



DISCLOSURE NOTICE

Customer Information

IMS-SERV-D-2098-SW

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1 PURPOSE

The purpose of this Disclosure Notice is to provide information and guidance to persons connecting to Solo Waters infrastructure and services.

1.1 Scope

This Disclosure Notice covers information for applicants relating to the services that Solo Water provides regarding the following:

- Customer Information.
- Scheme Information.
- How to obtain a Customer Contract with Solo Water.
- The Pricing Schedule for our products services and associated billable expenses.
- Customer contact information.
- Solo Waters Customer Complaint procedures.
- State Government Pensioner Rebates.
- Requirements for customers with critical health needs.

1.2 Objective

Solo Water will endeavour to provide up to date schedules for pricing and relevant information regarding our operations, products and services.

2 CUSTOMER INFORMATION

The following information has been gathered from your "Application for Services Connection" or as provided as part of a change of ownership notification.

Please review the below details for accuracy and contact our Customer Service Centre should any details need to be changed.

OWNER DETAILS (FOR BILLING)	
Owner / Contact Name –	
Postal Address –	
Home Phone –	Mobile –
Billing Email –	
PROPERTY DETAILS	
Lot No. –	Plan No. -
House No. –	Street -
Suburb – Catherine Hill Bay	Post Code - 2281
State – NSW	Premise Type -
CONNECTION DATE	
Date of connection to: <ul style="list-style-type: none"> • Drinking Water • Recycled Water • Pressure Sewer (sewerage) 	

3 SCHEME INFORMATION

Your property is serviced by the Catherine Hill Bay Scheme ('the Scheme').

The licenced operator for the Scheme is Catherine Hill Bay Water Utility Pty Ltd (ABN 66 163 381 922) and the licenced retailer is Solo Water Pty Ltd (ABN [11 160 013 614](#)) provided under the *Water Industry Competition Act (2006)* – (WICA) (WIC Act).

The Catherine Hill Bay Scheme includes the provision of the following services:

1. Drinking water supply services
2. Non-potable (Recycled) water supply services¹
3. Sewerage services (including pressure sewer system).

As the property owner, you own and are responsible for maintaining all of the pipes and fittings between the point of connection with our water system and the buildings and/or taps on your property (Your water system) and for maintaining all wastewater pipes and fittings between your property and the point of connection with our wastewater system (Your wastewater system).

The connection points between your property and the scheme infrastructure are defined as:

1. Water Supply (Drinking and non-potable water): The customer connection points for the drinking water and non-potable water supply are located on the customer side of the water meter assembly (i.e. outlet of meter) servicing the lot.
2. Sewerage system: The customer connection points for the pressure sewer system for both the multiple properties configuration (more than one property serviced by the collection tank) and single property configuration (single property connected to the collection tank) are:
 - a. Pressure Sewer System - Multiple Property Connections: The point of connection is the property gravity sewer connection point defined as the interface between the 100mm property sewer pipe (your wastewater system) and the 150mm gravity sewer main (our wastewater system).
 - b. Pressure Sewer System - Single Property Connection: The point of connection is the inlet point to the Pressure Sewer Unit (PSU) collection tank.

The Home Owner's Manual available on the Solo Water website provides information on the services provided and details on the specific requirements you must comply with for the safe use of the recycled water; substances that you must not discharge into the sewerage system from your property and the specific requirements you must comply with for operation and maintenance of the pressure sewer system.

The WIC Act requires the Independent Pricing and Regulatory Tribunal (IPART) to maintain a register of schemes and associated approvals, licences, and registered operators and retailers.

¹ The authorised purposes for the non-potable are: Toilet flushing, laundry machine cold water connection, irrigation of private lots and footpaths, outdoor cleaning and washdown (including car and bin washing), construction and maintenance related purposes.

The Scheme details are provided within the WICA Licence Register maintained by IPART. The WICA Licence register is available on IPART's website and can be found at the following website location: <https://www.ipart.nsw.gov.au/register-licences-and-approvals>.

Under the WIC Act, the Minister for Water may designate a Last Resort Provider (LRP) to step in and provide essential services if the registered operator or retailer (i.e. the 'essential service provider') fails. Solo Water's Catherine Hill Bay scheme has been designated as 'essential infrastructure' under the Act. In the case of the Catherine Hill Bay Scheme, Hunter Water have been recommended by IPART as the designated LRP.

4 CUSTOMER CONTRACT

The contract for drinking water, recycled water or sewerage services is the "Deemed Customer Contract" (Customer Contract) set out at Schedule 4 of the *Water Industry Competition (General) Regulation 2024*.

A summary of the Deemed Customer Contract has been prepared by IPART and is made available via both the Solo Water and IPART websites.

The Customer Contract starts on the date you first receive our services, or your account is transferred to you, or your account is transferred to us from another authorised supplier, whichever is sooner.

The Customer Contract will define the scope of services, commercial arrangements including account payment terms, responsibilities, restriction of water and wastewater service provisions, circumstances in which the customer's premises may be disconnected from the water or sewer main, access rights, water meter provisions, communications mechanisms and complaints handling processes.

A copy of the Summary of the Deemed Customer Contract is available on the Solo Water website at <http://www.solowater.com.au/>.

***You do not need to sign this contract for it to be valid.**

Last Resort Provider/s

In the event that, Solo Water or Catherine Hill Bay Water Utility businesses are unable to meet their operational obligations, Hunter Water is identified as the Last Resort provider and will seamlessly take over the operation of the Solo Water at Catherine Hill Bay.

5 PRICING SCHEDULE

The Pricing Schedule may be subject to variation from time to time and details will be published on your account and on our website.

A copy of the Pricing Schedule is available on the Solo Water website at <http://www.solowater.com.au/>.

Changes to pricing can commence on:

- The first day of the next quarter (if applicable).
- Generally, on the 1st of July each year our Pricing Schedule will be updated for the next financial year to reflect Consumer Price Index (CPI) and other cost increases.

- Any other date we nominate after we have published the change.

Any changes to fees and charges will be undertaken in accordance with the WIC Act. Publication and notification of standard contract charges will be in accordance of the WIC Act (s.46AC) which includes giving customers at least 3 months written notice of an increase in contract charges payable by the customer.

Notice of increase is not required if the increase does not exceed the maximum increase prescribed by the regulations, namely, the Consumer Price Index All Groups Index for Sydney published by the Australian Bureau of Statistics, for the most recent quarter as Identified in the *Water Industry Competition (General) Regulation 2024*.

5.1 Property, Building and Connection Fees

Connection fees cover the cost of providing connections to the Solo Water Infrastructure including the supply of the water meters to your plumber to install.

We also charge fees to provide a Property Service Diagram and to assess your proposed building plans for any structures to be erected on your lot.

These fees and charges are presented in the [Pricing Schedule](#).

Generally, these fees must be paid in advance prior to us providing the service.

All fees and charges must be paid in accordance with the [Customer Contract](#).

5.2 Fixed Service and Variable Volumetric Water Usage Charges

Solo Water residential and non-residential customers pay a fixed availability service charge for all three services, as well as variable water usage charges for drinking water and recycled water services.

Customers will receive a quarterly bill that covers the following:

Drinking Water

- A fixed service availability charge is applicable for the drinking water service. This charge is applicable from the date the service is provided to your lot, whether or not you have built a property or installed a drinking water meter.
- A variable drinking water usage charge is applicable once the drinking water meter is installed at your property. The variable usage charge is calculated based on the volume of water that has passed through the drinking water meter since the last meter read.
- The variable drinking water usage charge includes both the bulk supplier charge, which is the charge we pay for the water that we supply to you, as well as our charges to reticulate the water from the bulk supply point to your property.

Recycled Water

- A fixed service availability charge is applicable for the recycled water service. This charge is applicable from the date the service is provided to your lot, whether or not you have built a property or installed a recycled water meter.
- A variable recycled water usage charge is applicable once the recycled water meter is installed at your property. The variable usage charge is calculated based on the

volume of water that has passed through the recycled water meter since the last meter read.

Pressure Sewerage

- Only a fixed service charge is applicable for your sewerage service. This charge is applicable from the date the service is provided to the lot, whether or not you have built a property or connected to the sewerage connection point.

All accounts are raised on a quarterly basis and in arrears.

All accounts must be paid in accordance with the Customer Contract.

5.3 Residential Miscellaneous Charges

Miscellaneous fees and charges for other services we provide are listed within the Solo Water Pricing Schedule. Generally, these fees must be paid in advance prior to us providing the service.

All fees and charges must be paid in accordance with the Customer Contract.

5.4 Payment Difficulty Process and Debt Recovery

Solo Water have developed a payment difficulty process as defined within the Code of Practice - Debt Recovery (IMS-ADMIN-0549-SW) to assist customers who may be facing financial hardship or other factors beyond the customer's control. The Code of Practice - Debt Recovery is available on the Solo Water website (<http://www.solowater.com.au/>).

Customers are encouraged to contact Solo Water if they believe that they will have trouble paying their bill on time. Solo Water will offer the customer a plan to settle the debt and recommence normal payment terms within a specified period.

Solo Water's commitment in debt recovery includes:

- Treating customers fairly and in an equitable manner; and
- Providing information to customers in regards to debt recovery requirements; and
- Setting aside debts that are in dispute, including holding any late payment fees for the duration of the investigation and notification of the outcome to the customer; and
- Providing information to the customer regarding the external dispute mechanism (The Energy & Water Ombudsman NSW).

The Code of Practice – Debt Recovery also includes the series of actions to recover the debt where payment of the account by the due date has not occurred, or no alternative payment arrangement has been made by the customer.

Solo Water will apply any fees or costs incurred with regard to late payment and or non-payment of accounts, including; interest, legal and/or debt collection fees, service disconnection or restriction and service reconnection or restriction removal fees or charges in accordance with the "Deemed Customer Contract" (Customer Contract) set out in Schedule 4 to the *Water Industry Competition (General) Regulation 2024* and the Pricing Schedule available on the Solo Water website at <http://www.solowater.com.au/>.

5.5 Trade Waste Charges

Fees and charges for trade waste services we provide are listed within the Solo Water Pricing Schedule.

All fees and charges must be paid in accordance with the Customer Contract.

6 CUSTOMER CONTACT

Customers are able to interact with Solo Water's via telephone, website or in writing. Contact details are available on the Solo Water website (www.solowater.com.au), account notices and the *Home Owner's Manual*.

The website platform includes access to customer information including:

- Solo Water policies;
- Contact details and online feedback and complaints forms;
- Customer and building application forms;
- Billing and account information;
- Management Plans and regulatory compliance reporting;
- Home Owner's Manual
- Customer information including:
 - o Summary of Deemed Customer Contract; and
 - o Codes of Practice.

Solo Water also provide telephone support at 1300 7656 98 (1300 SOLO WU) and email support on info@solowater.com.au for general and account enquiries, emergency contact, reporting faults and complaints and general feedback.

For all emergencies, sewer overflows and water outages please call us on 1300 7656 98 (SOLO WU) and follow the prompts for faults and emergencies.

The postal address for any mail correspondence is: PO Box 1427, Kingscliff, NSW, 2487.

7 CUSTOMER COMPLAINTS

A complaint may be lodged by a customer, consumer, their representative or a member of the public.

If you have a complaint about our service, operation or our compliance with a contract, you should first contact us, either by telephone, website, in person or by writing to us. Customer complaints can be provided on 1300 7656 98 (1300 SOLO WU), by email at info@solowater.com.au or online via the Solo Water website.

A copy of our Code of Practice – Customer Complaints is available on our website at <http://www.solowater.com.au/> which provides guidance on how customer complaints can be lodged and how they will be managed.

7.1 The Energy and Water Ombudsman, New South Wales (EWON)

You have the right to refer a complaint or dispute arising under a customer contract to EWON. EWON is an independent dispute resolution body that can investigate and resolve disputes you have with us under a customer contract.

Disputes that may be referred to EWON include disputes about: supply of service, your account, credit or payment services, restriction or disconnection. Full details are available from EWON.

Contact EWON on 1800 246 545 or at www.ewon.com.au

EWON's services are available to you without cost.

You may choose whether or not to accept EWON's decision. If you decide to accept it, then it will be final and binding on us, if you decide not to accept EWON's decision, you may have recourse to the courts.

8 PENSIONER REBATES

The NSW State Government via the Department of Climate Change, Energy, the Environment and Water (DCCEEW) has established NSW Private Water Scheme Pensioner Rebates to help eligible residential customers of private water schemes licensed under the *Water Industry Competition Act 2006* to pay their water and sewerage bills.

The pensioner rebate is not paid to customers directly by Solo Water, but rather each eligible customer needs to apply to the NSW State Government who will pay the rebate directly into the customer's nominated bank account on an annual basis.

For customers that require additional information on the NSW Government Pensioner Rebate scheme please contact the NSW Government directly on the below details:

Phone: (02) 3816 2771
Email: private.water.rebates@pwr.planning.nsw.gov.au
Post: NSW Private Water Scheme Pensioner Rebates
PO Box 435
Parramatta NSW 2124

Additional information about the rebates including eligibility and how to apply is also available at the following NSW Government website:

Visit: <https://www.water.dcceew.nsw.gov.au/nsw-private-water-scheme-pensioner-rebates>

9 CRITICAL WATER USERS

As a water utility servicing the community with essential services, Solo Water is required to ensure that customers with any special or critical water use requirements are managed to minimise any supply interruptions. The critical water users are mainly health related, for example, customers that use a home dialysis machine are required to have a guaranteed water supply with minimal interruptions.

It is a requirement of the Customer Contract as set out at Schedule 4 to the *Water Industry Competition (General) Regulation 2024* that all customers inform Solo Water of their critical water needs.

Solo Water will use our best efforts to provide continuous drinking water to meet the person's reasonable health needs. However, you should have a plan in place for the supply of drinking water to operate a life support machine or for other critical health needs if there is an interruption to your service.