

# ROTTNEST IS

## *WATER CUSTOMER SERVICES*



## *ROTTNEST ISLAND*



**Rottneest Island Authority (RIA)**



**Rottnest Island Authority**  
**Water Services Licence WL10**

If you have any general questions regarding your water services provided, please contact us:

Rottnest Island Authority  
E Shed, Victoria Quay  
Fremantle WA 6160

PO Box 693  
Fremantle WA 6959

**P:** 08 9432 9300    **F:** 8 9432 9301    **E:** enquiries@rottnestisland.com

For TTY users (hearing impaired customers): **P:** 13 36 77

National Translator Interpreter Service (TIS): **P:** 13 14 50, customer code C971733

For Emergencies and Faults only:

Programmed Facility Management (PFM)

**P:** 08 9292 5233 during office hours (8.30 am - 4.15 pm Monday to Friday), or  
**P:** 1300 044 534 outside of business hours

For Visitors enquiries and emergencies:

Visitor Centre: in person or **P:** 08 9372 9730 (during office hours)

Accommodation Security: **P:** 08 9372 9728 (after hours emergencies)

For Rottnest Island commercial property enquiries:

McGees Property  
Level 2, 26 Clive Street  
West Perth WA 6005

PO Box 1285  
West Perth WA 6872

**P:** 08 9476 2054    **F:** 08 9321 9203    **E:** twyatt@per.mcgees.com.au

For Rottnest Island residential property enquiries:

Access Housing Realty  
18 Pakenham Street  
Fremantle WA 6160

PO Box 1415  
Fremantle WA 6959

**P:** 08 9430 0980    **F:** 08 9335 6491    **E:** amy.sherlock@accesshousingrealty.com.au

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# **1. Introduction**

## **1.1 Rottnest Island Authority Purpose - Mission**

Grow visitor numbers and yield by providing best-in-class tourism products, experiences and service while enhancing Rottnest Island's unique heritage and environment.

## **1.2 The Role of the Water Customer Services Manual**

This Water Customer Services Manual sets out the principles terms and conditions upon which the Rottnest Island Authority (RIA) intends to provide water services to its customers in accordance with the licence issued to the RIA by the Economic Regulation Authority under the *Water Services Licensing Act 1995*.

The manual informs RIA's customers of their rights in accordance with the provisions of the licence, including service interruptions, levels of service, and complaint procedures.

A copy of the operating licence is available on request from the RIA or from the Economic Regulation Authority.

Drinking Water Quality Reports, the Water Services Code of Conduct (Customer Service Standards) 2013 and other water related documents are available to customers on the RIA website [www.ria.wa.gov.au](http://www.ria.wa.gov.au).

## **1.3 References**

The Water Customer Services Manual has been compiled with reference to the directions of the National Health and Medical Research Council (NHMRC), which reviews public health issues within Australia, the Australian Drinking Water Guidelines 2011, the Water Services Code of Conduct (Customer Services Standards) 2013 and associated regulations and relevant industry codes.

## **1.4 Customers**

RIA customers can be divided into three main groups:

- Visitors - receive water services but are not charged directly.
- Residents - are employees of the Rottnest Island Authority and its contractors on the Island that receive water services. Lessee and contractor residents are charged an annual water supply fee through the commercial businesses.
- Lessees - are commercial business operators on Rottnest Island who are provided with water services and are charged for water services and usage.

## **1.5 Commitment to Service and Supply**

The Rottnest Island Authority will provide its service in a manner that is professional, courteous, and prompt with a focus on consultation with the customer, respecting your rights, and meeting your reasonable expectations.

The Rottnest Island Authority will supply you with water that is safe for all visitors, businesses and residents to use and that complies with the directions on drinking water quality that consistently meets National Health and Medical Research Council (NHMRC)

standards and the Natural Resource Management Ministerial Council's (NRMMC) developed Australian Drinking Water Guidelines, consumer and other regulatory requirements.

## **1.6 Services provided**

### **Water**

The Rottnest Island Authority will:

- Provide all customers with water services.

### **Water quality**

Supplying safe, high-quality drinking water to customers is of highest priority. The Rottnest Island Authority has an extensive drinking water quality monitoring program to confirm the safety of the water provided.

The Rottnest Island Authority will:

- Supply water that is safe for all customers to drink and to use;
- Provide customers with information on water quality to assist in the selection of commercial and household appliances;
- Continuously monitor and assess the quality of drinking water supplied;
- Endeavour to provide customers with a response, within two hours or at an agreed time, to any reports of poor water quality;
- Advise customers of any need to make alternative arrangements for drinking water, in the unlikely event that the water quality deteriorates.

The customer should:

- Be aware that certain appliances may be unsuitable or not perform efficiently with some types of water. When purchasing a water using appliance, such as a dishwasher or hot water system, the customer should check with the retailer that it is suitable for the water quality in the area.
- Ensure all internal plumbing is maintained in good order and in compliance with plumbing standards.

### **Wastewater**

Everything that is poured down the sink or drains, or put down the toilets goes through the wastewater system. This waste travels to the treatment plant where it is getting processed prior to recycling it to the environment in a sustainable manner.

The Rottnest Island Authority will:

- Remove wastewater from your property and treat it to a high quality, to protect public health and the environment.
- Collect, treat and dispose of domestic sewerage and wastewater discharge from each customer's premises or public amenities through the Island's sewer system.
- Routinely monitor the quality of treated wastewater before it passes back to the environment.

The customer should:

- Avoid flushing foreign objects other than toilet paper into the wastewater system through toilets, sinks, baths and showers as they block the wastewater system.

- Dispose of commercial and business waste correctly.
- Keep storm water and sewerage drains clean and free from debris.

## Drainage

The Rottnest Island Authority will:

- Provide and maintain a drainage system to accommodate storm water runoff and minimize the risk of flooding, including the use of road and street drains, soak wells and open grate drainage systems.
- Engage experts in this field as required to continually improve drainage services.

The customer should:

- Keep rubbish and foreign objects (e.g. litter, cleaning products, nappies, food scraps, cooking oil and grease, medicines, chemicals) out of the drainage system, incl. storm water drains.
- Use commercial drainage systems (i.e. grease traps), keep them clean and in good condition.
- Engage commercial cleaning and waste collection companies to remove waste from the premises (i.e. oil/grease removal).

## 2. Billing and Payment Information

The following information outlines the billing practices and how you can manage and pay your accounts.

### 2.1 Billing

The Rottnest Island Authority will:

- Provide accounts for outstanding water charges on a regular (monthly) basis at the last notified postal or email address.
- On request by a customer, provide a meter reading and bill to determine outstanding charges for a period that is not the same as the usual billing cycle; and in the case where the customer disputes an estimate on which a bill is based, a meter reading and in any event, a revised bill. A fee applies for these services.

The customer should:

- Provide three (3) business days' notice of your intention to change address, to ensure you will not be charged for water usage costs incurred after premises have vacated.
- Provide the Rottnest Island Authority of a change of postal or email address.

### 2.2 Pricing, Fees and Consumption Charges

Your consumption will be determined by a reading of the meter placed at your supply address.

Prices for the Rottnest Island Authority's water services are provided in the Schedule of Utility Tariffs, Fees and Charges. The RIA determines the water supply fees and charges annually.



Fees determination:

- a) Service fees - determined by evaluating the cost of providing each water service delivery.
- c) Water use charges are determined by the RIA by evaluating the cost of producing and supplying the water per kiloliter.

## **2.3 Estimations**

The Rottnest Island Authority will calculate water consumption charges based on an estimate of your usage where:

- (a) A water meter is shown by test to be recording inaccurately;
- (b) A water meter ceases to register; or
- (c) Access to the water meter is prevented.

This estimate will be based on:

- (a) The amount of water used during the same period in the previous year; or
- (b) The average usage of comparable customers if you do not have a prior billing history;
- (c) Your reading of the water meter; or
- (d) A test of the water meter.

## **2.4 Review of a Bill**

Bills may be reviewed at the customer's request in accordance with the requirements of the Water Services Code of Conduct (Customer Service Standards) 2013. After conducting a review of a bill, if the RIA is satisfied that the bill is correct, the RIA may:

- Request payment of any unpaid amount.
- Conduct a meter registration test if the customer considers that the meter is not accurately measuring water passing through it. The test will be conducted within 10 business days of receiving the customer's request and payment of the meter test fee, or at an agreed day and time.
- Provide the customer with information concerning the process and operation of both the RIA's internal and external complaints handling process, which includes the customer's right to refer any complaint to the Energy and Water Service Ombudsman.

Where the customer has been overcharged, the customer must be informed by the Rottnest Island Authority and follow the procedures set out in the Water Services Code of Conduct (Customer Service Standards) 2013 for repaying the money.

The Rottnest Island Authority will:

- Tell you if an overcharge has occurred with 15 business days of becoming aware of the overcharging;
- Provide you with the options on how to have the overcharged amount either credited to your account, or refunded to you, at your request;
- Provide the refunds of any overcharged amount within 15 days of your lodged request.



If the Rottnest Island Authority has undercharged the customer, the undercharged amount may be recovered from you in accordance with the Water Services Code of Conduct (Customer Service Standards) 2013.

The Rottnest Island Authority will:

- Only recover the amount undercharged for a service provided in the 12 months prior to the date of which the customer is notified the undercharging has occurred;
- List the amount undercharged in a special bill or as a separate item in the next bill, together with an explanation of that amount;
- Not charge a late payment fee or bill interest on any undercharged amount;
- Offer the customer the opportunity to pay this amount in instalments, interest free, over the same period of time during which you were undercharged.

## **2.5 Payment for Water Services**

The customer will be given at least fourteen (14) days to pay a bill. The payment methods offered include:

- (a) in person at the Property Management offices (see contacts page 2);
- (b) by mail to Property Management offices (see contacts page 2);
- (c) by BPay electronically;
- (e) by credit card electronically/by telephone; or
- (f) by electronic funds transfer (EFT).

The Rottnest Island Authority will accept payment in advance from a customer on a customer's request. The amount paid in advance will not attract interest on the account.

## **2.6 Late Payment Fee and Other Charges**

The Rottnest Island Authority may charge the customer a late payment fee if you do not pay your bill on or before the due date specified.

If your cheque is not honored for any reason, the Rottnest Island Authority may pass on any costs incurred.

## **2.7 Payment Difficulties**

The Rottnest Island Authority can make special financial arrangements to assist the customer if you are experiencing difficulties in payment of your accounts.

To seek information on the options call the telephone number shown on your account.

### **3. Water Services Rights and Obligations**

#### **3.1 Customer Rights to Water Services**

The Rottnest Island Authority will provide:

- Potable water to meet the criteria for quality and safety in accordance with the requirements of the National Health and Medical Research Council.
- Response to reports of poor water quality by investigating the matter and advising the customer of the outcome within a reasonable time period or such time period as is agreed with the customer.

If you experience a significant change in the usual water quality you should advise the RIA immediately.

The RIA will investigate and advise any action it has taken, within a time period agreed with you.

#### **3.2 Customer Rights to Consultation and Information**

The Rottnest Island Authority is committed to involving its customers on issues relating to its programs and services.

Community involvement in Rottnest Island service planning and decision-making processes will be sought through the Rottnest Island Chamber of Commerce (RICC).

The RIA will publish and make available at its premises information on matters relating to its water supply services and other aspects such as charging and complaints handling. Information regarding these matters can be obtained from the Rottnest Island Authority's business office or the RIA website [www.ria.wa.gov.au](http://www.ria.wa.gov.au).

#### **3.3 Customer Rights to Assistance, Redress and Compensation**

If the RIA's or its Contractor's activities have caused damage to property or disruption to supply, the RIA will deal with the matter in a fair and business-like manner, whether or not a complaint is received.

#### **3.4 Enquiries, Suggestions, Complaints and Disputes**

The Rottnest Island Authority values your enquiries and suggestions on ways it can improve its services.

If you have a general enquiry or require a hard copy of the Rottnest Island Water Customer Services Manual you can telephone the RIA on (08) 9432 9300 during business hours.

General information on the supply of potable water and the Water Services Code of Conduct (Customer Service Standards) 2013 are available on the RIA website under <http://www.ria.wa.gov.au/policy-and-reports/utility-reports/water-reports>

##### **3.4.1 Enquiries Procedure**

The Rottnest Island Authority will:

- Respond to any general written enquiries within 10 business days;

- Respond to email enquiries within five business days;
- Aim to answer telephone calls to the emergency numbers promptly and provide advice of what action is to be taken and timing given within one (1) hour of the call;
- Provide a detailed response within 15 business days if the enquiry requires further investigation;
- Maintain a 24 hours faults, emergency and security contact service for urgent events related to water services, such as wastewater overflows, burst water mains or safety/security concerns.

Over the counter and general telephone enquiries will be responded to within one (1) hour.

### **3.4.2 Complaints Procedure**

The Rottnest Island Authority (RIA) and the Facility Management Contractor are committed to handling utility complaints, disputes and enquires in a courteous, efficient and compliant manner.

The complaints and dispute resolution process is designed in line with the [Water Services Code of Conduct \(Customer Service Standards\) 2013](#).

The Rottnest Island [Utilities Customer Complaints Procedure](#) and [Form](#) are available on the RIA website.

- The RIA will aim to acknowledge written queries or complaints by a customer within 10 business days and respond to queries or complaints by addressing the matters within 15 business days.
- Information provided by the customer will be used to help resolve the complaint.
- The customer will be provided with a detailed explanation of the reasons behind the decision making.
- The complaint may be reviewed by a RIA senior employee if the customer is not satisfied with a decision made.
- The customer has the right to raise the electricity or water complaint with the Energy and Water Ombudsman.
- The customer may refer a complaint regarding a provided or requested water service to the Department of Water.

When you lodge a complaint, using the customer complaints procedure and form, the RIA will address the issue in a timely and efficient manner. A representative of the RIA will acknowledge the complaint within ten (10) business days and will resolve the complaint 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 RIA's Chief Executive Officer. The Chief Executive Officer will investigate the complaint, assess the appropriateness of RIA's response and either confirm or amend the RIA's proposed solution or action.

If the matter has not been resolved internally acceptable to the customer, you may refer the matter to:

Energy and Water Ombudsman Western Australia  
2<sup>nd</sup> Floor, Albert Facey House  
469 Wellington Street  
Perth WA 6000  
PO Box Z5386  
St Georges Terrace  
Perth WA 6831  
E: [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)  
P: 08 9220 7588 Free Call: 1800 754 004\*

*\*Calls made from mobile phones will be charged at the applicable rate*

The [Water Services Act 2012](#) introduced the State's first Water Ombudsman to resolve disputes between customers and utilities.

The scheme is funded by industry at a low cost to water utilities and is free for customers to use.

The Ombudsman has statutory powers to make binding determinations about a complaint or a dispute.

If you have a complaint, lodge it first with your water provider. Under the [Water Services Code of Conduct](#), the provider is required to try to resolve the complaint within 15 business days, starting from the day your complaint was received. You can seek a review of a provider's decision by the Ombudsman.

### **3.5 Discharge of Unauthorised Substances**

It is your responsibility to ensure that unauthorised substances are not discharged into the Rottnest Island sewers.

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

- Cooking oil and grease;
- Chemicals, e.g. Paint, paint thinners, dry cleaning fluids, engine oil, solvent, acids, alkalis; laboratory chemicals, kerosene, garden poisons, pesticides, polishes, cleaning products;
- Food scraps;
- Newspaper, plastics;
- Unused medicines;
- Other products including such items as disposable nappies, panty hose, sanitary napkins, cotton buds, toilet deodorant, razors;
- Syringes.

## **4. Maintenance and Management of Water Services**

### **4.1 Entry to Customer's Property**

There may be circumstances where Rottnest Island Authority (RIA) and/or the Facility Management Contractor may require entry to your residence or premises to carry out investigations and/or work on the water supply system.

Any such entry will normally occur during business hours, except in cases of emergency.

#### **Planned interruption to water supply**

The Rottnest Island Authority will make every effort to minimize the interruption to your water supply, but on occasion planned maintenance on the water services needs to be carried out.

The Rottnest Island Authority aims to provide the customer with notice 24 hours in advance if the water supply needs to be interrupted for planned work.

#### **Unplanned interruption to services**

The Rottnest Island Authority aims to

- Minimise the occurrence and impact to customers' properties from water flooding resulting from bursts and leaks in the water mains and wastewater overflows resulting from the water systems or activities performed;
- Respond to urgent water faults within two hours or at an agreed time.

In cases of emergency, notice of entry to attend to the emergency is not required and may not be given. Should this be necessary, the RIA and/or its Facility Management Contractor will respect your property and will be present for the minimum time required. The customer, if present, will be informed of the repairs to be undertaken and the anticipated length of time for the work to be completed.

As soon as practicable after the event, notice in writing of the entry, the works carried out and any further relevant intention of the RIA will be given to the customer.

#### **Entry to the customer's property**

The Rottnest Island Authority and/or its Facility Management Contractor may need to enter your property to carry out inspections, routine maintenance and repair work on the water services system. This will be done during business hours except in an emergency.

The Rottnest Island Authority aims to:

- Provide advance notice of all planned work that may require entry to the property (except meter reading and maintenance);
- Inform the customer of work being undertaken.

### **4.2 Rectifying Defective Work**

If the RIA becomes aware of any defective or improper work forming part of the water services and fittings, it may serve a notice requiring the customer to remedy any such defect or improper work within a specified time frame.

If the terms of the notice are not followed, the RIA or its representative may enter the property to remedy the defective or improper work. This action, if taken, will be charged to the customer.

### **4.3 Water Restrictions**

During conditions or circumstances that necessitate restrictions on water use on Rottnest Island, the RIA will ensure that sufficient water will be available to meet essential in house demand.

The customer will be advised by written notice of any water restrictions imposed by the RIA, including the restriction details, period of restriction and any penalties associated with breach of the restrictions.

Reasons that may cause the RIA to apply restrictions include:

- Supply limitations;
- During a drought or on the anticipated approach of a drought where the RIA needs to protect the Island's water resources;
- Compliance with terms and conditions of special agreements;
- Where continuity of supply needs to be maintained when a short term problem with system capacity or asset performance is experienced.

### **4.4 Maintenance**

Standard water service connections, the reticulation pipe work including the water meter remains the property and responsibility of the RIA and will be maintained by the RIA.

Faults with the water supply service connection (meter, joints or pipe work) involving significant water service outage or possible damage to property should be reported immediately to the Facility Management Contractor (see contact details on page 2).

The Facility Management Contractor will be on site to repair the service within two (2) hours or at an agreed time of receiving the fault report. Less urgent repairs will be carried out by a date arranged and agreed to by the customer and the RIA.

### **4.5 Water Meters**

A water meter will be installed as part of a water service connection and will remain the property of the RIA.

If you suspect that a water meter is faulty, the RIA will test it on request. A fee applies for this service, which is refundable if the test results fall outside the Australian Standard AS 3565.1-2010 accuracy of:

- Water meter >25 mm in size – accuracy range + or – 5%
- All other water meters – accuracy range of +5% to 10%

Consumption charges will be adjusted where an error in accuracy is proven.

The customer must ensure the water meter is accessible to the RIA or its representative, or to make suitable alternative arrangements with either party.

The customer is responsible for any damage caused to the water meter.

## **4.6 Disconnection**

The RIA may disconnect your potable water supply services in the following circumstance:

- In the case of an emergency, the RIA will discontinue service immediately. However a twenty-four (24) hour emergency telephone line will be provided on which the customer will be given information regarding the nature of the emergency and an estimate of when the water supply will be restored.

## **4.7 Re-Connection**

In the case of a disconnection having occurred, the RIA will reinstate the supply of water services as soon as possible after the emergency has been resolved.

*Chief Executive Officer  
Rottnest Island Authority*

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