

# Marion Water: Customer Charter



The aim of our Charter is to provide our recycled stormwater customers with a clear understanding of the standards of service they can expect from us and their rights and responsibilities.

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)).

## Water services provided

We provide a very limited number of customers in the Local Government areas of Marion, Mitcham and Holdfast Bay with recycled water from our Oaklands Stormwater Treatment Facility. No residents are supplied directly. Currently, water quality supplied is fit for irrigation purposes only.

## RECYCLED/REUSE WATER QUALITY (QUALITY)

### We will:

- Provide you with recycled/reuse water that is safe and 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 your water service.
- 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.
- 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.
- In the case of an unplanned interruption or emergency, provide you with information about any impact to your water service as soon as possible.

### You will:

- Report any leaks, bursts or quality issues to us as soon as possible by calling the emergency telephone number displayed on our website.
- Provide safe access to the water meter so that we can ascertain your water consumption for billing purposes.
- Be responsible for arranging and covering the costs of any additional onsite water infrastructure necessary to maintain your required flow rate, which must be installed by an appropriately licensed plumber.

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## Our prices

Our pricing policy and price point complies with the National Water Initiative pricing principles. Marion Water pricing principles are based around some key principles:

- Full Cost recovery
- Includes cost of renewal
- No cross subsidies and
- One price for all

We will:

- Publish our Price List, and Pricing Policy on [Marion Water website](#).

## SERVICE AVAILABILITY CHARGE

The City of Marion is not intending to levy a supply charge.

## 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 [www.dcsi.sa.gov.au/concessions](http://www.dcsi.sa.gov.au/concessions), phone the Concessions Hotline on 1800 307 758 or email [concessions@dcsl.sa.gov.au](mailto:concessions@dcsl.sa.gov.au). The Managed Aquifer User Group is currently working in partnership with Department of Environment and Water on the review of the Water Industry 2012 to enable all Water Retailers access to the concession scheme.

## Billing, payments, access arrangements, disconnections, and contract termination

The City of Marion will extend the scope of this Customer Charter to include how we will manage billing, payments, access to your property, how we will avoid as far as possible disconnection and contract termination once we extend our water supply business to service residential properties.