



Code of Practice for Debt Recovery

July 2011

Purpose

The purpose of the Code of Practice is to describe the process that AquaNet will follow in the event that customer payments for recycled water are overdue.

Scope

This Code of Practice applies to all AquaNet recycled water customers.

Code of Practice

Recycled Water Supply Agreements

In its capacity as a retail supplier licensed under the Water Industry Competition Act 2006, AquaNet's sole activity is to supply recycled water to customers. Each AquaNet customer purchases recycled water through a recycled water supply agreement and each such agreement provides for the supply of water to be interrupted. In every case execution of the agreement is voluntary and the customer agrees to the terms and conditions of supply by executing the recycled water supply agreement.

Recycled Water Charges

AquaNet charges for recycled water on the basis of the volume of water supplied. The volumetric charge is set at 90% of Sydney Water's volumetric charge for potable water for large consumers. Some customers will have a minimum recycled water usage specified in their supply agreements so that billing will be on the basis of that minimum or the volume supplied, whichever is greater.

Billing Frequency and Time to Pay

Most industrial and commercial customers will be billed monthly and have 30 days to pay from the date of the bill. Some customers with low water usage may be billed quarterly and have 14 days to pay from the date of the bill.

Overdue Bills

Where payment of a bill is overdue, AquaNet will make contact with the customer to investigate the reasons for overdue payment before implementing the measures below. AquaNet will act reasonably and courteously when dealing with the customer.

The customer will be charged interest from the date on which the payment was due until the date that payment is made at an interest rate specified in the recycled water supply agreement.

If payments are consistently overdue, AquaNet will request reasonable security from the customer in order to continue supply of recycled water. The security will be in the form of a security deposit or bank guarantee in support of the customer's typical payment obligations for 2 months.

Financial Hardship

For customers suffering financial hardship, AquaNet will offer a payment plan on request of the customer. After 60 days from the date the bill was originally due, any customer benefiting from a payment plan must be able to demonstrate an ability to recommence payment on normal terms to avoid interest charges or a security request.

Unpaid Bills

AquaNet encourages customers to make contact as early as possible if they are unable to pay their bills so that alternative arrangements can be discussed and debt recovery action or discontinuation of recycled water supply can be avoided.

In the absence of such contact or if alternative arrangements cannot be agreed, then AquaNet will take action according to the terms of the supply agreement. That may include discontinuing supply and/or terminating the agreement (unless the customer is a small retail customer as defined in clause 5 of the Water Industry Competition (General) Regulation 2008.)

AquaNet will make reasonable attempts to contact customers by phone, mail and in person before commencing such action.

Disputes

Any disputes will be dealt with according to the process defined in the recycled water supply agreement.

If a customer is dissatisfied with the outcome, concerns can be raised with the Energy and Water Ombudsman of NSW (EWON). Contact EWON on 1800 246 545 or at www.ewon.com.au