



SHIRE OF MORAWA WASTE WATER SCHEME

INFORMATION SHEET

Shire Contact Information

Phone	0899711204
Email	admin@morawa.wa.gov.au
Fax	08997711284
Letter	Shire of Morawa PO Box 14 Morawa WA 6623
In Person	Shire of Morawa Administration Centre 26 Winfield Street Morawa WA 6623

Your Bill

Accounts for Waste Water services are issued annually as part of the rates notice with the account sent to the address where the service is provided or an address nominated by the customer.

. They can also be issued as where there have been changes to the valuation of a property arising from property development. This is called an interim notice and may be issued outside of the normal billing period once a new valuation for the property has been provided. Charges may also be refunded where improvements to a property have been removed.

All customers are billed for wastewater services annually, with the account sent to the address where the service is provided or an address nominated by the customer.

1. How Your Bill is Calculated

All properties with access to the Morawa Waste Water Scheme will be charged for the service, even if you are not connected to it.

Your bill is calculated by applying your property valuation to the rate per dollar charged for the service. Your property valuation is supplied to the Shire of Morawa by the Valuer General's Department of Landgate. The rate in the dollar charged is set by Council as part of its budget process. Council staff can show how you the

charge applies to your property and how it is calculated. In the case of vacant land or properties with low valuations a minimum charge will apply.

Government agencies are subject to set charges per fixture determined by the Water Corporation.

Review of Your Bill

You are entitled to have your bill reviewed free of charge. To have this done, please contact the Shire of Morawa administration centre via the contact methods detailed on the front page of this document.

Adjustment of Amount Charged

Where an overcharge is discovered, the difference will be credited to your account within 15 business days of the overcharge being discovered and you will be notified of the overcharge and asked to recommend options to refund or to credit your account.

Where there is an underpayment, the Shire of Morawa may recover the underpaid amount. Underpaid amounts may only be recovered for the period no more than 12 months prior to the date the customer was informed of the undercharge.

An undercharged amount must be explained to you and be included in a separate bill for the undercharged amount or a separate item in the next bill.

Interest or late payment fees will not be charged on the undercharged amount.

If you receive a bill for an undercharged amount you must be allowed to pay it by way of a repayment plan that has effect for the shorter of the following periods starting on the day on which the undercharge is issued being:

- (a) a period for the same amount of time in which the undercharging occurred;
- (b) a period of 12 months.

How You Can Pay

Payment of your account can be made in the following ways:

Payment by Mail

Make cheque or money order payable to Shire of Morawa and cross "Not Negotiable". Mail payment to: Shire of Morawa, PO Box 14, Morawa WA 6623.

In Person

Present this notice intact to the cashier at the Council Administration Office, 26 Winfield Street, Morawa WA 6623. Council Administration Offices are open for business: Monday – Friday, 8:30am to 4:30pm (excluding Public Holidays). We accept credit card (MasterCard/Visa only), debit card, cash, money orders or personal cheques.

Payment by Credit Card

Payment may be made by MasterCard or Visa by telephoning Council's office on 08 9971 1204, or returning the bottom portion of this notice to Shire of Morawa, PO Box 14, Morawa WA 6623.

Payment by Direct Deposit

Payment may be made via direct deposit (internet/phone banking) into the Shire of Morawa's bank account. Please check with your financial institution.

Account Name: Shire of Morawa Municipal Account

BSB: 306-024

Account #: 0108543

Please use your Assessment Number and Name as the Reference

Direct debit

From your bank account or Centrepay. Please contact the Rates Officer to arrange.

Instalment Option

Council has resolved to offer ratepayers the opportunity to pay by one of the following two methods:

- Payment in full by the due date
- Payment by 4 instalments

Ratepayers may elect to pay via 4 instalments for which fees and interest charges will be levied. Due dates plus associated fees/interest costs are displayed on the front of this notice. The payment of ALL arrears (including accrued interest) must be included in the first instalment and must be received by close of business on the due date otherwise the instalment option is forfeited.

The instalment option is not available on rates and service charges with current amounts totalling less than \$200.

Discount

There are no discounts available on sewerage charges.

Late Payments/Arrears

Rates and service charges are payable according to the amounts and due dates relevant to the option chosen.

Where no election has been made to enter into an Instalment Option or alternative arrangements made, and where Rates and Service Charges remain outstanding 35 days after the date of issue, legal action may be taken for their recovery.

Financial Hardship Policy

The Shire of Morawa has a Financial Hardship Policy that outlines how the Shire of Morawa will assist a residential customer who cannot pay a rate notice because of financial hardship.

You will be considered to be in financial hardship if paying the **water services portion and the rateable sections** of your rate notice will affect your ability to meet your basic living needs – in short, if you have the intention but not the financial capacity to pay.

Financial hardship may, for example, be caused by:

- loss of your or a family member's primary income;
- spousal separation or divorce;
- loss of a spouse or loved-one;
- physical or mental health issues;
- a chronically ill child;
- budget management issues associated with a low income; and
- other unforeseen factors affecting your capacity to pay, such as a reduction in income or an increase in non-discretionary spending.

If you think you may be in financial hardship we encourage you to contact us as soon as possible. You may ask your financial counsellor to contact us on your behalf.

We will assess within three business days whether we consider you to be in financial hardship. If we cannot make our assessment within three business days, we will refer you to a financial counsellor for assessment.

As part of our assessment we will consider any information provided by you and, if applicable, your financial counsellor. We will also take into account any information we may have on your payment history. As soon as we have made our assessment, we will advise you of the outcome.

Pensioner Rates Rebate/Deferment

To receive a concession you must:

- (a) hold an appropriate Pensioner or Seniors Cards as detailed below:

Seniors Cards (SC)

Owner is entitled to receive up to 25% rebate on Local Government sewerage charges. Emergency Services Levy. The rebate is limited to a maximum amount and the deferment option is not available.

Seniors Cards (SC) and a Commonwealth Seniors Health Card (CSHC)

Owner is entitled to receive up to 50% rebate on Local Government sewerage charges. The rebate is limited to a maximum amount and the deferment option is available.

Pensioner Concession Card (PCC) or State Concession Card (SCC)

Owner is entitled to receive up to 50% rebate on Local Government sewerage charges. The rebate is limited to a maximum amount and the deferment option is available.

- (b) as at 1st July of the current financial year
- be the owner or co-owner of the property or have a right to reside at the property under the terms of a will (documentation required).
 - reside at the property under the terms of a will (documentation required).
 - occupy the property as your 'ordinary place of residence'.

(c) have registered with the Council or Water Corporation.

A pro-rata rebate may be available from the date of registration to Pensioners and Seniors who become eligible after July 1 of the rating year.

Eligible concession card holders may be able to defer the payment of sewerage charges on their property.

Your rights to wastewater services

Subject to the Water Services Act 2012 and the Water Agencies (Power) Act 1984 (“the water acts”), the Shire of Morawa shall provide a service for the removal, treatment and disposal of wastewater under the terms set out in the Customer Service Charter and the Operating Licence. In certain circumstances, the Shire of Morawa may supply water for other than drinking purposes (eg, treated effluent) in a manner agreed with the customer.

The Shire of Morawa shall treat and dispose of wastewater in an environmentally responsible manner. All wastewater treatment plants shall operate in accordance with the licence conditions set by, and/or agreements with, the Department of Environment Regulation.

Occasionally some odours occur in treatment plants, and these may affect nearby residents. The Shire of Morawa shall respond to complaints of odours by investigating the report and advising the customer of the outcome within one day.

The owner of land for which statutory charges who applies for the provision of a water service by the Shire of Morawa is entitled to the provision of a water service subject to the terms and provisions of the service and the statutory charges that are due to the licensee being paid (*Water Services Act Section 73*).

The Shire of Morawa may refuse to provide, or may suspend the provision of a water service to a person entitled to the service under the Water services Act 2012 where a person refuses to comply with a prescribed requirement relating to the provision of the service (*Water Services Act section 21 (2) (c)*).

The Shire of Morawa may refuse to provide a water service to a person who is not authorised by the licence to be entitled to the service under the Water Services Act 2012. The service may also be refused where the location is within the area of the licence specified for the service and the provision of the service is not financially viable or practicable (*Water Services Act Section 21 (3) (c)*).

The Shire of Morawa will ensure in any 12 month period that 90% of all connections are completed before the end of ten business days starting on the day on which the customer has paid the relevant fees and complied with the relevant requirements.

Your rights to industrial and commercial wastewater services

Industrial and commercial wastewater may be accepted for discharge in the Shire of Morawa’s wastewater system subject to compliance with the Shire of Morawa requirements. An agreement with a customer for industrial and wastewater services to be provided by the Shire of Morawa shall be documented in an industrial waste permit issued by the Shire of Morawa.

Your rights in relation to sewage spills

If a sewer overflow occurs on your property due to failure of the Shire of Morawa's assets, representatives of the Shire of Morawa shall be on site as soon as possible, but within two hours of being notified. Action shall be taken to restore the service, clean up the affected area and minimise any damage or inconvenience.

Your rights to consultation and information

The Shire of Morawa is committed to involving its customers on issues relating to its programs and services. Community involvement in the Shire of Morawa's service planning and decision making processes will be sought through forums such as focus groups, customer surveys, and displays at local functions. The Shire of Morawa will use local media bulletins to advise customers of any system change that may result in significant variation in its service levels.

The Shire of Morawa will publish and make available at its premises, information on matters relating to its wastewater services, and on other aspects such as charging and complaints handling. Information regarding these matters can be obtained from the Shire of Morawa's business office at 26 Winfield Street, Morawa.

The Shire of Morawa's representatives will provide identification, their name and position when engaged in business discussions with customers.

Your right to assistance, redress and compensation

If the Shire of Morawa's activities have caused damage to your property or disruption to you, such as a sewer overflow, the Shire of Morawa shall deal with the matter in a fair and business-like manner, whether or not a complaint is received. The Shire of Morawa may rectify damage and, as necessary and reasonable, compensate you subject to the Water Acts.