

CUSTOMER SERVICE CHARTER

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Introduction

Company Business

Lancelin South Pty Ltd, trading as Lancelin South Water, is a privately owned company responsible for the supply of water (potable, non-potable) and sewerage services to the Lancelin South development.

Lancelin South Water has been delivering safe drinking water, sewerage services and non-potable water for irrigation to residents of Lancelin South since September 2017.

Our operation as a water services utility is undertaken in accordance with regulatory requirements.

Purpose of the Charter

This document has been developed to inform you about your rights and responsibilities as a Lancelin South Water customer. Our commitment to provide excellent service to our customers is based upon the Water Services Code of Conduct (Customer Service Standards) 2018, available [here](#).

This Customer Service Charter will:



- Define our responsibilities for maintenance and service provision,
- Outline complaints and faults procedures,
- Clarify account payments, and
- Explain resident's rights.

This document has been prepared with reference to the Water Service Code of Conduct (Customer Services Standards) 2018 and used the conditions specified in our Operating Licence issued by the Economic Regulation Authority.

Our commitment to service

Lancelin South values our customers and we commit to provide a professional, ethical and courteous standard of service to you.

Contacting Us

Lancelin South Water	
Phone:	08 9655 1555
Email:	admin@lancelinsouthwater.com.au
Website:	www.lancelinsouthwater.com.au
Post:	Lancelin South Water, Locked Bag 4, Osborne Park DC, WA 6916
	National Relay Service
TTY users	
Phone:	133 677 then ask for 08 9655 1555
Speak and Listen users	
Phone:	1300 555 727 then ask for 08 9655 1555
Internet Relay Service	
Website:	https://internet-relay.nrscall.gov.au
	Translating and Interpreting Service (TIS National)
Phone:	131 450 then ask for 08 9655 1555

Lancelin South Water commits to responding to any general email or written enquiries within 10 business days of receipt of the enquiry.

Accessing Information

We commit to provide you with easy access to information and enable you to communicate with us as easily as possible.

On your request and at no charge to you, we can provide you with:

- Information about your personal account
- Large print versions of your bill or any of our publicly available documents
- Assistance if you have a hearing or speech impairment
- Access to an interpreter

Water Quality

Potable Water

We are committed to providing sustainable high quality drinking water that consistently meets or exceeds your expectations. We regularly monitor water quality to ensure it continues to meet our high standard.

We will:

- Supply drinking water that is safe to drink
- Carefully monitor the quality of drinking water supplied
- Respond to you as quickly as we practically can, or at an agreed time, to any reports of water quality problems

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- Provide information on our website of any planned changes to our system that are likely to affect your water quality
 - Advise if you need to make alternative arrangements for drinking water in the unlikely event that your water quality deteriorates
 - Make water quality results available via our web site.

Discoloured Water

We endeavour to provide you with consistently good quality potable water, but we recognise that in some circumstances noticeable variations in the appearance of your water may occur, without risk to your health. We will

- Rectify any problems once we are notified or we become aware of the situation
- Assist with the cleaning or replacement of laundry items if staining has occurred. If the items are permanently damaged and cannot be replaced, we will negotiate an appropriate settlement on a case-by-case basis.

Non-Potable (Irrigation) Water

We provide water for non-drinking purposes inside and outside the home (garden irrigation, toilet flushing, washing cars, etc.). We monitor the quality of our non-potable water and publish what this water can and should not be used for; refer to our “*Non-Potable Water Householders Guide*” on our website.

Water Efficiency

We strive to operate our water services in a sustainable and efficient manner. All wastewater streams from our water treatment facilities are allowed to infiltrate back into surface water aquifers to support environmental water demands.

The WA Government introduced permanent water-efficiency measures to help combat the impacts of the drying climate in the south-west of WA, including restricting the use of garden sprinklers. In Lancelin South, garden sprinklers can be used on any day, once per day, before 9:00 am or after 6:00 pm.

Please refer to the Department of Water and Environmental Regulation web site [Check garden bore water restrictions | Western Australian Government \(www.wa.gov.au\)](#) for further details (Lancelin South is in South Area 2).

Installation of services

Lancelin South will supply water services (potable and non-potable) and sewerage disposal service to residents of the Lancelin South Development.

You (the customer) must establish an account with Lancelin South Water as soon as possible after settlement of your block or dwelling by completing a “Residents Account Establishment Form” and paying the relevant fees. The form is available on our web site or please contact us so we can send the form to you.

If you are building a new dwelling, you will need to apply for connection of services by completing a “Residents Water Service Connection Application Form”. The form is available on our web site or please contact us so we can send the form to you.

Services will be connected upon request and within 10 business days of lodgement of the Application or as agreed.

Sewerage, Drinking Water and Non-Potable Water will be provided to each lot. To prevent any confusion between the services, all pipe work, meters and taps for non-potable water will be coloured purple, potable water pipe work will be coloured grey.

Non-Potable Water = **Purple pipes**

Potable Water = **Grey pipes**

You must note that non potable water is not intended for drinking or human consumption, directly or indirectly.

Residents of the Lancelin South Development are not permitted to undertake any development, apart from what was agreed at purchase, without the approval of Lancelin South. No alteration to the water service connections is permitted without express written approval. No connection of additional water supply can be made without Lancelin South’s approval. Penalties may apply for non-authorized water connection.

Pressure and Flow

We will:

- provide potable water at a flow rate of at least 20 litres / minute with a minimum of 15 to a maximum of 100 meters static pressure at your water meter
- provide non-potable water at a flow rate of at least 20 litres / minute with a minimum of 15 to a maximum of 100 meters static pressure at your water meter

We note however, that there may be occasions where flow or pressure fluctuations are unavoidable. You should notify us as soon as possible if you experience low pressure or low flow and we will respond to you within 24 hours or at an agreed time

Entry to Your Property

We read your water meter(s) 4 times per year. To do so, we need access to the meters at the front of your property.

In the unlikely event that we need to access your property for other reasons, Lancelin South Water will:

- provide at least 48 hours advance notice (Water Services Act 2012, Section 129) of all planned work that may require entry to your property and
- in an emergency event, we will inform the occupier of work being undertaken or leave an information card if you are not present.

Identification of Staff

Our employees or contractors will carry appropriate identification that will be shown to you (or any person present at the property) at the time of access.

Interruption to Water Supply

Planned

Occasionally we will need to carry out planned maintenance to ensure the water and sewerage networks remain in great condition. We will

- provide at least 48 hours' notice if we need to interrupt your water supply for planned work
- Arrange an alternative temporary supply of drinking water upon request if water is interrupted for more than six hours

Unplanned

Sometimes your water supply can be disrupted due to an incident in our network beyond our control. If this happens, we will:

- Respond within 2 hours if there is flooding or any other physical impact to your property in order to rectify the disruption and undertake necessary clean up
- Keep you informed under all circumstances as to the nature of the problem, our actions and the estimated time to rectify the problem.

Water Leaks

A water leak may occur in your property and may not be noticed for some time. If you experience an unusually high consumption of water (either potable or non-potable) due to a leak, you may be able to apply for a reduction in your water bill if certain criteria are met.

If you detect a leak on your property, you must engage a licensed plumber to repair the leak.

Once repaired, you will need to complete a "Claim for Ex Gratia Leak Allowance" form within 20 business days of the repair. The form is available on our web site or please contact us so we can send the form to you

You will require the licensed plumber to complete and sign a section of the form.

Lancelin South Water will assess your claim and respond within 15 business days from receipt of the completed form. We will advise of the reason(s) if your application is denied. If approved, your account will be credited the *Ex-Gratia Leak Allowance*.

Property Reinstatement

Lancelin South Water will:

- Assist with reinstating or replacing property lost or damaged as a result of our actions or failure of our system
- Reinstatement your property as close as possible to its original condition if damage occurs due to our activities

Meter Reading

We read your water meters normally four (4) times per year. From these readings we prepare a detailed account of your water usage, issued to you quarterly.

You must maintain accessibility to your meters at all times:

Provide a clear space of 300 mm around (horizontally) and 1200 mm above your water meter(s)

Keep plants, shrubs and bushes pruned away from the water meter(s)

Keep sand and mulch from 'burying' the water meter(s)

If necessary, Lancelin South Water can perform an additional meter reading and prepare a bill at a time differing from the normal billing cycle. There is a fee associated with this service (refer to our "*Residential Pricing and Charges*") that must be paid before the special reading. The special meter reading will be undertaken within 10 days of receipt of your request and payment, or on an agreed date.

If an accurate meter reading is not possible (for example if the meter is damaged or the scale is illegible), a bill for usage will be based on a reasonable estimate of the quantity of water supplied. The invoice will state the estimation basis and the reason for the estimate. The next invoice will take into account any necessary adjustments having regard to subsequent and accurate meter readings.

The estimated water usage will be based upon the daily quantity of water supplied:

- in the previous billing period
- in the equivalent billing period in previous year(s)

whichever is the most appropriate considering relevant factors.

Billing and Payment

Tariffs and Charges

Water service charges are based on a fixed fee and a pay-for-use system. Lancelin South will read your water meters and issue you an account every 3 months. Bills will be sent to the owner of the property, or their nominated agent, at the last nominated postal or email address.

You must notify us as soon as possible if you change your postal or email address

Your account will detail:

- A fixed service charge and a variable charge for Potable (drinking) Water consumption;
- A fixed service charge and a variable charge for Non-potable (irrigation) Water consumption;
- A fixed service charge for Sewerage Disposal.

We will advise you of any change to tariffs at least 3 months prior to the change taking effect and will post the information on our website. Residents can also obtain a printed copy of our “Residential Pricing and Charges” schedule on request.

Payment

You may pay your water bill by Direct Debit, Centrepay, internet, telephone or post.

Centrepay is only available to customers who receive Centrelink payments. Paying by Centrepay may help you manage your bills more easily, as your bills will be paid through regular deductions.

You must contact us as soon as possible if you need a few more days to pay your bill in full by the due date. Our customer service staff are committed to dealing with your enquiry fairly and confidentially.

If you are experiencing financial hardship, please discuss this with our customer service staff. You may also like to view our “Financial Hardship Policy”.

If you do not contact us and payment is late, interest charges or restriction of service may be applied.

If you are accidentally undercharged, the shortfall will be included in your next account. If you are overcharged, you will be refunded directly or given a credit against futures charges, as agreed.

Complaints

We value your comments on the service that we provide to enable us to continue to improve.

If you have a complaint, please contact our customer service staff (refer to “Contact Us” above). We will strive to resolve your complaint within 15 business days of you contacting us.

You are of course free to lodge your complaint with the Energy and Water Service Ombudsman without contacting us, or if you feel we have not treated you fairly.

The Energy & Water Ombudsman will investigate your complaint and may mediate the dispute between you and us.

The Energy & Water Ombudsman’s contact details are:

Energy and Water Ombudsman Western Australia

Phone:	(08) 9220 7588
Freecall:	1800 754 004*
Email:	energyandwater@ombudsman.wa.gov.au
Website:	https://energyandwater.ombudsman.wa.gov.au
Address:	Level 2, Albert Facey House 469 Wellington Street, Perth WA 6000

* Calls made from mobile phones will be charged at the applicable rate.

Amendment History

Revision	Date	Description	Approved
A		Draft	
0	28/6/2016	Issued for use	
1	14/2/2019	Annual review	
2	03/10/2019	General revision, post 2019 audit and review	
3	22/10/19	Changes to National Relay Service info and updated header	
4	19/05/2020	Added the TIS and National Relay Service Logos and removed incorrect Hyperlink	
5	31/05/21	Updated with new postal address	SW
6	14/10/21	Updated post 2021 audit and review	SW