



City of
**Kalgoorlie
Boulder**

WATER SERVICES CUSTOMER SERVICE CHARTER

April 2023



MISSION STATEMENT

The City of Kalgoorlie-Boulder will be a dynamic regional centre with a proud history and a high quality of life. We are dedicated to working with the community to achieve the best possible services.

1. INTRODUCTION

a. The Role of this Charter

This Charter sets out the broad philosophy of the City of Kalgoorlie-Boulder in Water Supply (non-potable water supply services) and Sewerage Services to Kalgoorlie-Boulder in accordance with the Operating Licence [WL4](#) issued by the Economic Regulation Authority under the *Water Services Act 2012 (WA)*.

The Charter informs you, the customers of the City of Kalgoorlie-Boulder, of your rights in accordance with the provisions of the operating licence, including service interruptions, levels of service and complaints procedures. If you would like a copy of the operating licence, please contact the City of Kalgoorlie- Boulder via the details below.

b. Our Commitment to Service

The City of Kalgoorlie-Boulder will provide its services in a manner that is fair, courteous and timely, with a focus on consultation with our customers, respecting your rights and meeting your reasonable expectations.

c. Services we Provide

The City of Kalgoorlie-Boulder will use its best endeavours to provide a service to collect, treat and dispose of domestic sewage discharged from each customer's property to the City's sewer system. In addition, the City of Kalgoorlie-Boulder will provide other services on terms agreed between the customer and the City.

The area of operation of the City of Kalgoorlie-Boulder is as indicated by the Plan Number OWR-OA-028. The plan is available for inspection from the following locations:

- Attached to this Charter
- Economic Regulatory Authority's website [Operating Area map](#)
- City's Administrations Offices 577 Hannan Street, Kalgoorlie.



d. How to Contact Us

Water Services

Office Hours: 8:30 am to 4:30pm Monday to Friday
(excluding Public Holidays)

Postal Address: PO Box 2042, Boulder, WA, 6432

Telephone: (08) 9021 9600

e. Emergency Assistance

The City of Kalgoorlie-Boulder maintains a 24-hour emergency contact service for emergency events, such as an overflow from a sewer. The emergency customer service telephone number is (08) 9021 9600.



2. YOUR BASIC RIGHTS

a. Your Rights to Wastewater Services

Subject to the *Water Services Act 2012* the City of Kalgoorlie- Boulder shall provide a service for the removal, treatment and disposal of wastewater under the terms set out in this Charter and the Operating Licence.

The City of Kalgoorlie-Boulder shall treat and dispose of wastewater in an environmentally responsible manner. All wastewater treatment plants shall operate in accordance with the Licence conditions set by, and/or agreements with, the Department of Water and Environmental Regulation.

Occasionally some odours occur in treatment plants and these may affect nearby residents. The City of Kalgoorlie-Boulder shall respond to complaints of odours by investigating the report and advising the customer of the outcome within one business day.

b. Your Rights to Industrial and Commercial Wastewater Services

Industrial and commercial wastewater may be accepted for discharge into the City of Kalgoorlie-Boulder's wastewater system subject to compliance with the requirements of the City.

An agreement with a customer for industrial and wastewater services to be provided by the City of Kalgoorlie-Boulder shall be documented by way of a Trade Waste permit issued by the City.

c. Your Rights in Relation to Sewage Spills

If a sewer overflow occurs on your property due to failure of the City of Kalgoorlie-Boulder's assets, representatives of the City shall be on site as soon as practicable, but within one hour of being notified. Action shall be taken to restore the service, clean up the affected area and minimise any damage or inconvenience. The City of Kalgoorlie-Boulder is obligated to maintain and operate its sewerage scheme so that sewerage does not overflow on customers' properties.

d. Your Rights to Consultation and Information

The City of Kalgoorlie-Boulder is committed to involving its customers on issues relating to its programmes and services. Community involvement in the City of Kalgoorlie-



Boulder's service planning and decision making processes will be sought through various forums, such as community advisory groups, customer surveys and displays at local functions. The City of Kalgoorlie- Boulder will use local media bulletins to advise customers of any system change that may result in significant variation in its service levels.

The City of Kalgoorlie-Boulder will publish and make available at its premises information on matters relating to its wastewater services and on other aspects, such as complaints handling. Information regarding these matters can be obtained from the City of Kalgoorlie-Boulder Administration Offices. The City of Kalgoorlie-Boulder's representatives will provide identification, their name and section when engaged in business discussions with customers.

e. Your Rights to Assistance, Redress and Compensation

If activities related to the operation of the City's wastewater collection and treatment services cause damage to your property or disruption to you, the City shall deal with the matter in a fair and business-like manner, whether or not a complaint is received. The City of Kalgoorlie-Boulder may rectify damage and, as necessary, refer any compensation claims immediately to its insurers for assessment and necessary action.

f. Charges and Accounts

Utility service availability and other charges are made against the owner of the land to which services are available or supplied and are the responsibility of the property owner. A property owner is responsible for payment, on an account being received, of the charges set by the City of Kalgoorlie-Boulder as applicable to the property.

An account shall be regarded as having been delivered when it is transmitted to a property owner at the address notified to the City of Kalgoorlie-Boulder by the property owner or the property owner's agent. It is the property owner's responsibility to notify the City of any change of address.

If an error is made resulting in the customer paying more than the correct amount, the excess amount shall be held in credit for a future charge, or refunded, at the discretion of the customer. Notification will be sent to the customer informing the amount overcharged and options for refund or credit into a nominated account by the customer within 15 business days of receipt of response from the customer.

Should no response be received by the City within 10 business days from the date that the notice was sent, the amount of the overcharge will be credited to the customer's account within the next 15 business days.

The City of Kalgoorlie-Boulder has the discretion to make refunds, adjustments and waive



or defer payments in accordance with the Local Government Act 1995 or any other relevant Act.

The City may recover from a customer amounts which may have been undercharged on an account. Amounts to be recovered may only be for services provided within the 12-month period ending on the day of which the City has informed the customer of the undercharged amounts. No late payment fees or interest charges will be applicable for undercharged amounts.

Should a customer that has been undercharged the amount request, option by way of a repayment plan is available. The repayment plan will have effect for the shorter of the following periods starting on the day on which the account is issued is:

- A period for the same amount of time in which the undercharging occurred;
- A period of 12 months;

This however will not be applicable should the undercharging have occurred as a result of the fraudulent or illegal conduct of the customer.

The City of Kalgoorlie-Boulder will charge interest on overdue accounts as prescribed in the *Local Government Act 1995* by forwarding an account for the interest to the property owner. Also, if a customer's cheque is not honoured for any reason, the City will pass on any costs incurred.

The City of Kalgoorlie-Boulder can make special financial arrangements to assist customers experiencing hardship in the payment of their accounts.

Information on these options is available from the City's Administration Offices or by calling the telephone number shown on your account.

The City of Kalgoorlie-Boulder shall provide historical statements of sewerage services, where available, on request at no charge.

The City of Kalgoorlie-Boulder, upon request, will review a customer's bill within 15 business days and notify the customer of the outcome. If you are not satisfied with the outcome, through the City's Complaints Handling Process, or would prefer to direct your complaint to an external body in the first instance, you can contact the [Energy and Water Ombudsman](#).

g. Connecting to Our Services

Applications for wastewater service connections should be made at the City of Kalgoorlie-Boulder Administration Offices. These applications must be accompanied by two (2) copies of the related building plans. Every effort will be made to process these applications within seven (7) business days of receipt.



Where a City of Kalgoorlie-Boulder wastewater reticulation main is available to your land and has the capacity for the required service, the City shall, on application by you, approve connection to the wastewater system, under the terms and conditions set out in this Charter, the Operating Licence and the *Water Services Act 2012*.

Where a junction to an available sewer does not exist, a junction will be provided by the City of Kalgoorlie-Boulder by arrangement with Water Services. No fee applies where sewerage rates have been applied to a property, except for those subject to redevelopment where an additional junction is required to service the redevelopment.

If the City of Kalgoorlie-Boulder's wastewater system is available to a new development, which produces or has capacity to produce wastewater, it is a requirement for the property owner to connect to the system.

h. Disconnection

If the wastewater service is no longer required by you, a disconnection from the City of Kalgoorlie-Boulder's services may be approved provided that: -

- The City of Kalgoorlie-Boulder is first notified of the intention; and the property has no further wastewater disposal requirement
- The disconnection is carried out by a licensed plumber

In most circumstances, disconnection of a wastewater service does not terminate this Charter. The City of Kalgoorlie-Boulder will continue to charge sewerage rates to the owner of land (including vacant land) where wastewater services are available for connection. The Charter is void if there are no services available and no charges levied.

The City of Kalgoorlie-Boulder shall approve the reconnection of its services at your request and on compliance with the terms and conditions of this Charter.

i. Enquiries, Suggestions, Complaints and Disputes

Complaints will be handled in accordance with the Australian Standard on Complaints Handling in conjunction with the *Water Services Code of Conduct (Customer Service Standards) 2018*.

The City is committed to solving issues as quickly as possible. If you have a complaint, please contact our Customer Service Team on (08) 9021 9600 or email mailbag@ckb.wa.gov.au.

Our complaints handling process is available on our website. The policy can be found at www.ckb.wa.gov.au/policies.



The City of Kalgoorlie-Boulder values your enquiries and suggestions on ways it can improve its services. If you have an enquiry you can telephone Council on (08) 9021 9600 during business hours. You will receive prompt, courteous and helpful replies, and will be told who is handling your enquiry.

Telephone calls to the emergency numbers shall be answered promptly and advice of action to be taken and timing given within one hour of your call. General written correspondence will be replied to as soon as possible within fifteen (15) business days. Over the counter enquiries will be responded to immediately or clear direction given prior to the customer leaving the office. Telephone enquiries will be dealt with immediately if appropriate, or the customer will be given the opportunity to formalise the enquiry in the form of a “*Customer Request Form*”. Where this response advises the need for further assessment, you shall receive a written reply within fifteen (15) business days.

If you are not satisfied with a solution offered or action taken on a complaint, you may seek referral to the City of Kalgoorlie-Boulder’s Chief Executive Officer, who will investigate the complaint, assess the appropriateness of the City’s response and either confirm or amend the City’s proposed solution or action.

If the matter has not been resolved to your satisfaction within 21 days, you may refer the matter to the Energy and Water Ombudsman Western Australia or would prefer to direct your complaint to an external body in the first instance, you can contact the [Energy and Water Ombudsman](#), which will seek a detailed explanation of the nature of the complaint, the solutions or actions offered by the City of Kalgoorlie-Boulder and the reasons why these are not acceptable to you. The Energy and Water Ombudsman will respond with its opinion on the matter and suggest a solution to the parties involved.

The Energy and Water Ombudsman has the authority to make binding decisions should your complaint be unable to be resolved. These can be up to a value of \$20,000 or up to \$50,000 with the water supplier involved in the complaint.



3. OUR POWERS

a. Entry to your Property

The circumstances in which the City of Kalgoorlie-Boulder's representatives may enter your property to carry out investigations and/or work on Council's wastewater system are set out in the *Water Services Act 2012*. Any such entry shall normally occur during business hours, except in cases of an emergency. For planned work within a property, the City shall advise the occupier at least 48 hours in advance. In cases of an emergency the occupier, if present, shall be informed of the repairs to be undertaken and the anticipated length of time for the work. The property shall be returned to its original condition or as close to original condition as possible.

b. Rectifying Defective Work

If the City of Kalgoorlie-Boulder becomes aware of the presence of any defective or improper work forming part of your wastewater pipes and fittings which may impair the effective operation of the City's system, it may serve a notice requiring you to remedy any such defect or improper work within a specified time.

If the terms of the notice are not followed, the City of Kalgoorlie-Boulder's representatives may enter the customer's property to remedy the defective or improper work. This action, if taken, shall be in accordance with the relevant Acts, and the full cost of any remedial work shall be charged to the customer.

c. Service Interruptions

The City of Kalgoorlie-Boulder's wastewater services are designed to be available 24 hours a day. However, the City may interrupt, postpone or limit its wastewater services to customers if,

- any part of works is damaged, for example, by bursting, blockages or breakdowns; or
- it is necessary to inspect, maintain, repair or replace any part of works; or
- for connection of new works or services; or
- an event occurs beyond the City's control, including acts by others, sabotage, flood, earthquake, power or water shortage or
- industrial action.

Except in emergencies, the City shall give notice to you of its intention to interrupt, postpone or limit the supply of services for the purpose of regular maintenance or works programmes. Notification shall be given to domestic customers at least forty-eight (48) hours prior and for non-residential customers at least five (5) days prior or by agreement.



d. Maintenance

The City of Kalgoorlie-Boulder's wastewater services are provided from the point where the pipes serving your property connect to the City's wastewater reticulation main.

Wastewater reticulation mains (sewers) and associated fittings remain the property of the City of Kalgoorlie-Boulder whether, or not they are located within private property. The exact location of these structures can be obtained from the City's Administration office. You are required to ensure that the City's pipelines and structures are reasonably accessible, are not interfered with, covered, built close to, built over, or damaged.

Prior to undertaking building or construction activity on land connected or capable of being connected, it is a requirement to gain approval from the City of Kalgoorlie-Boulder. In the first instance, you should contact the City's Administration Office. Unauthorised property improvements which interfere with the City's assets may be required to be removed at your cost.

The City of Kalgoorlie-Boulder is responsible for the maintenance of sewer property connections where they are unable to be cleared or repaired from the inspection shaft - provided the fault in the property connection is outside the property concerned.

You are responsible for all plumbing, pipes and fixtures on or serving your property to the point where the pipes connect to the City of Kalgoorlie- Boulder's sewer property connection.

e. Discharge of Unauthorised Substances

It is your responsibility to ensure that stormwater (including roof runoff) and other unauthorised substances are not discharged into City of Kalgoorlie- Boulder's sewers.

Certain waste products are not suitable for disposal into the City's wastewater system because of their nature and ability to pollute. Specialised procedures for disposal are required for substances such as: -

- cooking oil and grease - these should be placed in a container or wrapped and placed in the rubbish bin;
- paint, paint thinners, dry cleaning fluids, engine oil, solvents, acids, alkalis, laboratory chemicals, kerosene, hydrocarbons, garden poisons, polishes or cleaning products; and
- products such as disposable nappies, panty hose, sanitary napkins, tampons, cotton buds, syringes, toilet deodorant packs and razors - these should be wrapped and placed in the rubbish bin or disposed of by other appropriate methods.



f. Limitation of Withdrawal of Services

The City of Kalgoorlie-Boulder may discontinue its wastewater services in the following circumstances: -

- If you do not comply with the terms and conditions of this Charter;
- if there is a public health, environmental and/or safety risk to the Council's services from your service connection (e.g. backflow risk or unauthorised industrial waste discharges).

g. Liability

The City of Kalgoorlie-Boulder is liable for any loss or damage that you may suffer: -

- as a result of a breach of this Charter by the City of Kalgoorlie-Boulder, its servants or agents; and
- as the result of a negligent act or omission by the City of Kalgoorlie- Boulder, its servants or agents;
- as a result of the failure to meet standards prescribed by its Operating Licence or Regulations (if any).

The City of Kalgoorlie-Boulder's liability is limited as follows: -

- The *Water Services Act 2012*, allows the City of Kalgoorlie- Boulder to interrupt, suspend or restrict the provision of a water service if, in the City of Kalgoorlie-Boulder's opinion, it is necessary to do so because of an accident, emergency, potential danger or other unavoidable cause.
- Where a property's service is temporarily suspended, the City will provide an alternative service to the property at no cost to the property owner. The City of Kalgoorlie-Boulder is not liable for any loss or damage that arises from any such interruption, suspension or restriction unless the customer has an agreement with the City of Kalgoorlie-Boulder which expressly states that the City of Kalgoorlie-Boulder is, to the extent that the agreement states, liable in those circumstances.
- The City of Kalgoorlie-Boulder's liability under breach of Charter is limited to the rights of compensation and redress set out in this Charter. The City of Kalgoorlie-Boulder's liability for failure to meet prescribed standards is limited to the amount prescribed as a penalty in its Operating Licence or regulations.



4. ALTERNATIVE FORMATS

This document is available in alternative formats (softcopy/online, hardcopy and large print) upon request, please contact us for assistance.



If you need an interpreter, please call the Translating and Interpreting Service (TIS National) on 131 450 and ask them to telephone the City of Kalgoorlie-Boulder on (08) 9021 9600. Our business hours are 8:00am to 5:00pm Monday to Friday.

If you are deaf, or have a hearing impairment or speech impairment, contact us through the National Relay Service www.relayservice.gov.au :

TTY users phone 133 677 then ask for 08 9021 9600 Speak and Listen users phone 1300 555 727 then ask for 08 9021 9600



5. WATER SERVICES OPERATING AREA

