



MOUNT BARKER
DISTRICT COUNCIL

Recycled Water – Non Residential Customer Charter

PURPOSE

To acknowledge that Council enters into contractual arrangements with customers for the sale of recycled water that vary as to the quality of water and the extent of commitment from the customer to receive and store recycled water.

Council has a limited supply capacity of recycled water. Given this and the commitment and quality variations amongst customers, Council wishes to utilize and recognise these variations in determining both recycled water supply and pricing arrangements.

CUSTOMER VARIATIONS

Council's recycled water customers will be differentiated in relation to supply and pricing arrangements as follows:

Supply

In accordance with contractual arrangements entered into by Council with customers of recycled water, customers have the option to formally commit to taking a guaranteed volume of recycled water per annum (Annual Quantity).

Customers are strongly encouraged to make such a commitment to assist Council in budgeting and forecasting available recycled water supplies.

In the event that Council is unable to meet all of the supply requests of customers with contractual arrangements, Council will give priority to customers according to the Annual Quantity of recycled water that the customer has formally committed to take.

Priority shall be in descending order with the highest priority being given to the customer that has committed to take the largest Annual Quantity.

Pricing

Pricing shall be in accordance with the "Recycled Water Sale Policy – Non Residential" approved by Council.

CONTRACTUAL ARRANGEMENTS

The Non-Residential Customer Charter and the Recycled Water Sale Policy – Non Residential, shall inform the basis for formulating a contractual arrangement with a non-residential customer.

Contractual arrangements with customers are formalized by the signing of a Water Supply Agreement between the Customer and Council.

Clauses within the Water Supply Agreement will take precedence over the Charter and Policy and any future variations or revisions, for the term of the Water Supply Agreement.

CUSTOMER RELATIONSHIPS

Council recognises and values the importance of good customer relationships.

Council undertakes to meet the requirements it has under contractual arrangements to the best of its capability.

Where for any reason Council becomes aware that it will not or may not be able to meet its requirements to a customer with a contractual arrangement, then as soon as this becomes known Council will communicate this to the customer. Council will seek to work co-operatively with the customer to minimize as far as is reasonably possible any implications arising for the customer.

CONSEQUENTIAL LOSS

Council shall not be liable for any direct or indirect or consequential loss of profit or production due to the non-availability of recycled water.

ADOPTION

This Customer Charter was adopted by Council on 4 May 2015.