

Recycled water services

The City of Playford Council, a local government entity in South Australia, owns and operates a non-drinking water scheme under the brand name Playford Water. In addition to its other local government services, the scheme supplies non-residential customers with a blend of harvested stormwater, groundwater, and recycled water, collectively known as "Recycled Water."

The terms and conditions under which we supply Recycled Water are detailed in individual Water Supply Agreements with each customer. A copy of a standard Water Supply Agreement can be supplied on request.

The aim of this Charter is to provide customers with an outline of some of the key features of the Water Supply Agreement. This Charter does not replace or supersede the terms and conditions established in individual Water Supply Agreements.

In addition to individual Water Supply Agreements, the *Water Retail Code-Minor & Intermediate Retailers*, developed by Essential Services Commission of SA (ESCOSA), contains a detailed description of our responsibilities in providing water services. The code can be found at www.escosa.sa.gov.au.

Services provided

Stormwater Reuse Supply

Throughout the term of the Water Supply Agreement, the Council will endeavour to supply the volume of Recycled Water required by the customer to the customer's nominated delivery point. However, the Recycled Water scheme is not constructed to the same specifications as a drinking water supply. The Council cannot guarantee a minimum or maximum volume each year and can make no guarantees as to:

- The quality of recycled water once it passes each irrigation point; and
- the flow rates and pressure at which Recycled Water will be supplied to the customer.

The Council may also wholly or partially suspend, interrupt or reduce the supply of Recycled Water due to unusual drought, maintenance or repairs, or any other reason outlined in the Water Supply Agreement.

The Council will, as far as is reasonably practicable, undertake maintenance at a time least likely to inconvenience customers and notify customers of any proposed suspensions or interruptions.

Our prices

Price List

The charges for Recycled Water are established in the customers' Water Supply Agreement. These charges will typically include a Recycled Water Charge, a Service Charge and a Connection Fee.

The Recycled Water Charge is a usage-based charge that reflects the full cost of building, operating and maintaining the scheme, consistent with the pricing principles established by ESCOSA. Our Service Charge is charged quarterly and recovers customer metering, billing and audit costs. Our Connection Fee is a one-off cost based on the costs of connecting each customer to the scheme.

Playford Water's standard charges are reviewed annually and published on the Council's website at www.playford.sa.gov.au/council/council-documents/fees-and-charges. A copy of the fees can also be obtained from the Council's office at 12 Bishopstone Road, Davoren Park, South Australia.

Where there is a planned change to the Recycled Water Charge, we will read your meter and any usage after the change will be calculated on the basis of the new charge.

Our Water Pricing Policy, which outlines how our fees and charges are determined and the rationale for annual price movements, can be found at www.playford.sa.gov.au/live/environment-and-waste/wetlands-and-water-initiatives.

Playford Water

Customer Charter

Connections

Applications for a Recycled Water connection should be made to Playford Water's Manager Operations. See 'Contacts – Other enquiries' for details.

Billing and payments

The Recycled Water Charge is based on the volume of recycled water recorded by the customer's meter, as outlined in the relevant clauses of the Water Supply Agreement.

Council typically issues invoices on a quarterly basis. Customers are provided 30 days terms, from the date of receipt of the tax invoice to make payment.

Debt Recovery

Should a customer fail to pay any invoice issued by the Council for Recycled Water, the Council reserves the right to commence debt recovery actions including, but not limited to, suspension or reduction in the supply of Recycled Water, and/or termination of the Water Supply Agreement.

Infrastructure

Council is responsible for providing, operating, and maintaining all recycled water infrastructure up to the customer connection point, including stormwater harvesting and water delivery systems. As stormwater availability depends on rainfall, Council may also utilize groundwater and other recycled water sources to enhance supply reliability. For specific requirements, please refer to the relevant Water Supply Agreement.

Customers are responsible for providing, maintaining, and operating any infrastructure needed to receive recycled water from the Council, which may include, but is not limited to, infrastructure beyond the water meter. Customers must promptly notify the Council of any emergencies, faults in the pipeline system, issues at the irrigation point, or damage to irrigation infrastructure. For further details, please refer to the specified Water Supply Agreement.

Entry to the customer's property

Where practical, the Council will provide customers with notice before entering their supply address for any purposes related to the supply of the Recycled Water.

Customers must ensure safe access to any Recycled Water infrastructure located at the customers' supply address.

Termination of the agreement by Council

The Council may terminate the Water Supply Agreement under any of the circumstances described in the Water Supply Agreement by giving 30 days' notice in writing (unless otherwise specified in the agreement).

Circumstances under which the agreement may be terminated include, but are not limited to:

- if it is not financially viable for the Council to continue to supply Recycled Water to the customer on the terms of the Water Supply Agreement;
- if the customer is in breach of the Water Supply Agreement and fails to remedy the breach within a reasonable time;
- if the customer becomes unable to perform its obligations or unable to pay its debts under the Water Supply Agreement.

Termination of agreement by the customer

The customer may terminate the Water Supply Agreement under any of the circumstances described in the Water Supply Agreement by giving 30 days' notice in writing (unless otherwise specified in the agreement).

Circumstances under which the agreement may be terminated include:

- if the Council is in breach of the Water Supply Agreement and fails to remedy that breach within a reasonable time; or
- if the Council becomes unable to perform its obligations under the Water Supply Agreement.

Contacts

Water Leaks and Maintenance

It is important to report leaks from water pipes through the correct channel so repairs can be made promptly.

- For leaks or problems on the SA Water side of the meter, please contact SA Water on 1300 729 283.
- For leaks or problems on the property side of the meter, please contact a licensed plumber.
- For leaks or problems on the street side of purple pipe infrastructure, please contact the land developer.
- For leaks or problems on City of Playford sports fields or reserves, please contact (08) 8256 0333.
- For any leaks or issues with a school irrigation supply connection cabinet, please contact please contact (08) 8256 0333.

Complaints and dispute resolution

Details regarding the Dispute Resolution process are described in detail in the Water Supply Agreement. Any other enquiries or complaints should be addressed to Playford Water's Manager Operations in writing. See '*Other enquiries*' for contact details.

Other enquiries

If you need to know more about us or the content of this Charter, please contact us on the details below.

Attention: Mr Chris Burgess,
Manager Operations
City of Playford

Address: 12 Bishopstone Road
Davoren Park SA 5113

Email: cburgess@playford.sa.gov.au

Facsimile: (08) 8256 0578

City of Playford

Call 8256 0333
playford@playford.sa.gov.au
playford.sa.gov.au

Post
12 Bishopstone Road
Davoren Park SA 5113

Visit

Playford Civic Centre
10 Playford Boulevard
Elizabeth SA 5112