



# Billing Policy

## Scope

This Policy applies to customers who are account holders with Hunter Water in accordance with the Customer Contract as well as those billed for miscellaneous products and services.

## Policy Statement

Hunter Water is committed to complying with all legislative and regulatory requirements in billing accounts to its customers.

## Application of Policy

Hunter Water is committed to:

- Issuing timely and accurate bills.
- Providing information to customers regarding its IPART approved prices each year.
- Ensuring customers have a range of convenient options to make payment which are detailed on the bill.
- Ensuring disputed amounts are promptly investigated and that no debt recovery action is taken until an outcome is reached.
- Adjusting an account from the bill period when the customer has notified that a change to property end use or connections has occurred. Undercharged amounts due to information not being promptly supplied will be back billed.

Customers are required to:

- Pay the account on or before the payment term of 21 days or notify if there is any dispute or financial difficulty affecting capacity to pay.
- Ensure the customer contact information is up-to-date.
- Advise Hunter Water immediately if there are changes to property end use or type of connections ensuring relevant service applications have been made with Hunter Water.
- Ensure that the meter is accessible for reading or if not possible, when requested will make arrangements with us to supply a reading to enable accurate billing.

To calculate an accurate bill relevant to each property, Hunter Water requires the following information:

- The property's end use description to be provided by the customer (e.g. standalone house, strata units, multiple occupancy, commercial etc.).
- The type / number of connections to water and sewer services including the correct meter sizing to the individual property.
- The application of attributes which are unique to each property subject to their location or type of end use. For example multiple occupancy properties require the number of dwellings; properties located within the stormwater drainage catchments managed by Hunter Water; and non-residential properties will have a Sewer Discharge Factor (SDF) percentage which is used for calculation of sewer charges.



- The application of prices for water, sewer and stormwater drainage and usage as determined by IPART which are used to calculate charges for each property based on the relevant property end use, connection types and relevant property attributes.
- The consumption recorded on the water meter(s) to calculate water usage and for non-residential properties to calculate the sewer usage. Some larger developments may have a dedicated sewer meter for calculation of sewer usage and other trade waste charges in addition to the water meter(s).
- Where applicable, an estimated consumption based on a similar bill period may be used to calculate the usage amount where the water meter is not able to be accessed and no reading has been returned by the customer, or where the meter has stopped working or is damaged and has to be replaced.

The application of any special circumstances that may warrant a rebate or allowance to discount the bill for eligible customers (e.g. pension concession, charitable rebates, usage discounts for nursing homes etc.).

## Associated Regulations and Standards

Customer Contract

IPART Price Determination

Sewer Discharge Factor Standard

Premise Management Standard

Over and Undercharging Standard

Refunds Standard

Rebates and Allowances Standard

## Terms, acronyms and definitions

Term	Definition
Bill	A summary statement providing a list of charges for services provided by Hunter Water that are due and payable
Consumption	The amount of water consumed during a given period which is measured in kilolitres (KL) to calculate water and sewer usage
Customer	Any person taken to have entered into a Customer Contract under section 36 of the <i>Hunter Water Act 1991</i>
Customer Contract	Means the customer contract at Scheduled C of the operating licence granted to Hunter Water under section 12 of the <i>Hunter Water Act 1991</i>
IPART	Independent Pricing and Regulatory Tribunal of NSW who regulate Hunter Water's pricing
Property End Use	The type of property being serviced by Hunter Water, this may include commercial, residential house, multiple occupancy or mixed use
Property Attributes	Unique characteristics that form part of the basis for applying charges to an individual premise eg the number of dwellings, sewer discharge factor percentage etc
Sewer Discharge Factor	The percentage of water supplied to a property which is assessed (in the case of non-residential) or deemed to be discharged into the sewerage system (as is the case for residential)
Sundry Debtors	Debtors invoiced for the supply of non-regulated miscellaneous products and services
Water Meter	Device used to measure a customer's water use



Signed: \_\_\_\_\_

Managing Director

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