



**Coral Coast  
Water Pty Ltd**

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A Wholly owned Subsidiary of GWC

# **CUSTOMER SERVICE CHARTER 2014-2016**

## **Contact us**

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## HOW WE SUPPLY NON POTABLE STOCK AND GARDEN WATER

Customers who take water for purposes other than irrigation of crops will be customers of a wholly owned subsidiary of GWC– Coral Coast Water Pty Ltd (CCW) and fall under one of two categories: Commercial Customers; and Stock and Garden Customers.

Customers in the first of the two above categories (commercial) include properties where a commercial operation is carried out and the water needs (or part thereof) is supplied from the piped irrigation scheme.

Commercial water use is defined as water used to produce income as opposed to general garden use and stock purposes (such as horses etc). CCW reserves the right to reclassify the service if it becomes evident that commercial business is being conducted and/or produce sold.

They will be charged at the Commercial Rate for Service Charges as determined by the Board of GWC for the size of service installed. The Annual Service Charge for a 50mm Commercial Service will be set at the equivalent of the Irrigation Annual Asset Contribution and will be reviewed annually.

Customers in the second category who take water from the scheme for stock and garden purposes will be charged at the Stock and Garden Rate for Annual Service Charge as determined by the Board of GWC. The Annual Service Charge for a 25mm Stock and Garden Service will be reviewed annually.

There will be no fixed price component to the volumetric charges as there is no defined allocation (but a maximum consumption for each meter size may be applied) for these customers and the Volumetric price for both service categories will be set by GWC from time to time and will be passed through to the customers of CCW. This price will vary in accordance with the Financial Plan of GWC and will be reviewed annually.

## THE SERVICE WE PROVIDE TO YOU

### 1. OPENING AND CLOSING THE IRRIGATION SEASON

- 1.1 The Irrigation Year will reflect the Billing Year for Commercial and Stock and Garden customers.

### 2. SERVICE DELIVERY

- 2.1 We will endeavour to supply non potable water that is safe for the irrigation of crops, stock and garden purposes only , because we purchase bulk water from the Water Corporation, we cannot guarantee that actions by others, beyond our control, will not compromise the quality of the water delivered on customers properties.
- 2.2 We will work with the Water Corporation, who, under the Bulk Water Supply Agreement, are required to use their best endeavours to deliver water in accordance with the standards for raw water used for town water supplies. (that is, quality standards for water prior to chlorination treatment for microbiological and bacteriological contamination).
- 2.3 Supply of stock and garden water may be on application. If supply is to be made, it would be provided under the terms of a Special Agreement between GWC and the applicant. This agreement would require the recognition by the customer that the water is not provided for human consumption and is regarded as 'non-potable' water.
- 2.4 Any customer intending to use water supplied from the piped irrigation scheme for domestic purposes, does so at their own risk. **Under no circumstances is any water, supplied from the piped irrigation scheme, considered fit for human consumption or house hold purposes.**
- 2.5 We will use our best endeavours to supply our customers with their daily irrigation water requirements over 24 hours.
- 2.6 Due to the need to undertake maintenance of pipes, including repairs to leaks and bursts, availability may at times be limited. We will limit interruptions to supply for scheduled shut downs of the supply to normal business hours and affected customers will be advised 5 business days in advance. In the case of leaks and bursts, advanced warning of an interruption to supply may not be possible.
- 2.7 Clearing of blocked meters, damaged services etc. will normally be carried out during normal business hours. Non urgent repairs affected outside normal business hours, at the request of a customer, may incur a charge to cover the additional costs to the GWC.

### **3. ASSET MANAGEMENT**

- 3.1** We will ensure that cost effective pipe maintenance is carried out to enable efficient and effective distribution of water to customers' supply points.
- 3.2** We will respect the assets and operations of our customers' properties and "leave as found" all infrastructure on private land.
- 3.3** We will provide written notice of entry at least 14 days in advance when it is necessary to enter onto private land for planned major construction works. However, because of the nature of irrigation operations, and the frequent need to enter onto our customers' properties, we are not always able to advise of entry onto their land for routine operations and maintenance. We will endeavour to contact you in person at least 48 hours prior to entry. Should you not be present we will leave a calling card to advise of our visit.
- 3.4** We will endeavour to prevent disruptions to supply, however, where they are unavoidable we will use our best endeavours to limit them to a maximum of three days.
- 3.5** If a planned disruption to supply is required we will advise all customers affected in writing at least 5 business days before the disruption occurs outlining the reason for the disruption and expected duration.
- 3.6** In the event of an emergency shutdown of supply we will endeavour to contact affected customers within six hours and advise them of the reason for the shut down and its expected duration.
- 3.7** We will endeavour to repair or replace within 24 hours, any water meter found to be faulty.
- 3.8** We do not supply drinking water (as per the Water Corporation's Town Water Supply Reticulation) to any property (See Service Delivery 2.3 above) and consequently we cannot give the same guarantees that are expected of suppliers of drinking water for domestic purposes.
- 3.9** Where a meter is found to be recording incorrectly we will estimate water consumption based on previous months and/or same period for previous year.
- 3.10** We will thoroughly investigate all instances where supply points or measuring devices (meters) appear to have been tampered with and may withhold supply while the cause is investigated. Where, in our opinion, water theft has occurred we will estimate the quantity not properly measured and charge the property owner accordingly.
- 3.11** We will uphold the Australian Standards and legislated requirements for Back Flow Prevention. Any customer found to be in breach of the requirements may have supply discontinued unless and until the customer's plumbing is fully compliant. Repeated instances of non compliance may result in the lengthy or even permanent disconnection of water services to the affected property.

- 3.12 We will continue a program of investment in new technology to ensure the water distribution system is capable of meeting customer needs at lower real costs while improving efficiency and reducing water losses.

#### 4. CUSTOMER BILLING

- 4.1 We will read your meter(s) on the last business day of each calendar month to calculate your monthly consumption.
- 4.2 We will raise an invoice on a monthly basis for water usage charges based on meter readings, within 5 business days of the end of the month.
- 4.3 We will issue accurate consumption accounts on a monthly basis within five business days of the end of the month.
- 4.4 Accounts issued will contain all the necessary information to enable our customers to identify the property and service being charged, as well as details to enable account payment.
- 4.5 We will issue to Stock and Garden Customers, each month, a Water Statement showing monthly and year to date consumptions from Scheme services connected to your property.
- 4.6 We may charge interest on overdue accounts and may refuse supply to **any** customer Where fixed charges and/or consumption charges remain unpaid more than **30 days** Beyond the due date. Penalties may be imposed as a result of disconnection action.

#### 5. CUSTOMER CONTACT

- 5.1 We will treat our customers with respect and courtesy.
- 5.2 We will keep our customers fully informed, of all matters which may affect them, through direct mail, newsletters, notices in newspapers circulating in the district and advice through local radio stations. In particular, we will publish details of fixed and volumetric charges applicable for the next Irrigation Year and other relevant information in November of each year in a newsletter which will be mailed to each customer.
- 5.3 Our staff will be available during business hours for general enquiries and concerns of all customers.
- 5.4 At least two newsletters will be produced each year.
- 5.5 We will respond to reports of faults within the irrigation system within two working days unless the fault is deemed urgent by the General Manager or Operations Supervisor.
- 5.6 Urgent faults will be responded to within two hours. Initial response(s) may be by telephone or personal visit by a GWC employee or contractor.
- 5.7 We will establish and resource an efficient and effective process for receiving, recording and resolving written customer complaints.

- 5.8 All customer complaints are to be closed within 15 business days otherwise you can refer the matter to the Energy and Water ombudsman.

## 6. Customer Connection

- 6.1 Customers are reminded we supply non-potable water to be used for irrigation, stock and garden and commercial use only.
- 6.2 **Connection for non-member customers**
- 6.2.1. A customer seeking a new connection service has to apply to GWC informing of the location and purpose for connection. The GWC Board will review the application at the next monthly meeting, or as soon as time permits. Approval of the application will depend on the ability to service the location, whether the purpose of use meets the requirements and the availability of water.
- 6.2.2. A supply and connection agreement will be forwarded to approved customers detailing the conditions of connection, standard of service, cost of service connection, usage rates and annual charges. This is a legal document. The service will be installed within a reasonable time frame. An annual fixed water charge payable to CCW is billed quarterly for Commercial and Stock customers, and annually for Garden customers, and the water usage charge is billed monthly based on water consumption.
- 6.3 **Disconnection of you service.**  
A customer wishing to have the service disconnected may do so by requesting this in writing to GWC/Coral Coast Water.  
Disconnection will be performed within five business days of notice being received or as time permits. Should the customer request a specific disconnection date, five business days notice is requested by the GWC office. A disconnection fee will be charged by GWC.

## WHAT WE ASK IN RETURN

To help Coral Coast Water provide the level of service outlined above, we ask that you help us in the following ways:

### 1. SERVICE DELIVERY

- 1.1. Treat our staff and contractors as you would have them treat you.
- 1.2. Advise us at our Carnarvon office on **(08) 9941 4488** of any service difficulties or faults.
- 1.3. Take care when installing private pipes and electrical cables to allow for safe access to supply points and pipelines by our staff for operations and maintenance purposes. Contact the GWC before you dig anywhere near the distribution mains. If you damage the distribution pipeline and you have not had our staff provide pipe location information, you may be held liable for the cost of repairs. Mark all private cable and pipe locations at road and scheme pipe crossings to warn others of your buried infrastructure.



## **2. ASSET MANAGEMENT**

- 2.1.** Maintain a clear area of at least 2 metres radius around and above your meter to allow field staff safe access for reading and maintenance purposes.
- 2.2.** Keep us informed of any maintenance changes or improvements that you feel could improve the operation of the irrigation system.
- 2.3.** Seek to use water as efficiently as possible so as to keep waste to a minimum. This will help reduce total water used and save you money.
- 2.4.** Do not discharge polluting or hazardous wastes into the irrigation area or river course.
- 2.5.** Ensure that your supply point complies with backflow prevention legislation at all times to protect the safety of fellow irrigators, their families and their crops.
  - 2.5.1.** Customers who have their delivery point connected directly to on-farm storage tanks are required to maintain a 150mm air gap between the inlet to the tank and overflow point of the tank. Such backflow prevention methods will be randomly inspected by a qualified plumber or GWC operations staff and any deficiencies will be brought to the Member's attention through a Non-compliance notice and the member will be required to have a licensed plumber make good the defects and submit a certificate of compliance and completion to the GWC. Customers who fail to comply with this requirement may have supply discontinued until such time as a certificate of compliance is lodged with the GWC.
- 2.6.** Do not interfere with any of the irrigation assets. In particular any metered offtake believed to have been tampered with (e.g. visually broken seals or other signs of interference), may result in disconnection from the distribution scheme while investigations are completed and any remedial works carried out. If tampering or other interference is confirmed, the member may be held liable for any costs involved in reinstating the assets and an estimate of consumption for the period since the previous meter reading may also be carried out and billed. Repeat offences may result in disconnection action being taken on a temporary or permanent basis.
- 2.7.** Customers must notify GWC if they wish to carry out works in the near vicinity of any GWC assets e.g. pipes, meters, valves etc. GWC has a free service to Customers to locate such assets and provide advice before works begin. Irrigators may be liable for any damage which occurs to assets during such works.

## **3. CUSTOMER BILLING**

- 3.1.** Pay, by the due date invoices for fixed charges, Consumption Charges and other chargeable services raised on your property for the services provided.
- 3.2.** Let us know before the due date if you are having difficulty in paying any amounts charged. We may, in certain circumstances, be able to arrange to reschedule payments.
- 3.3.** Notify us as soon as possible of any changes in address and/or ownership of property in the irrigation district. Failure to notify Coral Coast Water of a change of address may



cause delays in the delivery of your accounts and disconnection action may result from accounts more than 30 days overdue. Disconnection may incur a penalty payment which must be paid before reconnection to Gascoyne Water Co-operative.

### **My Information**

*My Supply Point number* \_\_\_\_\_

*Property Number:*\_\_\_\_\_