



# Policy 1.32 Restricting the Flow of Water

Document Number: PCY01.32

Date approved: 13/06/2018

## Strategic Alignment

<b>Key Result Area:</b>	Customer Service
<b>Commitment:</b>	Excellence
<b>Objective:</b>	Meet all requirements of the Operating Licence and Customer Services Code of Conduct

## Policy

1. Aqwest will install devices into meters to restrict the flow of water when other account recovery processes have been unsuccessful.
2. The decision to install such a device will be made jointly by the Manager Corporate Services and Accounts Supervisor.
3. Installing the devices will be at the customer's expense, i.e. a fee applies.
4. Action to restrict the flow of drinking water will not proceed against Aqwest debtors with account balances less than three hundred and fifty dollars (\$350).

## Objective

- To comply with Part 5 – Restricting the Flow of Water section of the Water Services Code of Conduct (Customer Service Standards) 2018.
- To comply with Aqwest's Financial Hardship Policy.
- To ensure that debts outstanding to Aqwest are recovered.

## Guidelines

- a) The customer will be advised in advance that the flow of water will be restricted.
- b) The customer will be advised that the flow will be returned to normal as soon as practicable after the amount owing is paid or payment arrangements satisfactory to Aqwest are made.
- c) Fees to be in accordance with the current Water Services Regulations Amendment (Fees and Charges) Regulations, Part 3 – Schedule 4.
- d) Aqwest staff will follow Part 5 – Restricting the Flow of Water section of the Water Services Code of Conduct (Customer Service Standards) 2018 and the relevant procedures when intending to reduce the rate of flow at a property.
- e) Note the Water Services Code (Customer Service Standards) 2018 sets a minimum debtor account balance of \$200. Aqwest's policy is above this requirement.

## Definitions

Water Services Regulations Amendment (Fees and Charges) Regulations: annual amendments are made to the Water Services Regulations to account for annual price changes for the water corporations.



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## Background

*Water Services Code of Conduct (Customer Service Standards) 2018 – “Customer Code”. Part 5 – Restricting the Flow of Water.*

### Document Management

#### Authority for Changes

Owner: Board of Directors

Responsible Manager: Manager Corporate Services

#### Publication Requirements

Security Level - Available to all staff

#### Distribution - Available on Intranet

Change Advice - Email advice to all staff

### Revision History

Rev.	Resolution Date	Resolution No.	Revision Due	Reviewer	Source
1	13/07/2013	13	June 2014	Manager Finance & Administration	Manager Finance & Administration
2	11/06/2014	2	June 2015	Manager Finance & Administration	Manager Finance & Administration
3	20/05/2015	12	June 2016	Manager Finance & Administration	Manager Finance & Administration
4	08/06/2016	6	June 2017	Manager Finance & Administration	Manager Finance & Administration
5	12/07/2017	10	June 2018	Manager Corporate Services	Manager Corporate Services
6	13/06/2018	12	June 2019	A/Manager Corporate Services	A/Manager Corporate Services