

	<h1><i>Community Wastewater Management Schemes (CWMS) Customer Charter / Policy</i></h1>
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	Water Retail Code
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Community Wastewater Management Schemes (CMWS) Customer Charter Policy

1. Preamble

- 1.1. Kangaroo Island Council is the principal sewerage and wastewater service provider for the township Communities of Kangaroo Island served by defined schemes. In all other areas responsibility for sewerage and wastewater service management rests with the landowner.
- 1.2. Council is committed to providing sustainable Community Wastewater Management Schemes (CWMS) across settlements on Kangaroo Island that meet the needs of the Community while complying with the South Australia Department of Health and the Environment Protection Authority (EPA) requirements.
- 1.3. The Water Retail Code-Minor & Intermediate Retailers, developed by Essential Services Commission of SA (ESCOSA), contains a detailed description of your rights and Council's responsibilities in providing you with sewerage services and can be found at (www.escosa.sa.gov.au).
- 1.4. Section 155(1) of the Local Government Act 1999 lists the collection , treatment or disposal of waste as a prescribed service and section 155(2) allows for council to impose a service rate, an annual service charge or combination of these on rateable land (or annual service charge for non-rateable land) for which it provides this service.

2. Purpose

- 2.1. This Charter is to provide Council's CWMS customers with a clear understanding of the standards of service they can expect from Council and their rights and responsibilities including a broad framework that guides the provision of consistent infrastructure and services and the allocation of costs for CWMS servicing is transparent, equitable, and understood by the Community.

3. Scope

- 3.1. Council has determined to take a "whole of Island" approach to managing sustainable CWMS services available across Kangaroo Island to provide service cost equity for connection to any of Council's full sewer and septic tank effluent drainage (STEDS) schemes, such that all of Kangaroo Island Council's CWMS infrastructure is managed as a single unit of infrastructure in order to moderate service costs across Kangaroo Island.

4. Definitions

- 4.1. **ABP** means Kangaroo Island Council's Annual Business Plan
- 4.2. **Access openings** means septic tank opening allowing for pump out of waste water.
- 4.3. **AWTS** means Aerobic Wastewater Treatment System
- 4.4. **CEO** means the Chief Executive Officer of the Kangaroo Island Council
- 4.5. **Council** means the Kangaroo Island Council and covers both the Elected Body and Administration.
- 4.6. **Council Administration** means the staff of Kangaroo Island Council.
- 4.7. **CWMS** means Community Wastewater Management Schemes

4.8. **Elected Body** means the Elected Members of Kangaroo Island Council.

4.9. **ESCOSA** means Essential Services Commission of South Australia

4.10. **Prohibited Substances** means

- (a) Substances, such as fibrous material, large solid particles, materials likely to polymerise, that could block or otherwise be detrimental to the operation of the sewerage system
- (b) Substances, such as volatile solvents, that could generate hazardous gases or vapours in the sewerage system
- (c) Chlorinated hydrocarbons
- (d) Fluorinated surfactants
- (e) Discrete oil or other materials that are immiscible with water

4.11. **Septic tank faults / failure** means where the septic tank poses a risk due to poor state of repair or inadequacy or will contribute to an increased hydraulic or biological load or to any components of the CWMS.

4.12. **STEDS** means Septic Tank Effluent Disposal Scheme

4.13. **Suitably Qualified Person** means

- (a) the holder of a plumbing contractors licence under section 7(1)(a) of the Plumbers, Gas Fitters and Electricians Act 1995; or
- (b) the holder of a plumbing contractors licence under section 7(1)(d)(i) of that Act subject to conditions limiting the work that may be performed under the authority of the licence to sanitary plumbing work or draining work; or
- (c) the holder of a plumbing workers registration under section 14(1)(a) of that Act; or
- (d) the holder of registration as a plumbing worker under section 14(1)(d)(i) of that Act subject to conditions limiting the work that may be carried out under the authority of the registration to sanitary plumbing work or draining work

5. Policy Statement

5.1. CWMS Services Provided

5.1.1. Kangaroo Island Council's CWMS (Community Wastewater Management Schemes) are comprised of two types of scheme

- a. properties that utilise a septic tank for treatment of effluent waste before connecting to the CWMS (referred to as Septic Tank Effluent Drainage Scheme or STEDS type scheme) and:
- b. those properties that utilise a direct sewer type connections (no septic tank required) with all effluent treated by the scheme.

5.1.2. Council's CWMS currently operates in the four major townships of Kingscote, American River, Penneshaw and Parndana.

- 5.1.3. Schemes at Kingscote and Parndana require the installation of a septic tank for each property that is connected to the CWMS.
- 5.1.4. The American River and Penneshaw systems are full sewer schemes, for which direct connection is available without the installation of a septic tank. Some Allotments where gravity sewer is not available may require property a pump to access the CWMS network.
 - a. PLEASE NOTE that some allotments in American River (western extent of Sea Eagle Way, Plover Place and Kestrel Close) require STEDS type connection including septic tank. To ensure proper wastewater information and for location of connection points for your property, please contact Council Administration on 8553 4500 or via kicouncil@kicouncil.sa.gov.au
- 5.1.5. Properties outside of the CWMS service areas must have an onsite wastewater system, sized according to requirements for onsite wastewater treatment systems appropriate to serve the adequately sized buildings to which they are connected. Approvals for all connections to CWMS and on-site systems are required under the *SA Public Health Act 2011* and *South Australian Public Health (Wastewater) Regulations 2013*.
- 5.1.6. CWMS customers connected to a STEDS are required to have their septic tank de-sludged on a minimum 4-yearly cycle to ensure efficient operation of waste systems.

5.2. Effluent Wastewater and Sewage Removal

- 5.2.1. Where a scheme is in place and connection is available, Council Administration will:
 - a. manage removal of sewage and wastewater from your property in accordance with all relevant health and environmental regulatory requirements.
 - b. use Council Administration's best endeavours to minimise the frequency and duration of interruptions or limitations to CWMS services
 - c. provide information on any planned interruptions to CWMS service at least 4 business days prior to undertaking any works or maintenance
 - d. provide an emergency telephone number on the Council website to call in the event of an emergency or interruption to your CWMS service.
- 5.2.2. Where a scheme is in place and connection is available, you will:
 - a. report any spills, leaks or incursions to us as soon as possible by calling the emergency telephone number displayed on the Council website
 - b. not discharge restricted wastes, pollutants, prohibited substances, stormwater or unauthorised trade waste or wastewater into Council's CWMS infrastructure
 - c. be liable to pay us for a proportion of the costs reasonably attributable to you for a blockage, burst leak (or the like) or any de-contamination if it is found you are discharging prohibited substances or cause damage to Council infrastructure. Council Administration will advise you of the reasons for cost recovery in these circumstances (such as remediation, replacing and/or repairing infrastructure) and any amounts payable will be

subject to the payment assistance and financial hardship provisions of your contract with Council if necessary

- d. contact us to discuss Council's requirements for disposal of industrial or non-domestic waste into Council's CWMS infrastructure. Refer to section 5.10 for additional information.

5.2.3. Where you are not connected to CWMS scheme (a scheme is either not in place or where connection is not possible) then you will:

- a. required to lodge an application for an onsite wastewater management system. Contact Council Administration for further information
- b. manage removal of sewage and wastewater from your property in accordance with all relevant health and environmental regulatory requirements
- c. arrange for the safe removal of septage by a licenced liquid waste contractor..

5.3. Council Schedule of Fees and Charges

5.3.1. CWMS service charges are developed consistent with Section 155 of the *Local Government Act 1999* and ESCOSA pricing principles set out in its Price Determination for Minor and Intermediate Retailers and set out in Council's Schedule of Fees and Charges.

5.4. CWMS Pricing (Kangaroo Island Council Rating and Rebate Policy)

5.4.1. Council must cover the full cost of operating and maintaining the service and this includes interest payments on loans raised to upgrade the CWMS schemes. Council must also allow for the future capital replacement of the system.

5.4.2. Council has committed to sustainable charging for CWMS on Kangaroo Island which has been determined by the LGA and other external sources. Council will recover this cost through the imposition of a sustainable service charge.

5.4.3. The *Local Government Act 1999* allows Council to recover a CWMS service charge from land owners / customers where Council CWMS infrastructure is accessible, e.g. runs adjacent to your property.

5.4.4. Council will require you to pay the CWMS service charge per allocated Property Unit(s) as defined in the LGA Code for Establishing and Applying Property Units as a factor for the Imposition of Annual Service Charges for Community Wastewater Management Systems (LGA 2006).

5.4.5. Sustainable Service Charge Formula:

- a. The charge will apply to:
 - i. Properties enjoying continued / existing CWMS services, or lying within the defined scheme boundary, OR
 - ii. Properties which are being provided with new / expanded CWMS services, or will be lying within the completed scheme boundary – from the first full financial year (1 July) post commissioning.

- b. This fee is levied on all Property Owners (per property unit) whether connected or otherwise, developed land or vacant land.
- c. Property unit is determined by the 'Code for Establishing and Applying Property Units as a Factor of the Imposition of Annual Service Charges for Community Wastewater Management Systems' published by the Local Government Association of South Australia, April 2006.
- d. The specific formula is:

$$\text{Service charge per property unit} = \frac{\text{Gross Expenditure per scheme}}{\text{Total Number of CWMS Property Units per scheme}}$$

where:

$$\text{Gross Expenditure} = \text{Operational Expenditure (repairs, maintenance, staff costs, vehicles costs etc) + Depreciation + Cost of Capital including risk}$$

5.5. CWMS Concessions

- 5.5.1. CWMS concessions are administered by the Department of Human Services. To check your eligibility for current sewerage concessions, assistance or advice visit www.dcsi.sa.gov.au/concessions, phone the Concessions Hotline on 1800 307 758 or email concessions@dcsl.sa.gov.au.

5.6. Connections

- 5.6.1. Council will require all CWMS connections to be approved under the *SA Public Health Act 2011* including connection of grease arrestors, property pumps and any other alteration or inclusion to be installed as a requirement of connection to CWMS.
- 5.6.2. Council may at its sole discretion apply or waiver fees for connection of existing premises to the scheme, only at the time of the schemes installation and commissioning.
- 5.6.3. Typically, all existing allotments within the CWMS service areas have been provided with connection points installed at the time of the scheme's installation. A series of Plans for the existing CWMS collection networks are available at www.kangarooisland.sa.gov.au
- 5.6.4. Where either a new connection is required due to faulty, damaged or dysfunctional plumbing connection to CWMS, or where alteration of a connection is required for new development, including additions and alterations to buildings, approval under the *SA Public Health Act 2011* is required to ensure that your plumbing and connection to CWMS is compliant and meets appropriate standards and codes.
- 5.6.5. Council Administration will:
 - a. upon approval of the wastewater system application, permit your new or existing development to be connected by the suitably qualified person of your choice to your allotment's existing connection point.
- 5.6.6. You will:

- a. provide us with all relevant information about your supply address, billing as required for Council administration and rating
- b. obtain relevant approvals under the *SA Public Health Act 2011* for connection of your property (including new or existing development) to Council's CWMS services, whether or not via a septic tank, prior to any works being carried out
- c. pay the relevant connection fees as defined in Council's Schedule of Fees and Charges
- d. engage a suitable qualified person to complete the connection. The suitably qualified person must submit a certificate of compliance 28 days after completing the waste water works.

5.6.7. New Connections to Existing Un-Serviced Allotments

- a. Some allotments may have been established without existing connection points or have existing onsite systems which are required to be connected to CWMS as the scheme expands or becomes available in new areas.
- b. Where new connections are provided by Council to existing allotments:
 - i. Council will:
 - endeavour to contact the owner prior to inspection if Council Administration needs to enter your serviced address for the purposes of connecting, disconnecting, restricting, inspecting, repairing or testing your CWMS service. In a public health emergency, Council may not be able to contact the owner prior to gaining access to the property.
 - install the appropriate connection to the property boundary
 - invoice the property owner following installation the advised Connection Fee (if applicable)
 - apply the CWMS Service Charge, effective from 1 July following installation of infrastructure, unless otherwise determined by Council at the time of application.
 - upon approval of the wastewater system application, permit development to be connected by the suitably qualified person of your choice to your allotment's existing connection point.
 - install new connection points with costs payable by the land owner. CWMS connection works are charged 'at cost' e.g. no profit, on installation, in accordance with Council's Fees & Charges Schedule.
 - where the connection point has been installed in a new scheme or a major scheme extension, Council Administration may manage the connection process with their qualified supplier. The cost for this connection will be to the land-owner's account. Council may determine to make payment options available for land-owners
 - ii. You will:

- connect to the Scheme within 12 months of the infrastructure being installed
- ensure that an existing septic tank, (where applicable to STEDS type schemes), is de-sludged prior to the new connection being made
- where the connection point has been replaced in an existing scheme, be able to engage a suitably qualified person of your choice to finalise the connection between your existing plumbing / septic tank and the CWMS connection. The suitably qualified person will be required to send a Certificate of Compliance to Council Administration following connection.
- pay the appropriate individual cost of connection where the connection point has been installed in a new scheme or a major scheme extension and physical connection to this point has been managed by Council. The Certificate of Compliance will be held by Council on completion.

5.6.8. Development, Re-development and Extensions to CWMS collection networks

- a. Developers creating new allotments by land division, community schemes or re-development of areas will be required to submit engineered plans for new CWMS infrastructure, to Council Administration demonstrating compliant design, layout and connection to the existing scheme, for approval.
- b. Large scale developments may also, if necessary, be required to contribute to the upgrading of infrastructure in anticipated loadings exceed the capability of the existing scheme.
- c. Depending on the location, impact and overall potential for network benefit of a developer-driven upgrade the contribution calculation may be derived from one of the following methodologies:
 - i. Calculate the net present value of the impact of bringing forward the replacement by including discount rate to cater for the real opportunity cost of earlier capital outlay.
 - ii. Apportion upgrade costs between the new and existing users.
 - iii. Cost of the upgrade less accumulated depreciation of existing asset to be upgraded.
 - iv. Negotiate a capital contribution sum paid upfront with Council performing the upgrade. Any cost to Council is then recovered from the Developer through the creation of a specific service charge for that development that comprises contribution to existing scheme running costs and the recovery of interest and principal repayments for the additional specific development costs for a defined period of time.
- d. Multi-dwelling, Medium and Large Development and High-density Development require payment of augmentation costs by the Developer to upgrade pump stations and sewer rising-mains as to not inconvenience ratepayers. Upon receipt of design drawings and specifications, Council

Administration will assess the proposed network, extension or upgrade and provide a cost quote for installation (except with community title schemes where community managed infrastructure is proposed).

e. Council will:

- i. where a land division or redevelopment is applicable, upon approval of the land division or development application, assess your engineered design plans for extension or alteration to Council's CWMS infrastructure (prepared by an appropriately qualified consultant) for approval
- ii. provide you with at least 24 hours' notice if Council Administration needs to enter your serviced address for the purposes of connecting, disconnecting, restricting, inspecting, repairing or testing your CWMS service
- iii. install the appropriate connection to the property boundary
- iv. invoice the property owner following installation the advised Connection Fee (if applicable)
- v. apply the CWMS Service Charge, effective from 1 July following installation of infrastructure, unless otherwise determined by Council at the time of application.
- vi. upon approval of the wastewater system application, permit development to be connected by the suitably qualified person of your choice to your allotment's existing connection point. The Certificate of Compliance will be required to be sent to Council Administration on completion.

f. You will:

- i. provide Council Administration with all relevant information about your supply address, billing as required for Council administration and rating
- ii. obtain relevant approvals under the *SA Public Health Act 2011* for connection of your property (including new or existing development) to Council's CWMS services, whether or not via a septic tank, prior to any works being carried out
- iii. Provide design and construction details as required for extensions and / or alterations to Council's infrastructure (prepared by an appropriately qualified consultant) for approval
- iv. pay the relevant connection fees as defined in Council's Schedule of Fees and Charges and any bonding agreement and account establishment fees for extension or alterations to Council's Infrastructure.

5.7. Property Pumps

- 5.7.1. In some locations across Kangaroo Island, property pumps are required to pump the effluent from the house or septic tank to the street gravity drains. This primarily occurs where a CWMS is a Gravity/Pressure Hybrid system. Requirements for property pumps are generally determined by the terrain.

- 5.7.2. Property pumps where required must be selected and incorporated into the waste system design and specified to be appropriate for the expected volume of waste and to be capable of elevating the waste to meet the gravity drain invert levels. Council approval must be obtained before installation of the pump. This includes replacement pumps.
- 5.7.3. All future new property pumps will be the responsibility of the land owner to install and maintain, other than where expressly agreed by Council.
- 5.7.4. If ownership of a property changes, the property pump will become the responsibility of the new land owner including maintenance and replacement costs.

5.8. Septic Tank Desludging

- 5.8.1. All Septic Tanks on Kangaroo Island MUST be de-sludged at a maximum of 4 year intervals in accordance with Department of Health Guidelines. Council's de-sludging programme will de-sludge one tank per CWMS charge.
- 5.8.2. Properties within defined CWMS scheme boundaries and able to be serviced by the scheme will have their septic tank de-sludged by a licensed liquid contractor engaged by Council on a 4 year cycle as part of the charter of service. Those commercial or residential properties with more than one tank or requiring desludging at a greater frequency retain personal responsibility for the work and costs associated with employing a licensed Liquid Waste Contractor.
- 5.8.3. The licensed Liquid Waste Contractor will provide correspondence to the owner and occupier of the property prior to de-sludging and will outline the timeframe for the de-sludging in the letter. Failure to arrange a timeframe to de-sludge with the contractor, the de-sludging of the septic tank will be the responsibility of the owner to arrange at their cost.
- 5.8.4. The property owner must provide access to the exposed lid of the septic tank extraction point for de-sludging. If the owner is unable to provide access and has not re-scheduled the pump out with the contractor the de-sludging will become the responsibility of the owner including cost to de-sludge.
- 5.8.5. Following de-sludging of the septic tank by a licensed liquid waste contractor, if the septic tank access is not to ground surface level, the owner must ensure that a riser is fitted to the existing septic tank to allow for access.
- 5.8.6. The licensed liquid waste contractor will report to Council septic tank failures, faults or discharge of prohibited substances during the septic tank pump out programme.

5.9. Retaining Existing Aerobic Wastewater Treatment Systems for On-Site Benefit

- 5.9.1. Council will permit an Aerobic Wastewater Treatment System (AWTS) to be retained on-site for recycling and reuse of AWTS treated wastewater for landscape irrigation uses via a switch-over system, which must be operated and maintained in accordance with the existing conditions of approval of the AWTS system (including but not limited to the scheduled maintenance and servicing according to manufacturer's specifications).
- 5.9.2. The AWTS must be connected as the dedicated treatment system and must only be switchable between disposal to the CWMS, or to the irrigation circuit from the outlet side of the tank pump system.

5.9.3. Use of the AWTS by this means requires the system to be operated according to the manufacturer's requirements and conditions of approval for the system. The system's electrical pumping system must not be turned off or disconnected as doing so stops the treatment of water, rendering it unsuitable for on-site use.

5.9.4. There will be no rebate or subsidy of CWMS service charges where optional retention of AWTS is permitted by Council.

5.9.5. Council will:

- a. upon approval of the wastewater system application, permit the use of your existing Aerobic Wastewater Treatment System (AWTS) connected according to Council requirements and connected by the suitably qualified person of your choice to your allotment's existing CWMS connection point.
- b. provide a moratorium on mandatory connection within 12 months of a scheme connection point being made available for those land-owners whom have a compliant AWTS installed which is 10 years or less in age. This is in recognition of the retained serviceability and capital costs associated with the original installation. Service Charge will still be applied to the property in full. Mandatory connection at land-owner cost will then apply once the AWTS has been in service for 10 years.

5.9.6. You will:

- a. obtain approval from Council Administration for the variation of your wastewater system and the connection to CWMS under the *SA Public Health Act 2011*
- b. maintain full time operation of your AWTS to ensure that it will always function appropriately to produce treated waste water for re-use on site
- c. ensure that all maintenance required for the AWTS and the associated disposal system, is carried out according to manufacturer's specifications and Conditions of Approval for the AWTS. Copies of this certification and maintenance compliance are required to be sent by the land-owner to Council Administration for their records.
- d. not undertake any modification of the AWTS without approval of Council Administration.

5.10. Trade Waste Devices / Pre Treatment Devices / Grease Arrestors

5.10.1. Kangaroo Island Council adopts the Guidelines for Sewerage Systems and section 56 of the Water Industry Act 2012 which states:

56(1) A person must not, without proper authority, discharge into any sewerage infrastructure any solid, liquid or gaseous material, or any other item or thing that is likely to damage the infrastructure.

5.10.2. Where Council requires premises to install a trade waste device, the SA Water Trade Waste guidelines for management and installation of Grease Arrestors on Kangaroo Island. The Guidelines can be viewed at www.sawater.com.au

5.10.3. Council will require all CWMS connections to be approved under the *SA Public Health Act 2011* including premises requiring connection of a trade waste device to be installed as a requirement of connection to CWMS.

5.10.4. Where a premises requires installation of a trade waste device, Council may at its sole discretion apply or waive fees for connection of existing premises to the scheme, only at the time of the schemes installation and commissioning.

5.10.5. The Onsite Wastewater Systems Code 2013 states:

The relevant authority may require the installation of specially designed pre-treatment/treatment apparatus where it is considered that the wastewater discharge is of such nature as to cause detriment or harm to the CWMS infrastructure or its operation. The relevant authority may also require the applicant, property owner or occupier of the premises to provide independent engineering certification for the design, operation and maintenance of such treatment systems or components including regular monitoring.

Additional costs based on the quality and quantity of the discharge to the CWMS may also be imposed by the relevant Authority.

Applications for trade waste discharge must be made to the relevant authority (see section 3.6.4).

5.10.6. You will:

- a. take all reasonable steps, as a property owner, to ensure the continued maintenance and efficient working of your trade waste device, ensuring the device is de-sludged as required
- b. produce their most recent trade waste docket to verify frequency of pump out when requested by Council Administration.

5.11. Billing and Payments

5.11.1. Council will:

- a. issue you with a bill at least quarterly, unless otherwise agreed with you
- b. include your CWMS charges on your rates notice, (which will be separately identified), issued quarterly, unless otherwise agreed with you
- c. provide you with a detailed bill and give you at least 21 business days to pay your bill
- d. offer you the ability to pay your bills in person, by mail, by direct debit or by cheque
- e. apply the CWMS Service Charge, effective from 1 July following installation of infrastructure (unless otherwise determined by Council).

5.11.2. You will:

- a. pay the bill by the payment due date unless Council has agreed on a flexible payment arrangement
- b. pay any fee incurred if any of your payment methods are dishonoured.

5.12. Payment Assistance and Financial Hardship

5.12.1. Council will:

- a. provide you with the ability to pay your bills by instalments or enter into a flexible payment arrangement
- b. 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)
- c. inform you about, and assess your eligibility for the Kangaroo Island Council's Hardship Policy for Residential Customers of Minor and Intermediate Water Retailers. Council Administration will provide you with a copy of Council's Hardship Policy upon request.

5.12.2. You will:

- a. inform Council if you are having difficulty paying your bills prior to the due date. Further detail is available in the Kangaroo Island Council's Hardship Policy for Residential Customers of Minor and Intermediate Water Retailers, available on the Council website at www.kangarooisland.sa.gov.au and will also make this available at Council's office at 43 Dauncey Street, Kingscote.

5.13. Review of Billing Disputes

5.13.1. Council will:

- a. not commence Council's debt collection processes where a bill (or part of a bill) is in dispute
- b. review your bill and inform you of the outcome of Council's review within 30 business days of your request
- c. inform you about Council's independent external dispute resolution body where you remain dissatisfied following Council's review.

5.13.2. You will:

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

5.13.3. Overcharging

- a. Council will:
 - i. inform you within 10 business days of becoming aware of you being overcharged as a result of an act or omission by Council and credit the overcharged amount to your next bill
 - ii. in the event of an overcharging relation to any land for which you have ceased purchasing CWMS services for (e.g. demolished or destroyed building or sold property), pay the overcharged amount directly to you within 10 business days.

5.13.4. Undercharging

- a. Council will:
 - i. in relation to CWMS services (principally unmetered), limit the amount Council recovers from you to the sum undercharged in the 12 months prior to the error being advised to you in writing

- ii. list the undercharged sum 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
- iii. not recover your interest on any underpaid amount.

5.13.5. Debt Recovery

- a. Council will:
 - i. only commence debt collection/recovery action where you have failed to pay your bill(s) by the due date and you have not contacted Council Administration to discuss a payment extension or other flexible payment arrangements (including eligibility under the Kangaroo Island Council's Hardship Policy for Residential Customers of Minor and Intermediate Water Retailers).
- b. You Will:
 - i. contact Council Administration if you are having difficulty paying your bills prior to the due date.

5.14. Entry onto Property

5.14.1. Council will:

- a. endeavour to provide you with at least 24-hour's notice if Council needs to enter your supply address for the purposes of connecting, disconnecting, restricting, inspecting, repairing or testing the CWMS service. If access is required in an emergency, this notification may not be possible.

5.14.2. You will:

- a. ensure safe access to the infrastructure (including but not limited to the property area reasonably required to be accessed to perform the required actions, this will be taken to mean the portion of your property where the connection or pipework is situated for the connections to Council's CWMS services) located at your supply address.

5.15. Installation, Operation, Maintenance and Easements

5.15.1. Establishing and Maintaining Infrastructure:

- a. Council may be required to establish easements over land associated with installing and operating CWMS infrastructure crossing private land.
- b. Installation and management of infrastructure will be established pursuant to Part 5, Division 2 of the *Water Industry Act 2012*, and the *Land Acquisition Act 1969* as applicable and in accordance with the SA Water Corporation Fact Sheet: Proposed Encroachments over SA Water Easements.
- c. Council will not provide compensation monies for easements over land.
- d. Council will:
 - i. cover costs for establishing easements including: administration, approvals, lodgement of plans with the State Government Land Titles Office and reasonable costs associated with establishing easement

access, installation of infrastructure and reasonable rehabilitation of property

- ii. ensure that any existing infrastructure is registered as being present at the time of establishment
 - iii. log all existing infrastructure and buildings present upon the land at the time of establishing infrastructure and commit to the costs for replacement of the same where necessary to be disrupted or removed for the placement of infrastructure, with like for like (i.e. old car port for new) will be granted by Council, but any upgrades of infrastructure will be managed through the normal planning processes and take into account a formal 'encroachment over an easement application process'.
 - iv. in the event of further maintenance, addition or alteration of the infrastructure, reasonable costs associated with rehabilitation of property including fences, buildings and reasonable rehabilitation / reinstatement (of the land) will be borne by Council.
 - v. provide you with at least 14 days' notice if Council needs to enter your property for the purposes of surveying, planning, marking, undertaking works (as required), and installing inspecting (including remediation) of new CWMS infrastructure.
- e. You will:
- i. ensure safe access for Council (and / or its contractors) to the property, including but not limited to the property area reasonably required to be accessed to perform the required actions, this will be taken to mean the portion of your property where the infrastructure is to be established for Council's CWMS services.

5.16. Disconnections

5.16.1. Subject to any applicable regulatory requirements that prohibit disconnection, Council will only disconnect your CWMS service if:

- a. you request the disconnection where there is a valid reason for such disconnection e.g. demolition and removal of all buildings and plumbing from a site and it can be assured that no insanitary situation, illegal discharge or pollution to the environment will occur
- b. there is a public health, environment or safety risk to Council's services from your connection point (e.g. backflow risk or prohibited discharges)
- c. you are found to be using the services illegally or have refused entry to an authorised person inspecting your connection to Council's CWMS services in accordance with relevant regulatory instruments.

5.16.2. Where you request a disconnection (and it is not prohibited), Council will use Council's best endeavours to issue you with a final account in accordance with your request.

5.16.3. Council Administration will inform you if you are still required to pay the CWMS service charge when you request the disconnection.

5.17. Termination of Contract for CWMS Services

5.17.1. Council is the sole provider of public sewerage and wastewater collection and treatment infrastructure and services on Kangaroo Island. It is unlikely that Council will determine to remove provisions for CWMS Services however provision may be required in the future for the facility to terminate.

5.17.2. Detail is not provided at this time but may be instigated as a result of future reviews.

5.18. Complaints and Dispute Resolution

5.18.1. Council will respond or acknowledge your complaint or enquiry in accordance with Council's Customer Service Request Prioritisation Procedure.

5.18.2. Council will refer you to Council's General Complaints Policy if you are not satisfied with Council's initial response or resolution.

5.18.3. Council will advise you of your option to escalate your complaint to the State Ombudsman South Australia and provide you with the details of that organisation.

5.18.4. Further details on Council's Enquiry, Complaint & Dispute Resolution Procedures are available on the Council website at www.kangarooisland.sa.gov.au or by visiting Council's office at 43 Dauncey Street, Kingscote. Council will provide you with a copy of Council's procedures upon request.

6. Availability of the Policy & Grievances

6.1.1. This policy will be available for inspection at the Council office at 43 Dauncey Street, Kingscote during ordinary business hours and via the Council's website: www.kangarooisland.sa.gov.au

6.1.2. Copies will also be provided to the public upon request, and upon payment of a fee in accordance with the Council's schedule of Fees and Charges.

6.1.3. This policy is available for inspection at the Council office at 43 Dauncey Street, Kingscote. Copies will be provided to interested parties upon request for payment of a fee in accordance with the Council's Schedule of Fees and Charges. For further information Email kicouncil@kicouncil.sa.gov.au

6.1.4. Any grievances in relation to this Procedure or its application should be forwarded in writing addressed to the Chief Executive Officer, Kangaroo Island Council, PO Box 121, Kingscote SA, 5223

SIGNED:



Chief Executive Officer

Date: 12 April 2022

HISTORY		
Date Reviewed:	Version:	Reason for Amendment:
8 March 2006	Version 1	Adopted by Council.
13 April 2007	Version 2	Align with SA Water Charges
14 September 2007	Version 3	Add Property Pumps Section
14 March 2008	Version 4	Add Grease Arrestor Section
9 March 2011	Version 5	Property Pump Amendments
13 October 2015	Version 6	Full Revision to accord <i>Water Industry Act 2012</i> and ESCOSA Requirements
12 November 2015	Version 7	Section 17 - Amended to Reference to Easements Fact Sheet.
11 April 2017	Version 8	Section 8 – Amended to include calculation methodologies for developer driven upgrades to existing system
14 May 2019	Version 9	Periodic Review Minute Ref# C170/2019
12 April 2022	Version 10	Updated template, review of policy