customer** written notice requesting access to the meter or meters at the **supply address** and advising of the **retailer's** ability to arrange for the flow restriction of **water services**;
- (d) given the **non-residential customer** a reminder notice; and
- (e) 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**).

25.5 *Immediate restrictions by retailers*

- 25.5.1 Subject to compliance with the requirements of clause 25.4, 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**;
 - (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**; or
 - (c) has failed to provide access for meter reading purposes following the receipt of a notice under clause 25.4.1(e)(ii) or clause 25.4.2(c)(ii).

25.6 *Minimum restricted water flow rate*

- 25.6.1 The restriction of the supply of **water services** to a **supply address** under clause 25.3 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.

26 DISCONNECTIONS

26.1 *Prohibition on disconnection of sewerage services*

- 26.1.1 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.

26.2 *Prohibition on disconnection of water services*

- 26.2.1 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.

26.3 *Permitted disconnections*

- 26.3.1 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**.

26.4 *Customer request for final account or disconnection*

- 26.4.1 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.
- 26.4.2 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 26.4.

27 RESTORATION OF SUPPLY

27.1 *Retailer and customer obligations*

- 27.1.1 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 24.1) of a flexible payment plan and made a contribution to that flexible payment plan, or other payment option; or
 - (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 30, 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 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 30;
- (e) the **customer** making a request for reconnection or removal of water flow restriction; and
- (f) the **customer** first paying the **retailer's** reasonable charge for reconnection or removal of water flow restriction, if any.

27.2 *Waiver of reconnection fee for Hardship Customer*

- 27.2.1 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 upon restoration.

27.3 Customer request by 12 pm

- 27.3.1 Where, under clause 27.1, 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 a flow restriction on the day of the request in the Adelaide Business Area and metropolitan areas; and
 - (b) use its **best endeavours** to arrange for the reconnection or the removal of a flow restriction on the day of the request in remote areas and rural areas and, in any event, by the next **business day**.

27.4 Customer request after 12 pm

- 27.4.1 Where, under clause 27.1, 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** makes a request after 12 pm on a **business day**, the **retailer** must:
- (a) use its **best endeavours** to arrange for the reconnection or removal of a 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

28 FORCE MAJEURE

28.1 *Effect of force majeure event*

- 28.1.1 If, but for this clause 28, 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.

28.2 *Deemed prompt notice*

- 28.2.1 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.

28.3 *Situations where clause 28.1.1(a) does not apply*

- 28.3.1 A **retailer** may agree with a **customer** that the **retailer** is not to have the benefit of clause 28.1.1(a) in respect of any **force majeure event**.

28.4 *Obligation to overcome or minimise effects of force majeure event*

- 28.4.1 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.

28.5 *Settlement of industrial disputes*

- 28.5.1 Nothing in clause 28.4.1 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**.

29 APPOINTMENT OF OPERATOR

29.1 *Continuity of Retail Services*

- 29.1.1 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.

29.2 *Operator of Last Resort Guidelines*

29.2.1 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.

29.3 *Obligation to provide customer information to appointed operator*

29.3.1 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.

30 ILLEGAL USE

30.1 *Retailer right of recovery for illegal use*

30.1.1 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 a **Commission** approved estimation method, and bill or take debt recovery action for all of that unpaid amount.



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