# Community Wastewater Management Schemes (CWMS) Customer Charter / Policy

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<td>08 March 2006</td>
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<td>Major Revision Adopted 13 October 2015</td>
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## 1. Background

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.
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.

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).

2. **Scope of this Charter**

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.

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.

3. **CWMS Services Provided**

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

- 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:
  - those properties that utilise a direct sewer type connections (no septic tank required) with all effluent treated by the scheme.

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

Schemes at Kingscote and Parndana require the installation of a septic tank for each property that is connected to the CWMS.

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 may require property pumps to access the CWMS network where gravity drainage is not available.

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. For further information, please contact Council on 8553 4500 or via kicouncil@kicouncil.sa.gov.au
Properties outside of the CWMS service areas must be sized according to requirements for onsite wastewater treatment systems appropriate to serve the 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.

CWMS customers connected to a STEDS-type scheme are required to have their septic tanks de-sludged on a minimum 4-yearly cycle to ensure efficient operation of waste systems.

4. **Effluent Wastewater and Sewerage Removal**

Where a scheme is in place and connection is available, Council will:

- Manage removal of 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 CWMS services
- provide information on any planned interruptions to CWMS service at least 4 business days prior to undertaking any works or maintenance
- provide an emergency telephone number on our website to call in the event of an emergency or interruption to your CWMS 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 wastes, pollutants or unauthorised trade waste or wastewater into Council’s CWMS infrastructure
- 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. Council will advise you of the reasons for cost recovery in these circumstances and any amounts payable will be subject to the payment assistance and financial hardship provisions of your contract with Council if necessary
- contact us to discuss our requirements for disposal of industrial or non-domestic waste into Council’s CWMS infrastructure

Where a scheme is either not in place or where connection is not possible then:

You will:

- manage removal of sewage and wastewater from your property in accordance with all relevant health and environmental regulatory requirements.

4. **Council Schedule of Fees and Charges**

Council sets its Schedule of Fees and Charges, and it’s Rates and Levies each year preceding the new financial year through adoption of its Annual Business Plan. The Annual Business Plan is reviewed and approved internally by Council’s Finance Committee and Audit Committee, established under Section 41 of the Local Government Act 1999, before adoption by Council.
Council will:

- publish its Annual Business Plan [ABP], which is guided by and directly linked to its Strategic Management Plan. The ABP includes the Fees and Charges Policy and Rates and Rebates Policy, which inform how Council's Fees and Charges are developed (not limited to, but including CWMS service charges, 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) annually by 15th July on our website at www.kangarooisland.sa.gov.au and available at our office at 43 Dauncey Street, Kingscote.

- publish its Fees and Charges Schedule of, which details all costs associated with the supply of CWMS services, annually by 15th July on our website at www.kangarooisland.sa.gov.au and available at our office.

- in the case that any Fees and Charges set out in the Schedule change during the course of the year; open these changes to Community Consultation for 21 days prior to Council Adoption before the new Fees and Charges take effect and then make these available on the Council website at www.kangarooisland.sa.gov.au and at our office.

5. **CWMS Pricing (Kangaroo Island Council Rating and Rebates Policy)**

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.

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 as follows:

**Sustainable Service Charge Formula:**

Properties enjoying continued / existing CWMS services, or lying within the defined scheme boundary,

OR;

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.

This fee is levied on all Property Owners (per property unit) whether connected or otherwise, developed land or vacant land.

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. The specific formula is:
Operational Expenditure per scheme (i.e.; repairs, maintenance, staff costs, vehicles costs etc.)

\[
\begin{align*}
+ & \text{Depreciation per scheme} \\
+ & \text{Interest on Loans per scheme} \\
= & \text{Gross Expenditure} \\
\text{DIVIDED BY} & \\
\text{The sum of all CWMS Units per scheme} \\
= & \text{Service Charge per Connection Unit}
\end{align*}
\]

Noting that we do not recover capital in the year of expenditure – it is adjusted in the following year in an increased depreciation charge for that particular scheme that had the Capital Expenditure undertaken.

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6. **CWMS Service Charge Property Units**

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.

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).

7. **CWMS Concessions**

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](http://www.dcsi.sa.gov.au/concessions), phone the Concessions Hotline on 1800 307 758 or email [concessions@dcsi.sa.gov.au](mailto:concessions@dcsi.sa.gov.au).

8. **Connections**

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.

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.
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

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.

Council will:

- upon approval of the wastewater system application, permit your new or existing development to be connected by the licensed plumber of your choice to your allotment’s existing connection point.

You will:

- provide us with all relevant information about your supply address, billing as required for Council administration and rating
- 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
- pay the relevant connection fees as defined in Council’s Schedule of Fees and Charges
- provide to Council a Plumbing Certificate of Compliance completed by the licenced plumber responsible for connection

**New Connections to Existing Un-Serviced Allotments**

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.

Where new connections are provided by Council to existing allotments:

Council will:

- provide you with at least 24 hours notice if we need to enter your serviced address for the purposes of connecting, disconnecting, restricting, inspecting, repairing or testing your CWMS service
- 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 licensed plumber 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 will 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.

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 desludged prior to the new connection being made.
- where the connection point has been replaced in an existing scheme, be able to engage a licenced plumber of your choice to finalise the connection between your existing plumbing/septic tank and the CWMS connection. The Certificate of Compliance will be required to be sent to Council on completion.
- 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.

Development, Re-development and Extensions to CWMS collection networks

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 demonstrating compliant design, layout and connection to the existing scheme, for approval.

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.

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:

1. 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.
2. Apportion upgrade costs between the new and existing users.
3. Cost of the upgrade less accumulated depreciation of existing asset to be upgraded.
4. 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.

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 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).
Council will:

- 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.
- provide you with at least 24 hours’ notice if we need to enter your serviced address for the purposes of connecting, disconnecting, restricting, inspecting, repairing or testing your CWMS service
- 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 licensed plumber of your choice to your allotment’s existing connection point. The Certificate of Compliance will be required to be sent to Council on completion.

You will:

- provide Council with all relevant information about your supply address, billing as required for Council administration and rating
- 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
- Provide design and construction details as required for extensions and / or alterations to Council’s infrastructure (prepared by an appropriately qualified consultant) for approval
- 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

9. **Property Pumps**

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.

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.

All future new property pumps will be the responsibility of the land owner to install and maintain, other than where expressly agreed by Council.

10. **Septic Tank Desludging**

All Septic Tanks on Kangaroo Island MUST be de-sludged at a maximum of 4 year intervals in accordance with Department of Health Guidelines.
Where Septic Tanks are not de-sludged AND if Septic Tanks are not de-sludged within 4 years, Council will:

- Will advise the property owner desludging is required to occur within 1 month of the notice
- If the de-sludging does not occur, Council will advise the Property Owner that a Liquid Waste Contractor will be directed to de-sludge the septic tank and all associated costs will be payable by the Property Owner.

Properties within defined scheme boundaries and able to be serviced by the scheme will have their tanks de-sludged by Council on a 4 year cycle as part of the charter of service. Those commercial or residential properties requiring desludging at a greater frequency retain personal responsibility for the work and costs associated with employing a Liquid Waste Contractor.

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

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).

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.

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.

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

Council will:

- 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 licensed plumber of your choice to your allotment’s existing CWMS connection point.
- 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.
You will:

- obtain approval from Council for the variation of your wastewater system and the connection to CWMS under the *SA Public Health Act (2011)*
- 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
- 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 for their records.
- not undertake any modification of the AWTS without approval of Council.

12. **Grease Arrestors**


Council will require all CWMS connections to be approved under the *SA Public Health Act (2011)* including premises requiring connection of grease arrestors to be installed as a requirement of connection to CWMS.

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.

The Standard for the Construction, Installation and Operation of Septic Tank Systems in South Australia states:

> Unless otherwise directed, the discharge from any kitchen sink and/or dishwashing machine, in a commercial kitchen shall connect to an approved grease arrester located as near as practicable to the kitchen sink and/or dishwasher, and unless otherwise approved, be located outside the building.

The *Public and Environmental Health (Waste Control) Regulations (1995)* specifies an amendment to AS 3500.2 - 1990 Sanitary plumbing and sanitary drainage, Clause 11.26.3 to read:

> Note - All commercial type dishwashing machines shall discharge through a grease arrester to a disconnector gully.

Council will maintain a database of when Grease Arrestors are de-sludged AND if Grease Arrestors are not de-sludged when required:

Council will:

- advise the property owner desludging is required to occur within 1 month of the notice
- If the desludging does NOT occur, advise the Property Owner that a Liquid Waste Contractor will be directed to de-sludge the grease arrester and all associated costs will be payable by the Property Owner
You will:

- take all reasonable steps, as a property owner, to ensure the continued maintenance and efficient working of your grease arrestor system, ensuring the grease arrestor is de-sludged as required.

13. Billing and Payments

We will:

- issue you with a bill at least quarterly, unless otherwise agreed with you
- include your CWMS charges on your rates notice, (which will be separately identified), issued quarterly, unless otherwise agreed with you
- provide you with a detailed bill and give you at least 21 business days to pay your bill
- offer you the ability to pay your bills in person, by mail, by direct debit or by cheque
- not charge you interest on the undercharged amount
- apply the CWMS Service Charge, effective from 1 July following installation of infrastructure (unless otherwise determined by Council).

You will:

- pay the bill by the payment due date unless we have agreed on a flexible payment arrangement
- pay any fee incurred if any of your payment methods are dishonoured

14. 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 the Kangaroo Island Council’s Hardship Policy for Residential Customers of Minor and Intermediate Water Retailers. Council will provide you with a copy of our Hardship Policy upon request

You will:

- 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 our website at www.kangarooisland.sa.gov.au and will also make this available at our office at 43 Dauncey Street, Kingscote
15. Review of 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 Council and credit the overcharged amount to your next bill
- 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.

Undercharging

We will:

- in relation to CWMS services (principally unmetered), limit the amount we recover from you to the sum undercharged in the 12 months prior to the error being advised to you in writing
- 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
- not recover your interest on any underpaid 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 Council 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).

You will:

- contact Council if you are having difficulty paying your bills prior to the due date
16. Entry onto Property

We will:
- provide you with at least 24-hour’s notice if we need to enter your supply address for the purposes of connecting, disconnecting, restricting, inspecting, repairing or testing your CWMS service

You will:
- 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

17. Installation, Operation, Maintenance and Easements

Establishing and Maintaining Infrastructure:
Council may be required to establish easements over land associated with installing and operating CWMS infrastructure crossing private land.

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.

Council will not provide compensation monies for easements over land.

Council will:
- 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
- ensure that any existing infrastructure is registered as being present at the time of establishment
- 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’
- 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.
- provide you with at least 14 days notice if we need to enter your property for the purposes of surveying, planning, marking, undertaking works (as required), and installing inspecting (including remediation) of new CWMS infrastructure.
You will:

- 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.

18. Disconnections

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

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

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

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

19. Termination of Contract for CWMS Services

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.

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

20. Complaints and Dispute Resolution

We will:

- respond or acknowledge your complaint or enquiry in accordance with Council’s Customer Service Request Prioritisation Procedure.
- refer you to our General Complaints Policy if you are not satisfied with our initial response or resolution.
- advise you of your option to escalate your complaint to the State 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.kangarooisland.sa.gov.au or by visiting our office at 43 Dauncey Street, Kingscote. We will provide you with a copy of our procedures upon request.

21. 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 8553 4500
Website www.kangarooisland.sa.gov.au
Email kicouncil@kicouncil.sa.gov.au
Office 43 Dauncey Street, Kingscote SA, 5223
Business hours 09:00 – 17:00hrs.

22. Legislation

Local Government Act (1999)
Water Industry Act (2012)

23. Review

The Community Wastewater Management Schemes (CWMS) Customer Charter is to be reviewed bi-annually and/or within 12 months of a Local Election or major changes to CWMS Services or Infrastructure.

24. Availability

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

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.
SIGNED: [Signature]

Chief Executive Officer Being a Policy adopted by the Mayor and Elected Council

Date: 14 / 05 / 2019

| 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 Water Industry Act 2012 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  |