

ATTACHMENT D: DRAFT SERVICE CHARGES
POLICY

SERVICE CHARGE POLICY

Aim

This policy provides an outline of the circumstances in which a service charge may be levied by TasWater and the amount of, or the method TasWater Water will use in determining the amount of, that service charge.

Legislation

Water and Sewerage Industry Act 2008

Background

The *Water and Sewerage Industry Act 2008* provides the power for TasWater to charge a “service charge”:

- (a) on land that was the subject of a service rate or service charge under the (now repealed) section 95 of the *Local Government Act 1993* (i.e. land that was within 30 metres of connection to a council’s water infrastructure or sewerage infrastructure) immediately prior to the commencement of TasWater; or
- (b) consistent with this service charge policy developed under section 68A of the *Water and Sewerage Industry Act 2008* and approved under a Price and Service Plan.

Definitions

In this policy:

Service charge means a charge levied under section 68A of the *Water and Sewerage Industry Act 2008*.

Serviced land means a description of the land, whether identified by individual title or locality, that TasWater will permit to be connected to its water infrastructure or sewerage infrastructure.

Information concerning the currently established serviced land boundaries for TasWater, including maps, is available on TasWater’s website www.taswater.com.au and for inspection by customers at any of TasWater’s offices. Customers may also contact TasWater during business hours on 13MYWATER (13 6992) should they require further information regarding TasWater’s serviced land boundaries.

Serviced land boundaries will change over time as the capacity of the system changes.

Policy

TasWater will levy a service charge:

- where a property is located within TasWater’s serviced land and where there is a water service or sewerage service available through a water main or sewerage main passing the property, but the property is not connected

- where a water service or sewerage service is provided to serviced land other than through a connection point
- on new allotments located within TasWater's serviced land boundaries, whether those allotments are developed or not

The cost of the service charge will be in accordance with a price determination released by the Tasmanian Economic Regulator and will be incorporated in TasWater's approved schedule of tariffs available on the TasWater's website www.taswater.com.au.

TasWater will not charge a service charge unless it serves notice on the owner of the land and publishing a notice in a newspaper circulating generally in the area in which the land is situated. TasWater will ensure that a copy of the notice is available for inspection at its offices and on its website www.taswater.com.au.

The notice will:

- define the locality to which it applies;
- specify the services available;
- generally identify the land to which the services are available; and
- fix a date on and from which the service charge will be payable, being a date not less than three months from the date of the notice.

TasWater is not required to serve notice when levying a service charge in respect of land that was the subject of a service rate or service charge under the (now repealed) section 95 of the *Local Government Act 1993* immediately prior to the commencement of former regional water and sewerage corporations on 1 July 2009.

Responsibilities

The Chief Executive Officer of TasWater is responsible for implementing this policy.

Associated Documents/References

- TasWater's *Customer Connection Policy*
- Tasmanian Economic Regulator – 2015 Water and Sewerage Price Determination
- Tasmanian Water and Sewerage Industry Customer Service Code
- *Water and Sewerage Industry Act 2008*

Approved by the Board at its meeting on 2015.

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Chairman