



# Code of Conduct for Debt Recovery



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## 1 Introduction

AquaNet Sydney Pty Ltd ('AquaNet') holds Retail Supplier's Licence number 10\_01R issued under the *Water Industry Competition Act 2006* (NSW) ('WICA') under which it supplies high quality recycled water from the Rosehill Recycled Water Scheme ('Rosehill Scheme'). This document, AquaNet's Code of Conduct for Debt Recovery, has been developed to satisfy the requirements of the *Water Industry Competition (General) Regulation 2008* (NSW).

## 2 How will I be charged for recycled water?

AquaNet will read your rewater meter on a monthly basis. An invoice for the recycled water supplied to your property will be sent to you for payment after the date of the meter read.

## 3 Paying your account

AquaNet will issue accounts every month. This account will detail:

- A variable charge for recycled water consumption which may change over time;
- Be based on an actual meter reading; and
- Provide a clear due date to pay your bill.

### 3.1 Our responsibility

If we have overcharged you and we discover a mistake with your bill, we'll contact you within 10 business days of becoming aware of you being overcharged. We will discuss arrangements of how the difference in funds will be refunded to you.

If we have undercharged you we will limit the amount we recover from you to the amount undercharged in the 12 months prior to the meter reading date on the last statement sent to you. If the service is unmetered, we will limit the amount we recover from you to the amount undercharged in the 12 months prior to the error being advised to you in writing.

We will list the undercharged amount as a separate item in a special bill or in your next statement with an explanation of that amount and, if requested, offer you an extended time to pay the amount. We will not apply interest charges to this amount.

### 3.2 Your responsibility

Pay your bill by the due date. If your bill remains unpaid after a reminder notice has been issued we may charge late fees and have the right to commence our debt recovery process.

Let us know as soon as possible if you find a mistake with your bill.

Contact us as soon as possible if you're having difficulty paying your bill.

We will only commence debt collection/recovery action where you have failed to pay your bill(s) by the due date and you have not contacted us to discuss a payment extension or other flexible payment arrangements (including eligibility for our Hardship Program). We will not undertake debt collection activity where we have installed a flow restriction device.

We will not commence our debt collection processes where a bill (or part of a bill) is in dispute. We will

review the disputed statement and inform you of the outcome of the review within 30 business days of your request.

## 4 Financial Hardship

If you have difficulty paying your account, please contact us to discuss paying your account via instalment payment plan.

### 4.1 Our responsibility

We will consider any application and identify hardship customers

We will offer alternative payment options including instalment plans for residential customers

### 4.2 Your responsibility

Please call us as soon as possible if you are having difficulty paying your bill.

## 5 Restriction of Services

In certain circumstances we have the right to restrict your rewater services. We will only restrict the flow of water to your property if:

- you have not paid your bill(s) by the due date and you have not contacted us to arrange an alternative payment arrangement
- you do not adhere to the agreed payment plan
- you do not comply with the terms of our hardship program
- refuse us entry to your property for meter reading for three consecutive billing cycles
- you are using the services illegally.

We will not restrict your service if you are adhering to a hardship program or payment plan.

Before restricting your water supply, we will:

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

If you contact us as soon as possible to discuss reasons for your possible restriction and how the issue can be resolved the restriction could be averted.

## 6 Disconnection of Services

Subject to any applicable regulatory requirements that prohibit disconnection, we may disconnect your recycled water service if:

- you have requested the disconnection
- there is a public health, environment or safety risk to our services from your connection point
- used our services illegally or refused entry to your property for meter reading, to undertake maintenance or repairs 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.

## **7 Reinstatement of Water Supply**

We will use our best endeavours to reinstate your supply:

- within a time agreed with you subject to the reasons for restriction / disconnection being rectified
- you pay the reinstatement fee
- we waive the reinstatement fee if you are eligible for and agree to participate in our Hardship Program

You will contact us to:

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

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

We will confer on you the right to terminate your contract with us for the supply of water services and inform you of any relevant fees or charges applicable as a result of termination. We require a minimum of 3 business days' notice of your intention to terminate your contract and for the applicable fees and charges to be paid in full.