



WATERFRONT

ECHUCA MOAMA

SHEEP STATION PTY LTD

ACN 130841708

DISCLOSURE STATEMENT

Supply of Potable Water

1. Customer Details

Customer Name:	
Date on which supply will commence:	Immediately from payment of the Connection Fee.

2. Fees and Charges

2.1 Current Fees and Charges

Type of Charge	Fixed/Variable	Frequency	Rate
Connection	Fixed	Once off	\$10,000 Per Standard Lot & \$20,000 Per Commercial Lot.
Quarterly access fee	Fixed up to .8 Kilo litres per day per Lot.	Quarterly in advance	\$208.33 Per Standard Lot & \$416.66 Per Commercial Lot.
Excess Rate per Kilo litre	Variable	Daily	\$20 Per Kilo litre Per customer.

2.2 Notification for change in Fees and Charges

We will set and vary charges from time to time but only in accordance with our Licence.

You will be notified of any changes either via publication on our website or such other method as we determine appropriate from time to time. Any change in price will start on:

- (a) The first day of the next billing cycle; or
- (b) Any other date we nominate after we have published the change.

2.3 Availability of Payment Assistance, Discounts and Rebates

If:

- (a) The property is residential; and
- (b) You are an individual person (and not a corporation or body corporate); and
- (c) You are experiencing financial hardship or payment difficulties;

You should contact us and we will take reasonable steps to help you, including providing information about available assistance programs. You may also have a right to:

- (i) Receive information from us about any alternative payment arrangements;
- (ii) A deferral of payment for a short period of time;
- (iii) Negotiate an amount you can afford to pay us on an agreed instalment plan;
- (iv) Access to a language interpreter, if required, at no cost to you;
- (v) Rebates or discounts as advised from time to time on our website.
- (vi) Assistance by providing you with information about:
 - An accredited welfare agency for payment assistance;
 - Information on appropriate government concessions;
 - Information regarding other programs which may assist you.

2.4 Information to be included in bill

Your invoice will include the following details:

- (a) Your customer ID number;
- (b) Your property address;
- (c) The account period;
- (d) Usage Charges in arrears for each meter;
- (e) Your meter ID;
- (f) Service fees in advance, other fees and charges payable;
- (g) Total amount due;
- (h) The date payment will be deducted from your account;
- (i) Contact telephone numbers for account enquiries and emergency services;
- (j) Instructions for interpreter services;
- (k) Comparison of past and present water usage.

2.5 Length of billing period

You will be invoiced for your Service Charges quarterly, and for your Usage Charges yearly.

2.6 Timing for payment

We will send you an electronic invoice and the invoice will be due and payable 14 days from the invoice date.

2.7 Dispute Procedure

If you do not consider the charges on your account are correct, you must contact us on 0418100001 (or any other phone number provided by us from time to time). We may require you to provide evidence to support your claim.

In the event that your dispute of the charges remains unresolved by the due date, you are required to pay the undisputed amount by the due date.

If, as a result of our error, we have charged you less than the amount we are entitled to charge you for your usage, we are entitled at our discretion to adjust your next invoice to include the amount you were undercharged previously.

If, as a result of our error, we have charged you more than the amount we are entitled to charge you for your usage, after we become aware of the overcharging we will apply a credit to your account and adjust your next invoice to include the amount you were overcharged previously.

2.8 Overdue Account Charges

If you have missed a payment you should view our Code of Conduct for Missed Payments on our Website.

We may contact you to discuss the missed payment and surrounding circumstances, and determine the best course of action to remedy the missed payment. Such remedies may include but are not limited to:

- (a) Charging a late payment fee and interest on any such missed payments equivalent to 2% over the then current Business Mortgage Rate as published by Commonwealth Bank of Australia This interest will accrue daily commencing on the due date until such amount has been settled by deduction from your nominated account (or such other payment method as agreed between the parties);
- (b) Charge you our reasonable costs and fees incurred in recovering (or attempting to) recover and overdue amount; or
- (c) Notify relevant credit agencies, and/or take other legal action required to recover any overdue amount.

2.9 Connection Costs

You must pay the installation costs of a connection and construction of any necessary works from your property to our Services.

Current Connection costs are \$10,000 Per Standard Lot & \$20,000 Per Commercial Lot.

2.10 Any other Charges

Repairs and Replacement - In the event that you do, or allow to be done, any action that causes damage to our System or disrupts and part that is used to supply our Services, you will be accountable for any costs and expenses we incur as a result of any repair or replacement work undertaken.

3. Connection, Meter Testing and Access

3.1 Testing of meters

If you consider that your meter is not accurately recording the water passing through it, you may ask us to test it. Upon request, we will send you the meter test results.

Prior to the test proceeding, you will need to pay the costs of the meter reading. This will be refunded in instances where the meter was inaccurate.

If the test shows the meter is inaccurate in accordance with Australian Standards, we will:

- (a) Replace the meter;
- (b) Refund any charge paid by you for the test; and
- (c) Recalculate your account on a basis that is representative of your consumption pattern.

3.2 Description of Connection Point

The Customer's Connection Point is the point on the meter valve assembly immediately downstream from the meter, except in the case where the property is part of a high-rise building. In such an instance, the Customer's Connection Point is the upstream face of the:

- (1) Inlet flange of the connection between Our Water System and the internal building plumbing for the conveyance of water to apartments and to common property areas (noting that this is typically a booster pump located in the base of the building) and
- (2) Any "T-off" branch connection from the main building connection pipework of Our Water System leading into the internal building plumbing.

3.3 Infrastructure Provider

All infrastructure has been provided by us.

3.4 Access to Premises

You must provide us, our staff and our agents safe access to your property to enable them to inspect, test, maintain, read meters, repair, alter, upgrade or replace our System.

Safe access must also be granted so that we, our staff and our agents can ensure that this Contract, our Licence or the Act is being complied with.

We will use reasonable endeavours to ensure that the occupier of the property is provided with two (2) days' written notice of the date and approximate time of our entry on to your property (unless a shorter period is agreed between the parties).

We will not be able to provide you with notice in cases where:

- (a) in our opinion, entry is urgently required;
- (b) The purpose is to read, fit, exchange repair or maintain a meter;
- (c) Giving notice would defeat the purpose of entry;
- (d) We intend to conduct a water restriction investigation on your property;
- (e) We conduct a general property inspection such as meter, backflow, plumbing; or
- (f) To assess the operation or condition of Our System where that inspection is not intrusive.

3.5 Vacating your Premises

When you leave the connected residence and you are the Customer you need to:

- (a) Notify us of the date you will depart at least two weeks prior to your departure; and
- (b) Provide us with details of the new incoming owner and your conveyancing agent so that we may arrange for accounts to be finalized.

You will be liable for any costs incurred by us should you fail to comply.

4. Maintenance

4.1 Repairs and Maintenance of the Water System

The Customer is responsible for:

- (a) Owning, operating, maintaining and repairing all of Your Water System;
- (b) Any damage caused by the failure of Your Water System.

4.2 Interruptions

Unplanned interruptions

If there is an unplanned interruption to our supply of Services to you, we will make reasonable efforts to minimise the inconvenience to you by:

- (a) restoring the Service as quickly as possible; and
- (b) providing as much information as practicable and will advise you how long the interruption is likely to last based on the best information available at the time.

Planned interruptions

We may need to arrange planned interruptions to our supply of Services to you to allow for planned or regular maintenance of our System or the systems of our bulk drinking water or wastewater service supplier. We tell you of the expected time and duration of any planned interruption, at least two working days in advance, unless you agree to another period.

We will use reasonable endeavours to ensure the planned interruption is minimised.

5. Water details

5.1 Water source

The water will be sourced from the Murray River OR any other suitably approved source.

5.2 Rate of supply

Subject to Clauses 3.3 and 6, potable water is to be available for supply to your premises at a rate to meet reasonable demand at the premises, noting that there may be external factors that impact on our ability to do so.

5.3 Minimum Pressure

We will attempt to ensure that the drinking water we supply to you is at the minimum pressure required under our Licence.

5.4 Purposes for which water may be used

Drinking and other domestic purposes.

5.5 Precautions

A backflow prevention device of a type approved by us may be required to be fitted to the outlet of the drinking water.

6. Circumstances for disconnection or restriction

6.1 Restriction for non-payment

In the event, you have missed a payment and have not made alternative payment arrangements with us, we may (at our discretion) restrict any or all of your Services and/or take legal action to recover the debt owed.

The restriction of Services may include reducing the flow of water delivered to the property. In the event that your Services are restricted by us, or if legal action is commenced to recover the debt (or both), you are likely to be liable for additional costs.

We will not exercise our rights to restrict the supply of Services to your property or commence legal action in relation non-payment:

- (a) Without providing you with information detailing alternative payment options;
- (b) If there is an unresolved dispute as to the amount owing;
- (c) If you have suitably proven that you are in financial hardship; and
- (d) If you have entered a payment arrangement with us and are complying with it.

We will also not restrict the supply of Services if:

- (a) You need the supply of water for a life support machine or other special needs (as agreed to by us);
- (b) We have not given reasonable notice to the occupier of the property that we intend on restricting the supply;

- (c) Provide the owner and/or occupier reasonable opportunity to pay the account; and
- (d) If a related complaint is being considered by us or the relevant complaint is before the relevant ombudsman service or is the subject of legal proceedings.

6.2 Right to restrict for other reasons

We may also elect to restrict or disconnect the supply of Services to your property in the following circumstances:

- (a) If your Water System or your Wastewater System has not been authorised or does not comply with applicable codes, regulations or our connection requirements;
- (b) You breach this Contract, the Act or other Agreement with us concerning the use or taking of water or the discharge or wastewater or stormwater or access to your property;
- (c) If a serious health or environmental risk is posed by backflow of any substance from your System into our System;
- (d) If you have not correctly installed and maintained a backflow prevention device prior to being connected to our water system or have failed to provide a test report by the due date (if required);
- (e) We are entitled or required to restrict or discontinue supply under an applicable law.

7. Licensee's Procedure for handling complaints

If you wish to make a complaint regarding our service, product, decision or action in the event they fail to meet your expectations, please view our Code of Conduct for Customer Complaints on our website. This code is compliant with the Australian Standard for Complaint Handling.

8. Copy of Contract

A copy of the standard contract can be found on our website.

9. Contact Details

Telephone: Faults and Emergencies (24hrs): 0418 100 001
Enquiries: Monday to Friday 10:00am – 5:00pm 0418 100 001
Email: info@sheepstation.com.au
Post: 56/103 Beach Street, Port Melbourne, VIC
Office: Lot 40 1771 Perricoota Road Moama 2731
Website: www.sheepstation.com.au