




# Customer Charter – Sewerage Services



	<h2>Customer Charter – Sewerage Services</h2>	Version No:	3.0
		Issued:	August 2022
		Next Review:	August 2024
		Resolution No.:	74/08/22

The District Council of Franklin Harbour is located on the eastern side of the Eyre Peninsula and bordering Spencer Gulf, the District Council of Franklin Harbour is home to an estimated population of 1,350 people and covers an area of 3,283 square kilometres. Cowell is the major centre in the district, which also comprises the holiday areas of Lucky Bay and Port Gibbon (Port Gibbon and the township of Cowell benefit from the Council’s Sewerage supply arrangements) and the locality of Elbow Hill.

The aim of our Charter is to provide our sewerage customers with a clear understanding of the standards of service they can expect from us and their rights and responsibilities.

The Water Retail Code – Minor & Intermediate Retailers, developed by Essential Services Commission of SA (ESCOSA), contains a detailed description of your rights and our responsibilities in providing you with sewerage services and can be found at ([www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)) ([www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)).

### ***Sewerage services provided***

We provide customers in Port Gibbon and the township of Cowell with services to collect, treat and dispose of wastewater through a Community Wastewater Management Scheme (CWMS).


### ***SEWERAGE REMOVAL (QUALITY)***

We will:

- Remove sewage and wastewater from your property in accordance with all relevant health and environmental regulatory requirements.
- Use our best endeavours to minimise the frequency and duration of interruptions or limitations to your sewerage service
- Provide you with information on any planned interruptions to your sewerage service at least 4 business days prior to us undertaking any works or maintenance
- Provide an emergency telephone number on our website for you to call in the event of an emergency or interruption to the supply of your sewerage service

You will:

- Report any spills, leaks or incursions to us as soon as possible by calling the emergency telephone number displayed on our website
- Not discharge restricted wastewater into our sewerage infrastructure
- (include if relevant) – contact us to discuss our requirements for disposal of industrial or non-domestic waste into our sewerage infrastructure

	<h2>Customer Charter – Sewerage Services</h2>	Version No:	3.0
		Issued:	August 2022
		Next Review:	August 2024
		Resolution No.:	74/08/22

### ***Our Prices***

#### ***PRICE LIST***

We will:

- Publish our price list, which details the Service Charge applicable to the supply of your sewerage service, each year by 1 September on our website at [www.franklinharbour.sa.gov.au](http://www.franklinharbour.sa.gov.au). We will also make this available at our office at 6 Main Street, Cowell SA 5602.
- Publish our Pricing Policy Statement, which outlines how our fees and charges are compliant with ESCOSA'S pricing principles set out in its Price Determination, each year by 1 September on our website at [www.franklinharbour.sa.gov.au](http://www.franklinharbour.sa.gov.au). We will also make this available at our office at 6 Main Street, Cowell SA 5602.
- In the case that any fees and charges set out in the Price List change, publish these on our website 30 days prior to these fees and charges taking effect, and make these available at our office

#### ***SEWERAGE CONCESSIONS***

Sewerage concessions are administered by the Department for Communities and Social Inclusion. To check your eligibility for current concessions, assistance or advice visit [www.dcsi.sa.gov.au/concessions](http://www.dcsi.sa.gov.au/concessions), phone the Concessions Hotline on 1800 307 758 or email [concessions@dcsl.sa.gov.au](mailto:concessions@dcsl.sa.gov.au)

#### ***Connections***


All existing shacks are currently connected. The CWMS system in the township of Cowell is a new system and residents are in the process of connecting. New applications for connection are considered at the time of application.

#### ***Billing and payments***

We will:

- include your sewerage charges on your rates notice, (separately identified), issued quarterly
- Provide you with a detailed bill and give you at least 20 business days to pay your bill
- Offer you the ability to pay your bills by cash, cheque or credit card, in person, by mail, by direct debit or by phone.

You will

	<h2>Customer Charter – Sewerage Services</h2>	Version No:	3.0
		Issued:	August 2022
		Next Review:	August 2024
		Resolution No.:	74/08/22

- Pay our bill by the payment due date unless we have agreed on a flexible payment arrangement
- Pay any fee we incur if any of your payment methods are dishonoured.

### **PAYMENT ASSISTANCE AND FINANCIAL HARDSHIP**

We will:

- Provide you with the ability to pay your bills by instalments or enter into a flexible payment arrangement
- Offer you the ability to make payments towards future bills, grant payment extensions and agree to have your bill redirected to another person (where that person agrees)
- Inform you about, and assess your eligibility for, our Hardship Program if requested.

You will:

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

Further details on our Hardship Policy are available on our website at ([www.franklinharbour.sa.gov.au](http://www.franklinharbour.sa.gov.au)) or by visiting our office at 6 Main Street, Cowell. We will provide you with a copy of our Hardship Policy upon request.

### **REVIEWING YOUR BILL/BILLING DISPUTES**

We will:

- Not commence our debt collection processes where a bill (or part of a bill) is in dispute
- Review your bill and inform you of the outcome of our review within 30 business days of your request
- Inform you about our independent external dispute resolution body where you remain dissatisfied following our review.


You will:

- Pay any portion of your bill that is not in dispute while your bill is being reviewed or any future bills that become due.

### **Overcharging**

We will:

- Inform you within 10 business days of becoming aware of you being overcharged as a result of an act or omission by us and credit the overcharged amount to your next bill

	<h2>Customer Charter – Sewerage Services</h2>	Version No:	3.0
		Issued:	August 2022
		Next Review:	August 2024
		Resolution No.:	74/08/22

- Pay the overcharged amount directly to you within 10 business days if you have ceased to purchase a wastewater service from us.

### ***Undercharging***

We will:

- List the undercharged amount as a separate item in a special bill or in your next bill with an explanation of that amount and, if requested, offer you an extended time to pay the amount
- Not charge you interest on the undercharged amount.

### ***DEBT RECOVERY***

We will:

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

You will

Contact us if you are having difficulty payment your bills prior to the due date.

### ***Entry to your Property***

We will:

- Provide you with at least 24 hours if we need to enter your supply address for the purposes of connecting, disconnecting, restricting, inspecting, repairing or testing your sewerage service.


You will:

- Ensure safe access to our infrastructure located at your supply address.

### ***Disconnections***

Subject to any applicable regulatory requirements that prohibit disconnection, we will only disconnect or permit the disconnection of your sewerage service if:

- There is a public health, environment or safety risk to our services from your connection point (e.g. backflow risk or unauthorised industrial waste discharge)

	<h2>Customer Charter – Sewerage Services</h2>	Version No:	3.0
		Issued:	August 2022
		Next Review:	August 2024
		Resolution No.:	74/08/22

- You are found to be using the services illegally or have refused entry to person authorised to read your meter or undertake maintenance or repairs in accordance with relevant regulatory instruments.
- The disconnection is in accordance with a valid development approval

Should there be any fees and charges liable under the Local Government Act 1999, we will:

- Inform you of any relevant fees or charges payable as a result of your disconnection.

You will:

- Pay any relevant fees or charges.

### ***Complaints and dispute resolution***

We will:

- respond or acknowledge your complaint or enquiry within 7 business days
- refer you to our Works Manager if you are not satisfied with our initial response or resolution or, if required, escalate you to Chief Executive Officer.
- advise you of your option to escalate your complaint to an Internal Review of Council Decision under Section 270 of the Local Government Act 1999.

Further details on our Customer Complaints Policy and Internal Review of Council Decisions Policy are available on our website at [www.franklinharbour.sa.gov.au](http://www.franklinharbour.sa.gov.au) or by visiting our office at 6 Main Street, Cowell. We will provide you with a copy of our procedures upon request.

### ***Contacting Us***

If you need to know more about us or the content of this Charter, please contact us on the details below:

General Enquiries 8629 2019

Faults & Emergencies:

Website: [www.franklinharbour.sa.gov.au](http://www.franklinharbour.sa.gov.au)

Email: [council@franklinharbour.sa.gov.au](mailto:council@franklinharbour.sa.gov.au)

Office: 6 Main Street COWELL or PO Box 71 COWELL SA 5602

Business hours: 8.30 am to 5.00 pm

