

**FB PIPELINE PTY LTD**

A decorative horizontal band consisting of several overlapping, wavy lines in various shades of blue, creating a sense of motion and depth.

**Customer Charter**

A decorative horizontal band consisting of several overlapping, wavy lines in various shades of blue, creating a sense of motion and depth.

## Customer Charter – water services

FB Pipeline Pty Ltd purchase water from SA Water, sourced from a bulk meter situated at the entrance of Fisherman Bay and supply a reticulated water retail service for drinking and residential purposes to the township. The water supply distribution network infrastructure within Fisherman Bay is owned and operated by FB Pipeline Pty Ltd, providing potable water to approximately 428 consumers this includes residential customers, Crown Land customers, public amenities and foreshore facilities.

The aim of our Charter is to provide our water customers with a clear understanding of the standards of service they can expect from us and their rights and responsibilities. This Charter should be read in conjunction with the Standard Customer Contract.

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 water services and can be found at ([www.escosa.sa.gov.au](http://www.escosa.sa.gov.au)).

### YOUR STANDARD CUSTOMER CONTRACT

FB Pipeline Pty Ltd customers are covered by our Standard Customer Contract, effective from 30 October 2014, or on application for connection to our services or on transfer of a property to you. :

### FB PIPELINE PTY LTD SERVICES:

We will:

- provide you with drinking water that is safe for drinking and food preparation and in accordance with all relevant health and environmental regulatory requirements, subject to the supply by SA Water
- 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 water service – 0413 179 304
- use our best endeavours to minimise the frequency and duration of interruptions or limitations to your water service, but on occasions we may need to carry out maintenance, repairs, new works or interrupt supply for emergencies or health or safety reasons. When this occurs we will do our best to restore your service as soon as practicable
- in the case of an unplanned interruption or emergency, provide you with information about any impact to your water service as soon as possible
- provide you with information on any planned interruptions to your water service at least 4 business days prior to us undertaking any works or maintenance

You will:

- report any leaks, bursts, change in your water flow, quality or pressure to us as soon as possible by calling the emergency telephone number displayed on our website
- use the water retail service legally

### ENTRY TO YOUR PROPERTY

We will enter your property in the case of an emergency and to read a water meter, inspect any pipes or fittings connected to our infrastructure, investigate suspected water theft, carry out other investigations or inspections. Employees and contractors who enter your property will carry photographic identification.

### INFRASTRUCTURE & EQUIPMENT:

#### Infrastructure

The service line between the FB Pipeline Pty Ltd's mains and the customer's installation will be laid and maintained by us in such a manner considered to be the most convenient method of connection. No-one but FB Pipeline Pty Ltd may make connections between the customer's installation and FB Pipeline Pty Ltd's mains or service lines. No person may interfere with, alter, disconnect, by-pass, re-connect, damage, mutilate, obstruct, cut, break, bend or otherwise render FB Pipeline Pty Ltd's equipment less functional in any way. Any persons acting in contravention hereof renders themselves liable to legal proceedings.

#### Meters

We will install a water meter on your property to measure the quantity of water we supply to you. The water meter will remain the property of FB Pipeline Pty Ltd.

Our responsibility:

- We will use our best endeavours to read your meters quarterly.

Your responsibility:

- protect your meter from accident and damage as you may be charged for the replacement of damaged or lost meters and fittings.
- provide a 1 metre clearance and safe access to the water meter so that we can ascertain your water consumption for billing purposes
- Advise us as soon as possible if your meter is damaged or leaking.

### Test Water Meter

You can ask us to test your meter if you believe it is not accurately recording your water use. We will charge you a meter flow test fee first. If the meter is found to be accurate, that is within +/-5%, the fee will stand. If it's more than 5% fast or 5% slow, we'll reimburse you the fee and any overcharged amounts estimated by us. If the test shows your meter is under recording we may recover the appropriate charges from you.

You also have the right to have the water meter independently tested at your cost. If the meter is determined to be inaccurate we will refund you the testing fee.

Should a meter fail to register correctly or at all, the customer will pay FB Pipeline Pty Ltd an amount based on the water consumption as recorded for the same property during the same billing period or part thereof within the 12 months immediately preceding the date of discovery of the failure to register correctly and such amount shall be due and payable as per our billing terms.

### Customer's Connection Point

The customer's connection point is the point at which the customer's pipes connect with FB Pipeline Pty Ltd's isolation tap. FB Pipeline Pty Ltd's responsibility goes no further than the customer's connection to the discharge side of the isolation tap.

If installation of internal infrastructure at your supply address is reasonably required in order for us to provide you a water retail service then you must provide that infrastructure in compliance with all applicable regulatory instruments.

Do not use FB Pipeline Pty Ltd's isolation tap as a way to control water to the property (except for temporary maintenance or in an emergency). If it malfunctions as a result of misuse by you, we don't accept responsibility for any lost water. Use a licensed plumber to install an isolation valve in your internal pipe work if you wish to control the water supply to your property.

### CONNECTIONS TO OUR WATER SUPPLY

Applications for a water service are assessed on the basis of a range of things including, but not limited to, the property's proximity to a water main, capacity of the system and any constraints on installation. We will advise you of the type of connection available to you and provide you with an invoice for the cost of the connection. Once you have paid the invoice we will do our best to connect you in line with our service standards. Prices are as per price list on website at [www.fbmservices.net](http://www.fbmservices.net).

You will:

- provide us with the required information about your supply address

- pay the relevant connection and account establishment fees

### PRICE LIST

We will:

- publish our Price List, which sets out all of the fees and charges associated with the sale and supply of your water service, each year by 31 August on our website at [www.fbmservices.net](http://www.fbmservices.net). We will also make this available at our office at 50 Snapper Road, Fisherman's Bay. On days which we are open to the public.
- 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 31 August on our website at [www.fbmservices.net](http://www.fbmservices.net). We will also make this available at our office at **50 Snapper Road, Fisherman's Bay.**

### WATER CONCESSIONS

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

### BILLING AND PAYMENTS

We will:

- issue you with a bill at least quarterly unless we have agreed to a different billing cycle
- ensure your bill is based on an actual meter reading at least once within a 12 month period
- provide you with consumption or estimated consumption of water services. Sometimes we have to estimate your water use if we can't access your meter, your meter malfunctions or is damaged. If this happens we will base our estimated charge on an amount based on the water consumption as recorded for the same  
You will:
  - let us know as soon as possible if you find a mistake with your bill
  - 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.fbmservices.net](http://www.fbmservices.net) or by visiting our office at 50 Snapper Road, Fisherman's Bay. 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
- if the reading of the meter is questioned by the customer and a request for a second reading is made, we will charge a special meter reading fee on the next bill issued, if the meter reading is found to be correct
- 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
- pay the overcharged amount directly to you within 10 business days if you have ceased to purchase a water service from us

## **Undercharging**

We will:

- recover only the amounts owed to us in the 12 months prior to us advising you in writing that there has been an error
- 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 paying your bills prior to the due date

## **Customers with special medical needs**

You will:

- inform us and provide evidence from a registered medical practitioner or a hospital that someone residing at your supply address requires the ongoing use of a dialysis machine
- inform us when the dialysis machine is no longer required at your supply address

We will:

- register your supply address as an address with special medical needs
- provide you with at least 4 business days' notice of any planned outages that will affect the supply of water to your property
- provide you with an emergency telephone contact number in the event of an interruption

Registration as a customer with special medical needs does not ensure you will be provided with drinking water at all times, for example, in the circumstances of an unplanned interruption outside of our control. Accordingly, you must ensure that you have a contingency plan in place to protect yourself in the event of an unplanned interruption to your supply.

### **Water flow restrictions for non-payment**

We will only restrict the flow of water to your property if:

- you have not paid your bill or bills by the due date and you have not contacted us to arrange an alternative payment arrangement
- you do not adhere to our previously agreed payment arrangement and you have not contacted us to discuss any further payment options
- you do not adhere to the terms of our agreement under our Hardship Policy
- you refuse our employees or contractors entry to your property, including but not limited to, where you deny our meter readers access to your property and you do not contact us to arrange reasonable alternative access arrangements
- you are using water services illegally

Before restricting your water supply, we will:

- use our best endeavours to contact you in person, by telephone, by mail and/or email
- provide you with information about our flexible payment arrangements, Government-funded concessions and assessed your eligibility for participation in our Hardship Program
- issue you with a reminder notice
- issue you a restriction notice informing you that we intend to restrict your supply in 5 business days if you do not contact us

You will:

- contact us as soon as possible to discuss the reasons for your possible restriction and how the issue can be resolved

### **Disconnections**

We will only disconnect your water service if:

- you request the disconnection
- there is a public health, environment or safety risk to our services from your connection point
- you are found to be using the services illegally or have refused entry to persons authorised to read your meter or undertake maintenance or repairs in accordance with relevant regulatory instruments
- you wilfully damage any meter or other works apparatus or equipment being the property of FB Pipeline Pty Ltd or shall remove or break or otherwise tamper with any seal attached to FB Pipeline Pty Ltd's works, apparatus or equipment or shall fraudulently obtain a supply of water either directly or indirectly from FB

Pipeline Pty Ltd or from any other customer or if any connection is made between the customer's installation and FB Pipeline Pty Ltd's mains by any person other than FB Pipeline Pty Ltd

- you directly or indirectly cause or permit the use of water supplied by FB Pipeline Pty Ltd, to any other person or to any other property than that for use confined to the customer's property, except in the case of fire extinguishment or control
- you use either directly or indirectly or suffer or permit the use of water supplied by FB Pipeline Pty Ltd through a fire hydrant/plug for any purpose other than the extinguishment or control of an actual outbreak of fire

Where you request a disconnection, we will use our best endeavours to issue you with a final account in accordance with your request. We will inform you if you are still required to pay our "service availability charge" when you request the disconnection.

### **Reinstatement of water supply**

We will:

- use our best endeavours to reinstate your supply within a time agreed with you subject to the reasons for disconnection or restriction being rectified and you paying our reinstatement fee
- waive the reinstatement fee if you are eligible for and agree to participate in our Hardship Program

You will:

- contact us to discuss how the issue that lead to the flow restriction or disconnection can be rectified
- pay our reinstatement fee unless it is waived

### **Termination of contract for water services**

We will:

- confer on you the right to terminate your contract with us for the supply of water services
- inform you of any relevant fees or charges payable as a result of your termination

You will:

- provide at least 3 business days' notice of your intention to terminate your contract with us for the supply of water services
- pay any relevant fees or charges

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

We will:

- respond or acknowledge your complaint or enquiry within 5 business days
- refer you to our FB Pipeline Pty. Ltd. Admin Officer if you are not satisfied with our initial response or resolution or, if required, escalate you to the Board of Directors.
- advise you of your option to escalate your complaint to the Energy & Water Ombudsman South Australia and provide you with the details of that organisation

Further details on our Enquiry, Complaint & Dispute Resolution Procedures are available on our website at [www.fbmservices.net](http://www.fbmservices.net) or by visiting our office at 50 Snapper Road, Fisherman's Bay. 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 (08) 86352250 or 0418 696 158

Faults & Emergencies 0413 179 304

Website : [www.fbmservices.net](http://www.fbmservices.net)

Email : [fishermans\\_bay@bigpond.com](mailto:fishermans_bay@bigpond.com)

Office 50 Snapper Road Fisherman's Bay or PO Box 210, PORT BROUGHTON SA 5522

Business hours Mon – Fri 9.00am to 5.00 pm