

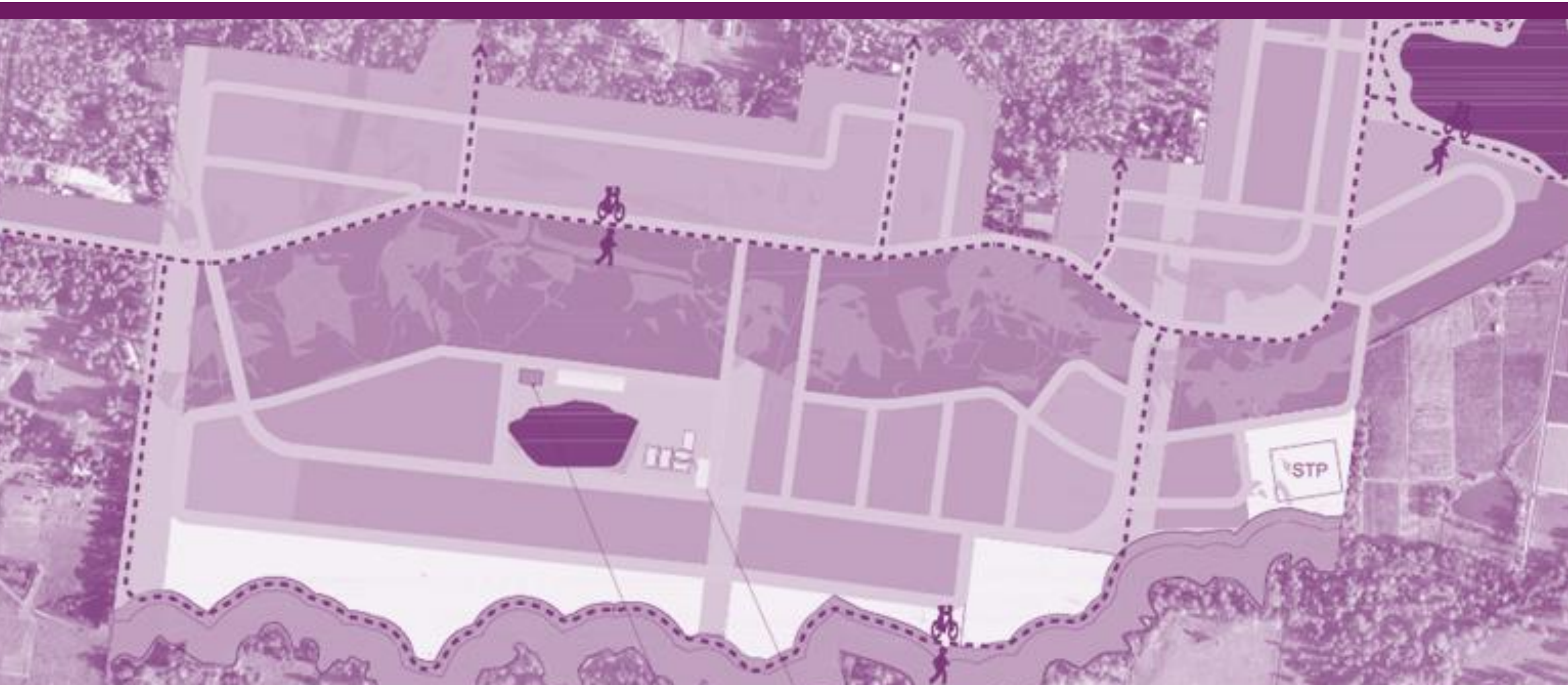
## Appendix 5.1.2(a) Glossodia Water Balance Summary Report

# GLOSSODIA WATER

## WATER BALANCE SUMMARY REPORT

DRAFT – 13 APRIL 2016  
V0.3

PREPARED BY KINESIS FOR FLOW SYSTEMS





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**Cover Image Credits**  
City of Sydney, 2015

**Note: This report is provided subject to some important assumptions and qualifications:**

The results presented in this report are modelled estimates using mathematical calculations. The data, information and scenarios presented in this report have not been separately confirmed or verified. Accordingly, the results should be considered to be preliminary in nature and subject to such confirmation and verification.

Energy, water and greenhouse consumption estimates are based on local climate and utility data available to the consultant at the time of the report. These consumption demands are, where necessary, quantified in terms of primary energy and water consumptions using manufacturer’s data and scientific principles.

Generic precinct-level cost estimates provided in this report are indicative only based on Kinesis’s project experience and available data from published economic assessments. These have not been informed by specific building design or construction plans and should not be used for design and construct cost estimates.

The Kinesis software tool and results generated by it are not intended to be used as the sole or primary basis for making investment or financial decisions (including carbon credit trading decisions). Accordingly, the results set out in this report should not be relied on as the sole or primary source of information applicable to such decisions.

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## EXECUTIVE SUMMARY

The Jacaranda Ponds development is a proposed residential development in Glossodia in the local government area of the City of Hawkesbury. Glossodia Water proposes to provide recycled water to **580 houses on 199 ha** of land and include **12.2 ha** of public open space comprising of playing fields, public gardens, public plazas and native parklands.

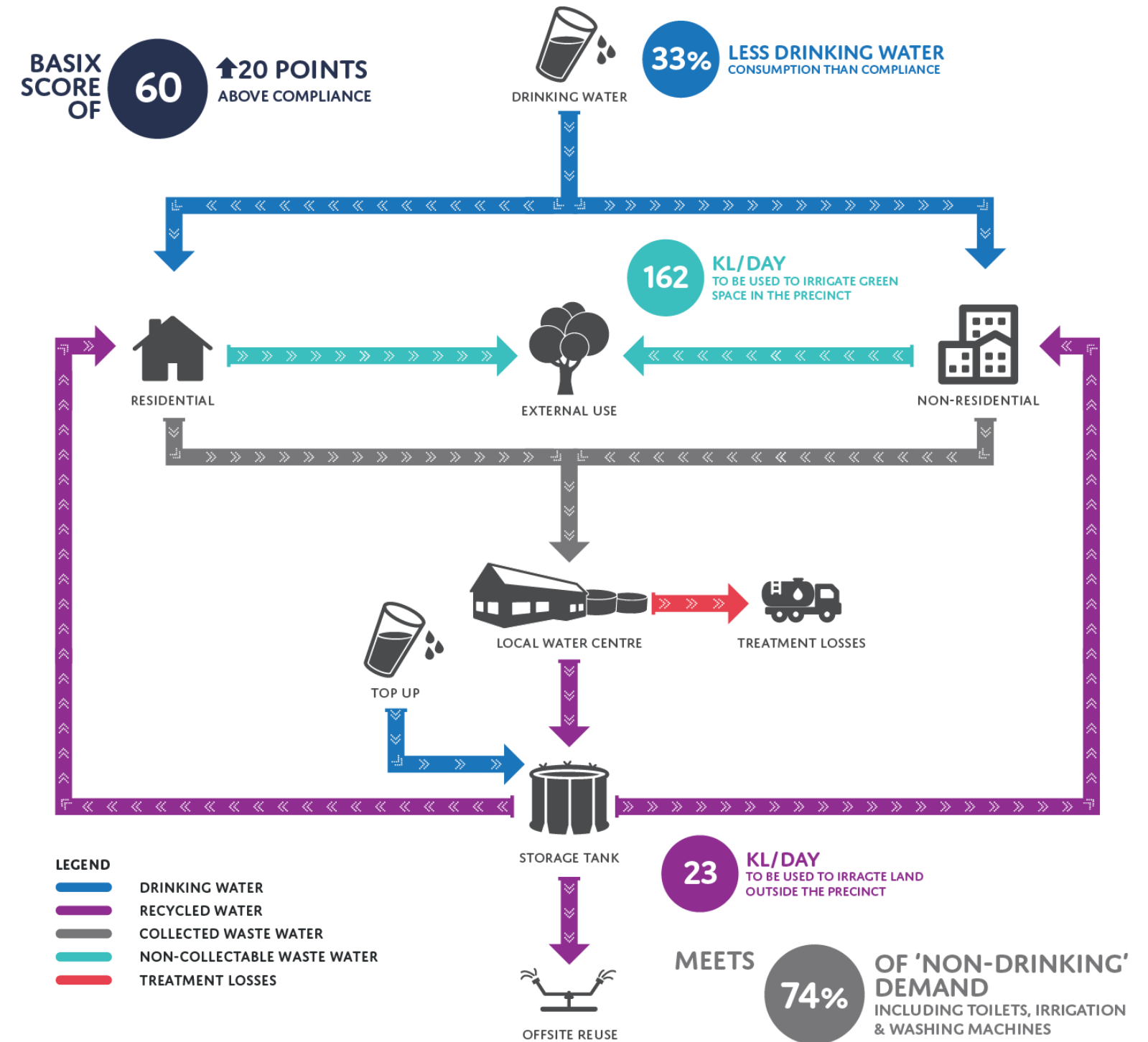
Glossodia Water will operate a recycled water scheme that incorporates a combined membrane bioreactor and ultrafiltration system with a **1.2 ML** storage tank. The system will take inflows from all grey and black waste water in the precinct and provide recycled water for:

- Residential use in
  - Toilets
  - Washing Machines (cold only), and
  - Garden Irrigation.
- Non-residential use in
  - Irrigation

These end-uses will be supplied by **74% recycled water**, with the remainder serviced by drinking water.

With the recycled water scheme, dwellings in the precinct are expected to achieve, on average, a **BASIX Water score of 60**. Furthermore, to achieve BASIX Water targets without the recycled water scheme, dwellings at Jacaranda Ponds would be required to install rainwater tanks connected to both toilet flushing and external use. Sydney water will provide the drinking water and sewerage services to the precinct.

## GLOSSODIA WATER SYSTEM





1. PROJECT DETAILS

This report documents the water balance analysis of the Jacaranda Ponds development in order to inform the delivery of a recycled water scheme.

The Jacaranda Ponds development is a proposed residential development at Glossodia in the local government area of the City of Hawkesbury. Ultimately it will comprise 580 houses on 199 ha of land and include 20 ha of public open space comprising of playing fields, public gardens, public plazas and native parklands.

Analysis in this report outlines the results and performance outcomes for Jacaranda Ponds. This analysis is undertaken based on figures provided by Flow Systems (see Figure 1 and Table 1) using Kinesis's C<sup>CAP</sup> Precinct modelling tool. C<sup>CAP</sup> Precinct is a land use and planning tool that models key environmental, economic, social and infrastructure implications and requirements for precinct-scale development projects.

The report is structured as follows:

- Water Demands
- Source Water Production
- Recycled Water System Performance

Land Use	Area
Total Development Area	199 ha
Public Space	
Public Gardens	2 ha
Playing Fields	2 ha
Public Plazas	1 ha
Native Parklands/Reserves	7.2 ha
Total public space	12.2 ha
Residential Dwellings	
5 Bedroom Detached Houses; 4000 m <sup>2</sup> lots	70
5 Bedroom Detached Houses; 2000 m <sup>2</sup> lots	75
5 Bedroom Detached Houses; 1000 m <sup>2</sup> lots	180
4 Bedroom Detached Houses; 2000 m <sup>2</sup> lots	75
4 Bedroom Detached Houses; 1000 m <sup>2</sup> lots	180
Total dwellings	580

Table 1: Dwelling yield and floor space for the Jacaranda Ponds Precinct.

JACARANDA PONDS MASTER PLAN

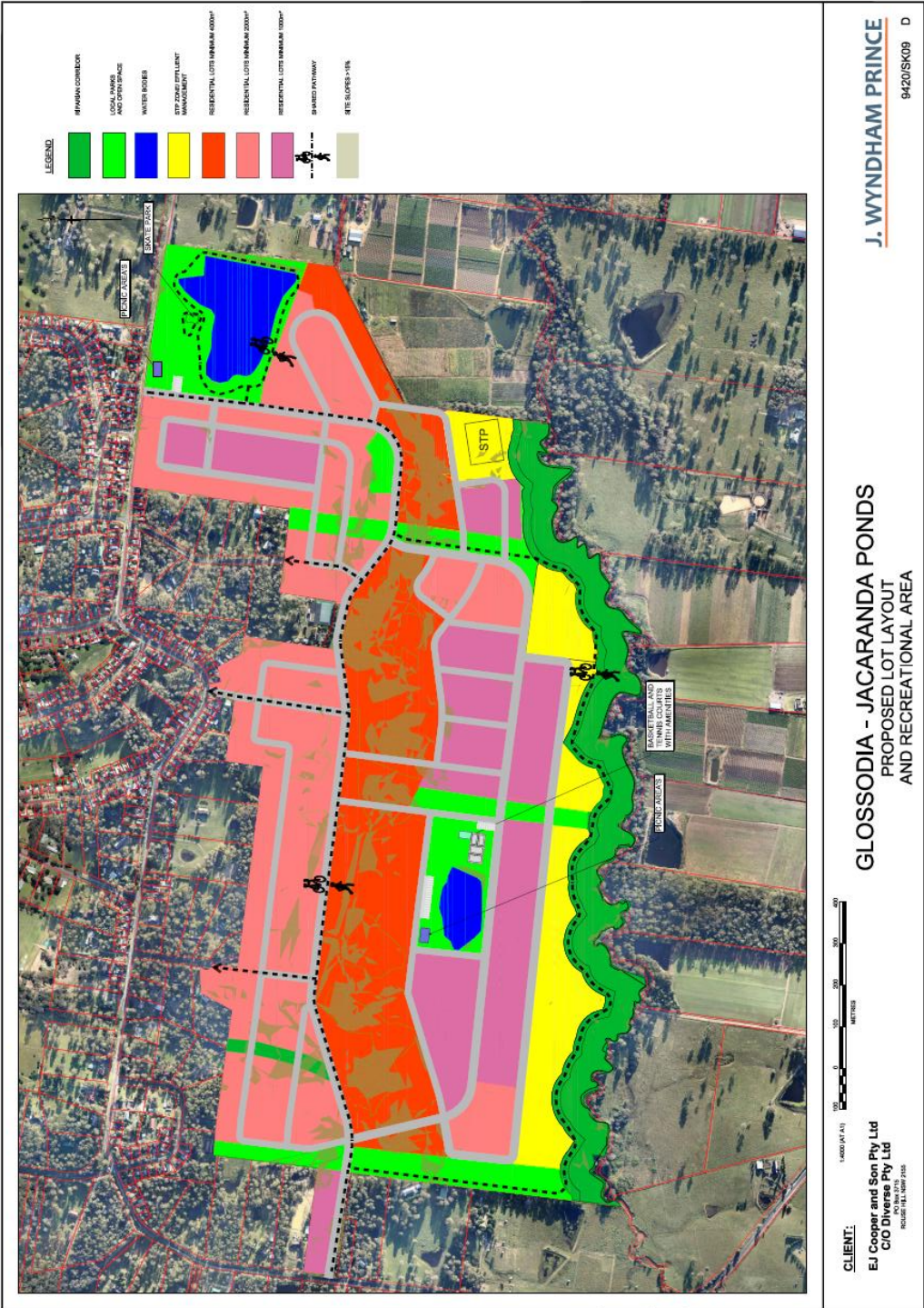


Figure 1: Jacaranda Ponds Master Plan



2. WATER DEMANDS

2.1 RESIDENTIAL WATER DEMANDS

Residential water demands were calculated based on the specific residential building types proposed for the Jacaranda Ponds development. The details of the dwelling type configuration are outlined in Tables 2 and 3. Monthly total and daily average residential water demands by end use are outlined in Figures 3 and 4. Month to month variation is evident due to changes to irrigation water demands based on rainfall and evaporation profiles. Monthly internal total demands vary slightly due to differences in the number of days per month.

SINGLE DWELLING DAILY WATER BALANCE

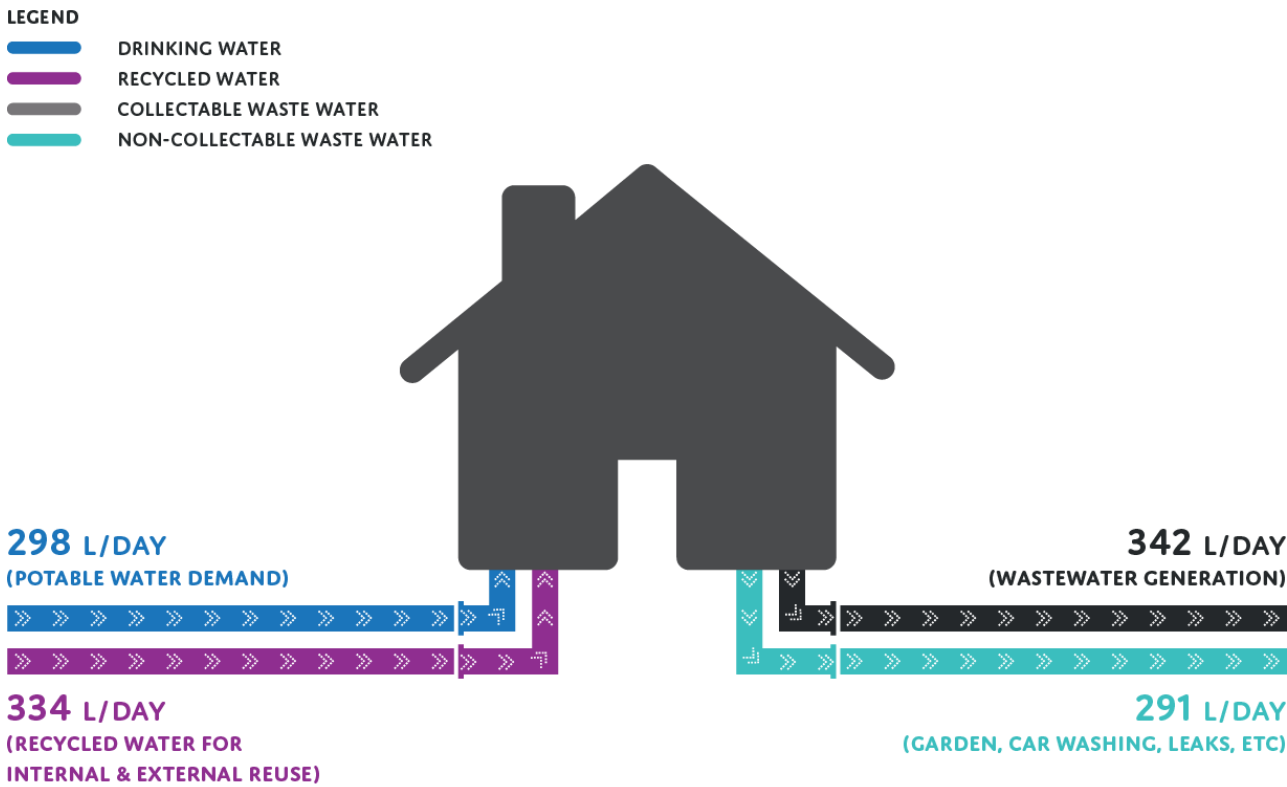


Figure 2: Schematic showing a single house’s expected daily drinking and recycled water consumption, including common area and irrigation demands.

RESIDENTIAL DWELLING SPECIFICATIONS

Dwelling type	Number	Bedrooms	Occupancy	EP
Residential Dwellings				
5 Bedroom Detached Houses; 4000 m2 lots	70	5	4.04	282
5 Bedroom Detached Houses; 2000 m2 lots	75	5	4.04	303
5 Bedroom Detached Houses; 1000 m2 lots	75	5	4.04	303
4 Bedroom Detached Houses; 2000 m2 lots	180	4	3.44	618
4 Bedroom Detached Houses; 1000 m2 lots	180	4	3.44	618
TOTAL	580	-	-	2,125
AVE. DWELLING		4.38	3.66	

Table 2: Residential dwelling specifications used in the analysis

RESIDENTIAL END USE SPECIFICATIONS AND AVERAGE DEMANDS

Water End Use	Technology	Per Person Demand L/day			Development Demand kL/day		
		DW	RW	Total	DW	RW	Total
Shower	4 star WELS	28.5	-	28.5	60.4	-	60.4
Kitchen Sink	5 Star WELS	7.0	-	7.0	14.9	-	14.9
Bathroom Basin	5 Star WELS	1.4	-	1.4	2.9	-	2.9
Dishwasher	3+ Star WELS	2.1	-	2.1	4.5	-	4.5
Laundry trough	-	5.0	-	5.0	10.6	-	10.6
Bath	-	8.7	-	8.7	18.5	-	18.5
Leaks & Fire test	-	20.5	-	20.5	43.6	-	43.6
Toilet	4 star WELS	-	17.5	17.5	-	37.2	37.2
Washing Machine	4.5 star WELS	3.5	19.6	23.1	7.3	49.0	56.3
Car Washing		0.7	-	0.7	1.4	-	1.4
Other External	-	4.0	-	4.0	8.5	-	8.5
Irrigation	-	-	54.1	54.1	-	115.0	115.0
TOTAL	-	81.3	91.2	172.5	172.7	201.2	373.9
AVE. DWELLING		297.7	334.2	632.0			

Table 3: Residential dwelling end use specifications and average per person daily demands used in the analysis  
(DW = Drinking water demand, RW = Recycled water demand)





TOTAL RESIDENTIAL WATER DEMANDS

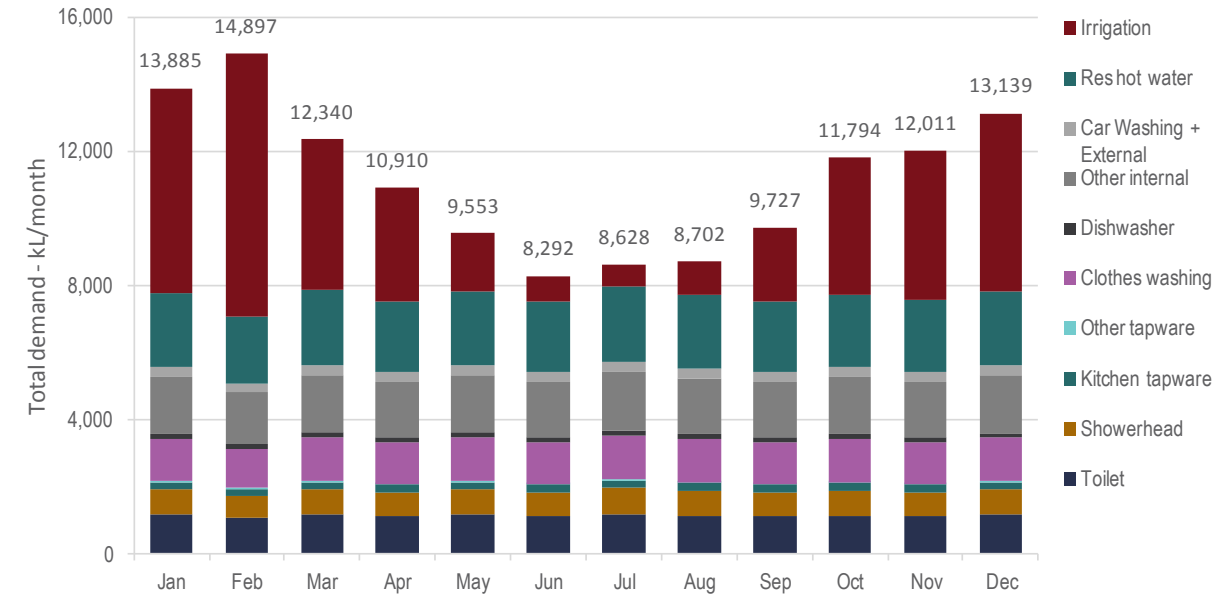


Figure 3: Total residential total water demands by end use, by month

AVERAGE DAILY RESIDENTIAL WATER DEMANDS

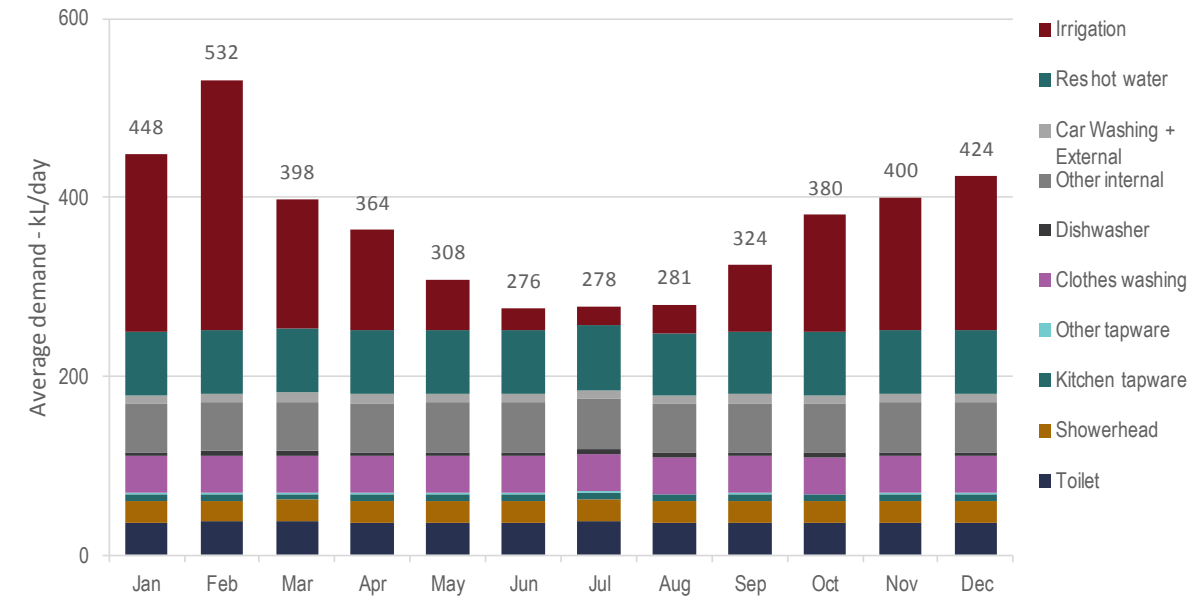


Figure 4: Average daily residential water demands by end use, by month

TEMPERATURE AND RAINFALL EVAPORATION AT JACARANDA PONDS

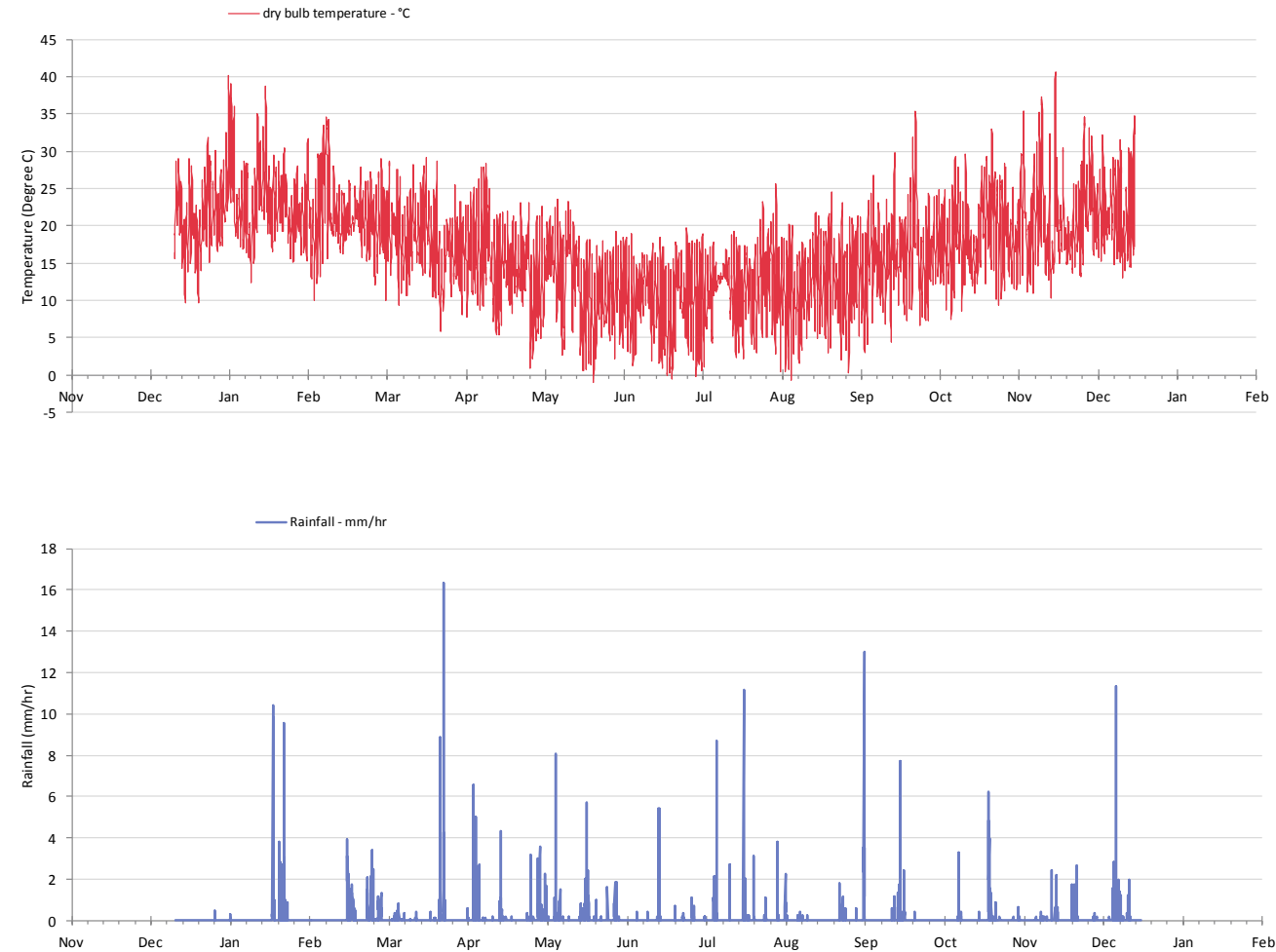


Figure 5: Dry bulb temperature and historic average rainfall for local climate zone.





2.2 NON-RESIDENTIAL WATER DEMANDS

Non-Residential water demand was calculated based on the specific open space proposed for the Jacaranda Ponds development.

Details of the open space configuration are outlined in Table 4. Median Practice is assumed to be current average practice and is derived from various sources, including Sydney Water Best Practice Guidelines for water conservation in commercial office buildings and shopping centres (see Appendix).

Monthly total and daily average non-residential water demands by end use are outlined in Figures 6 and 7. Monthly internal total demands vary due to differences in the number of days per month. Month to month variation is only evident in changes to irrigation water demand based on rainfall and evaporation profiles.

NON-RESIDENTIAL SPECIFICATIONS – TOTAL

Demand Hierarchy	Water End Use	Area (m2)	Per m2 demand L/day			Development Demand kL/day		
			DW	RW	Total	DW	RW	Total
1	Playing Fields	20,000	-	0.6	0.6	-	11.9	11.9
1	Public Gardens	20,000	-	1.2	1.2	-	24.1	24.1
1	Public Plazas	10,000	-	0.1	0.1	-	0.9	0.9
			TOTAL			-	36.9	36.9

Table 4: Non-Residential specifications and average annual demands used in the analysis

DW = Drinking water demand, RW = Recycled water demand

TOTAL NON-RESIDENTIAL WATER DEMANDS

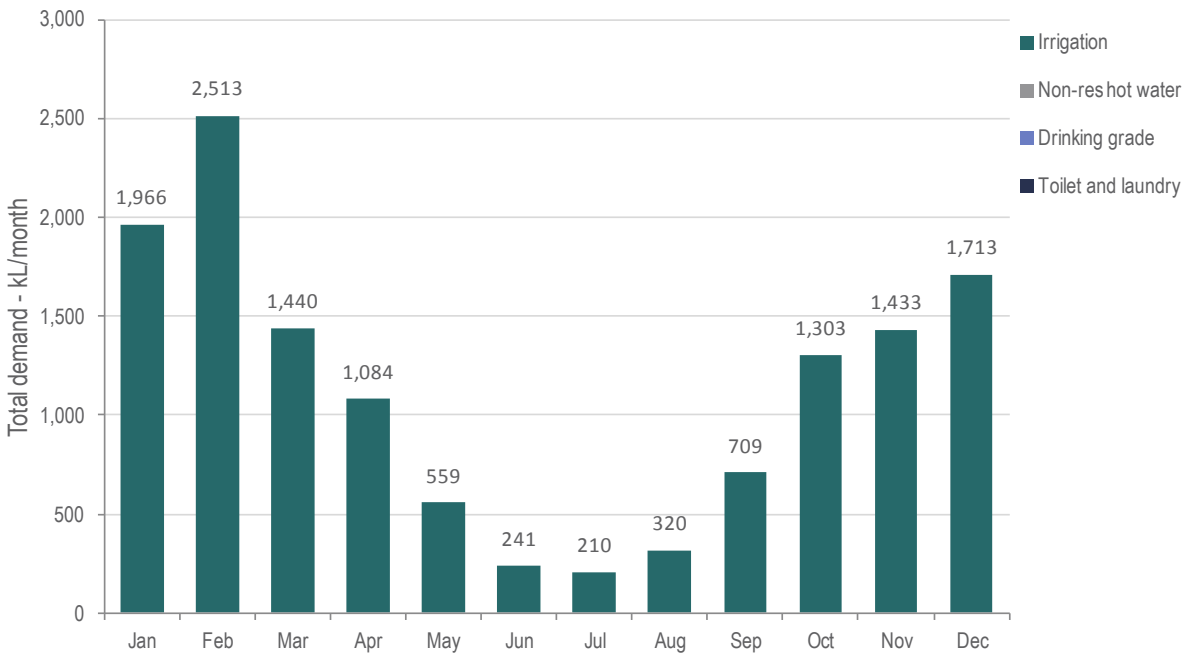


Figure 6: Non-Residential total water demands by end use, by month

AVERAGE DAILY NON-RESIDENTIAL WATER DEMANDS

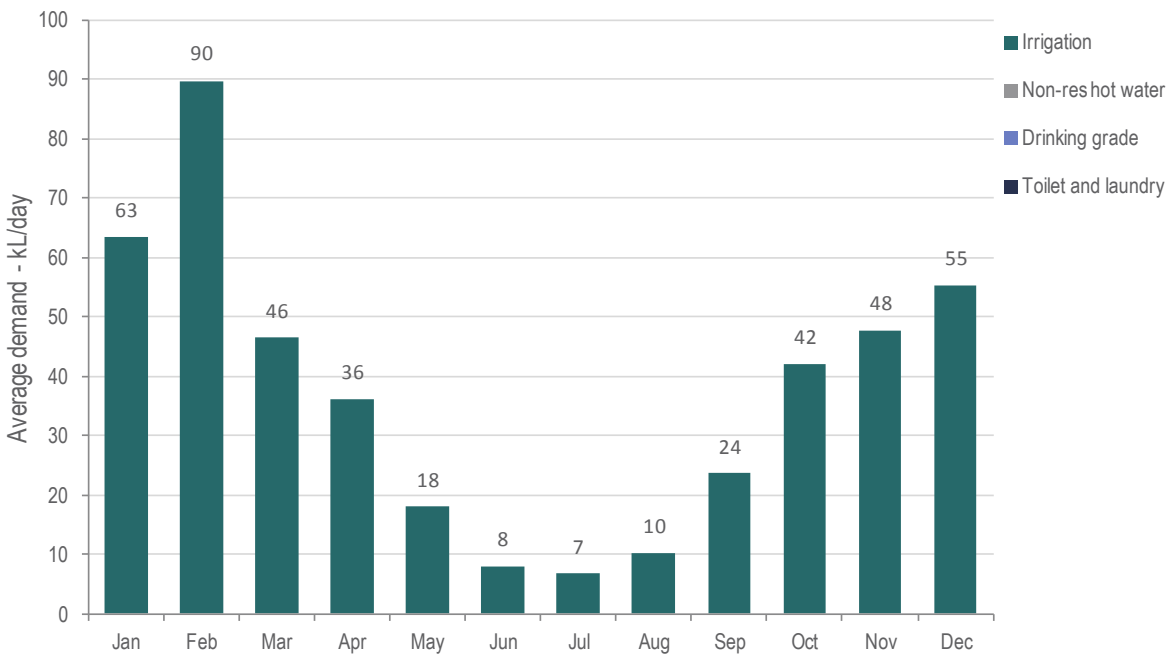


Figure 7: Average daily Non-Residential water demands by end use, by month



2.3 TOTAL AND PEAK WATER DEMANDS

Total water consumption, drinking water demand and recycled water demands are outlined in Tables 5 to 7, showing both total and peak demands for each use.

**Total water demands** are outlined in Figures 8 to 10 (monthly totals) and Figures 11 to 13 (daily average), summarising the results of the residential and non-residential demands for both drinking and recycled water demands.

As with the individual residential and non-residential demands, month to month variation is predominantly due to changes in irrigation demands. The irrigation demand analysis takes into account hourly rainfall data and cumulative period since the last rain event and irrigation, to predict the time and water use of the next irrigation event. Predictions are also calibrated against real irrigation data for better alignment and accuracy (See Key Data Sources in Appendix).

**Peak water demand** (kilolitres per hour) for each month is provided in Figure 14. Peak demands for drinking and recycled water are also shown separately in Figures 15 and 16. The peak demand was determined based on the hourly maximum demand for each month, calculated based on the following variables:

- Hourly internal water demands based on a standard hourly internal water demand profile for each end use and building type.
- Hourly irrigation demands based on the irrigation area and local hourly rainfall and evaporation rates.

Due to the fact that internal water demand is relatively consistent over time, in all cases, outdoor irrigation demand is the key contributor towards peak water demands. It should also be noted that peak demands for drinking water and recycled water (Figures 15 and 16) do not necessarily add up to the total peak demand (Figure 14) as the individual peak demands may occur at different times.

TOTAL WATER DEMAND PROFILE

FACTOR	RESIDENTIAL	NON-RESIDENTIAL	TOTAL
Average Daily Demand - kL/d	367	37	404
Peak day - kL/d	920	195	1116
Peak hour – kL/hr	80	17	95

Table 5: Demand profile for the Jacaranda Ponds development

DRINKING WATER DEMAND PROFILE

FACTOR	RESIDENTIAL	NON-RESIDENTIAL	TOTAL
Average Daily Demand - kL/d	173	0	173
Peak day - kL/d	249	0	249
Peak hour – kL/hr	26	0	26

Table 6: Demand profile for the Jacaranda Ponds development

RECYCLED WATER DEMAND PROFILE

FACTOR	RESIDENTIAL	NON-RESIDENTIAL	TOTAL
Average Daily Demand - kL/d	194	37	231
Peak day - kL/d	706	195	902
Peak hour – kL/hr	61	17	77

Table 7: Demand profile for the Jacaranda Ponds development

TOTAL WATER DEMAND

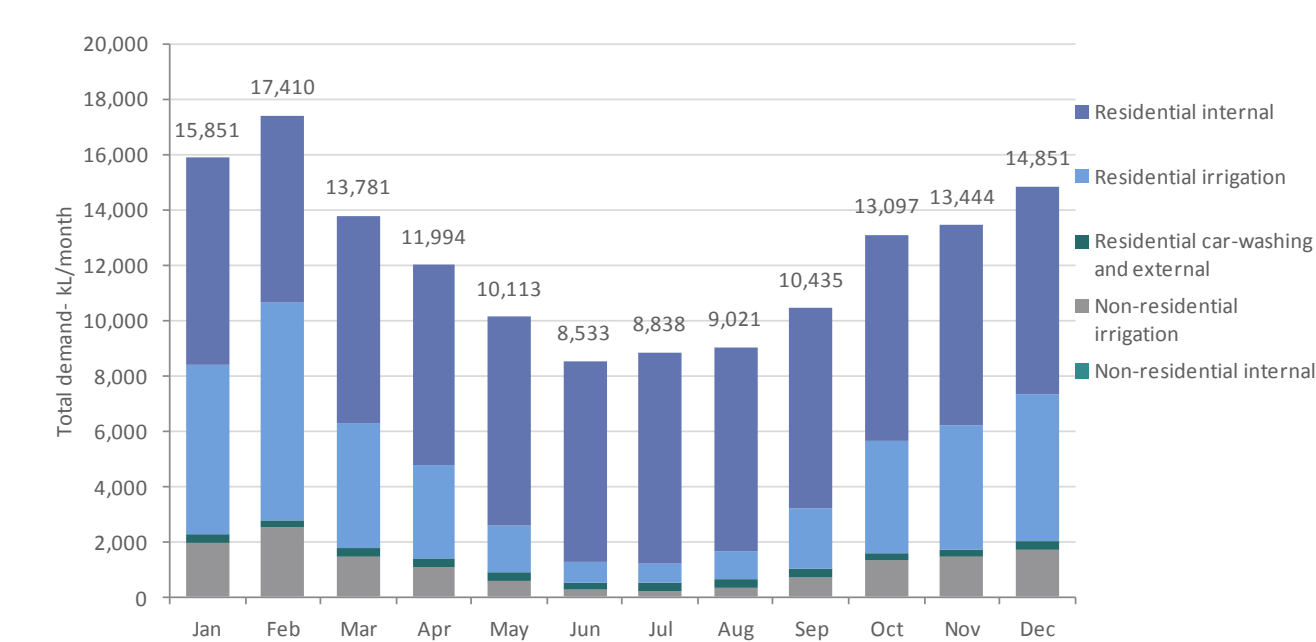


Figure 8: Total water demand by month



TOTAL DRINKING WATER DEMAND

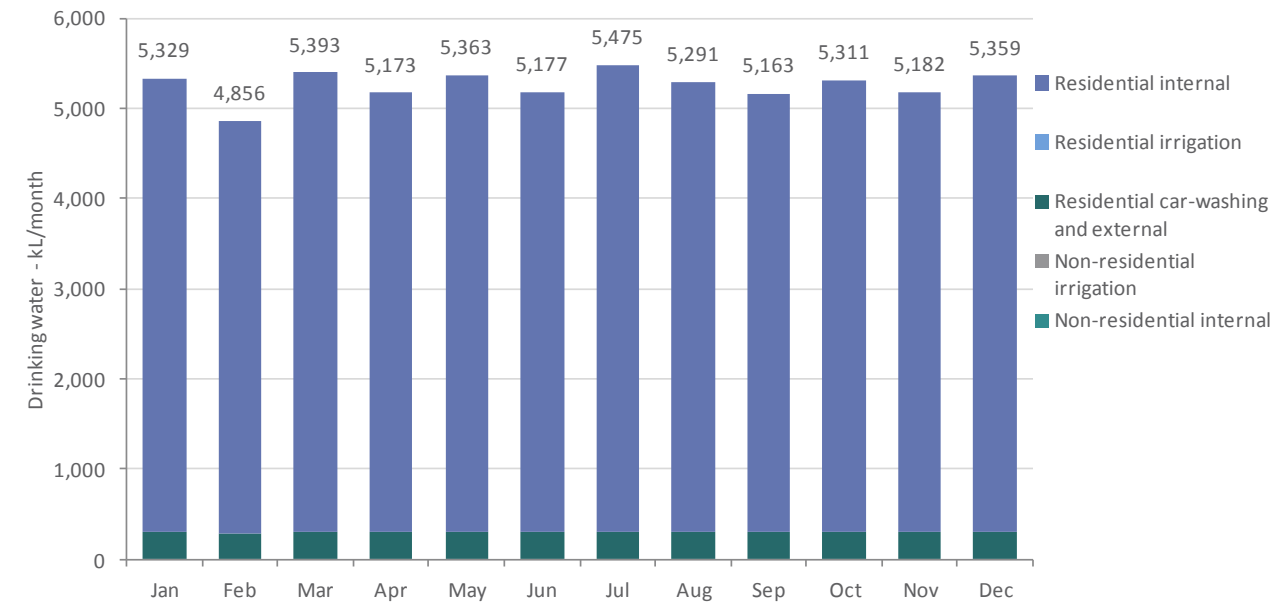


Figure 9: Total drinking water demand by month

DAILY AVERAGE WATER DEMAND

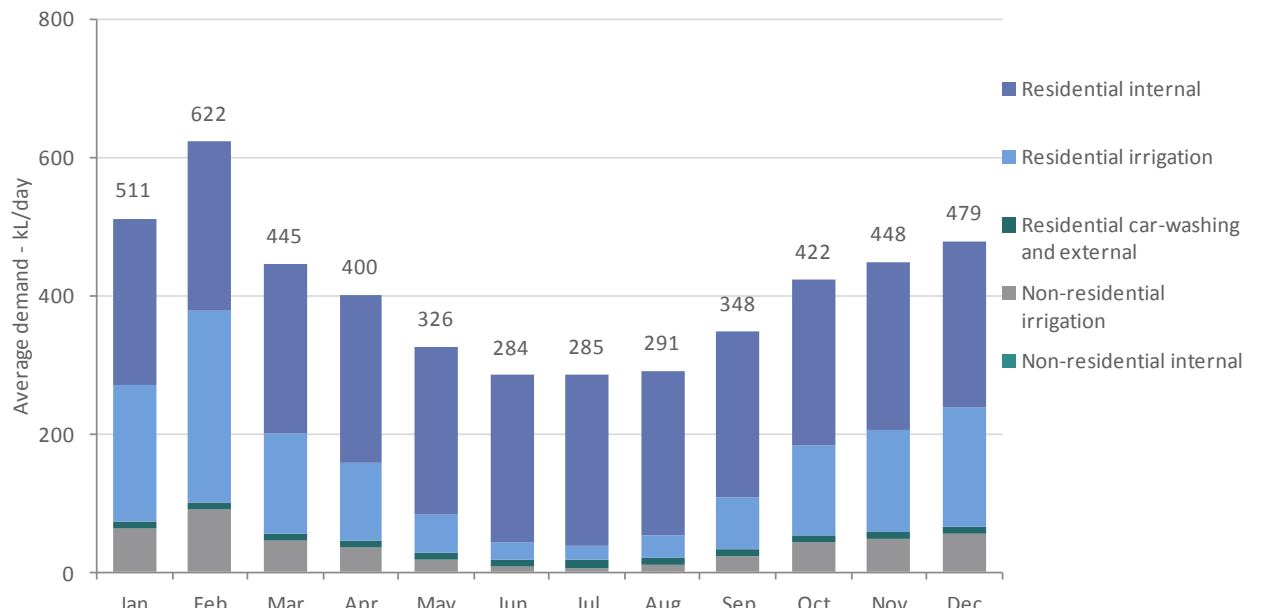


Figure 11: Daily average total water demands by month

TOTAL RECYCLED WATER DEMAND

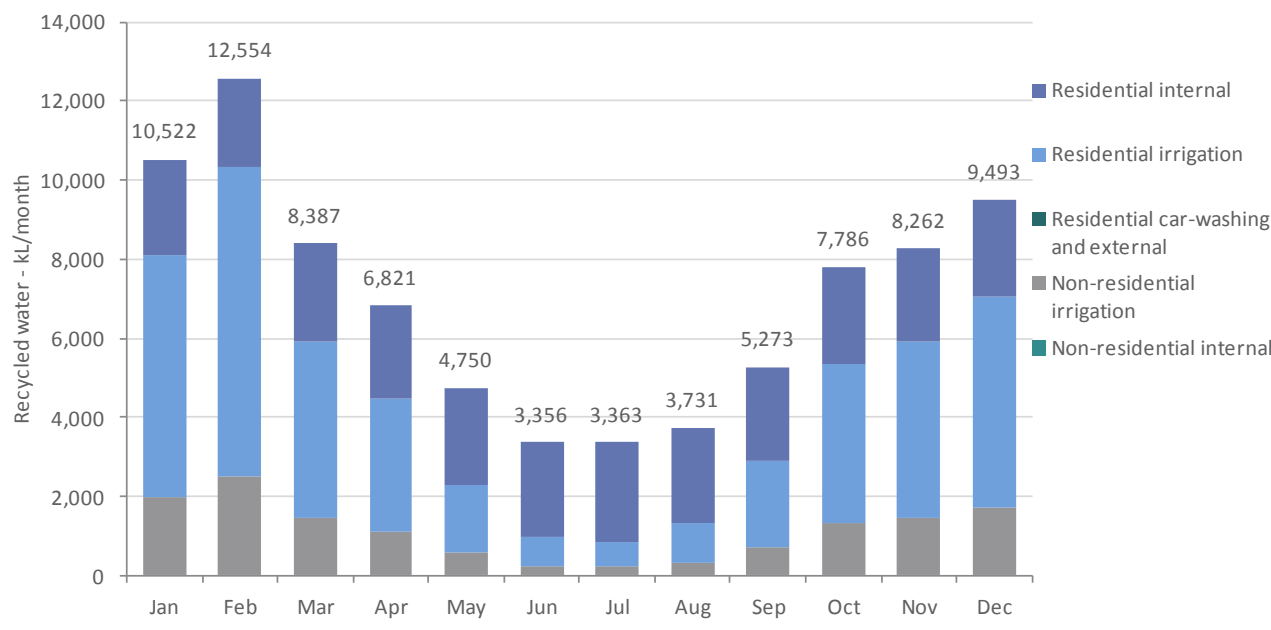


Figure 10: Total recycled water demands by month

DAILY AVERAGE DRINKING WATER DEMAND

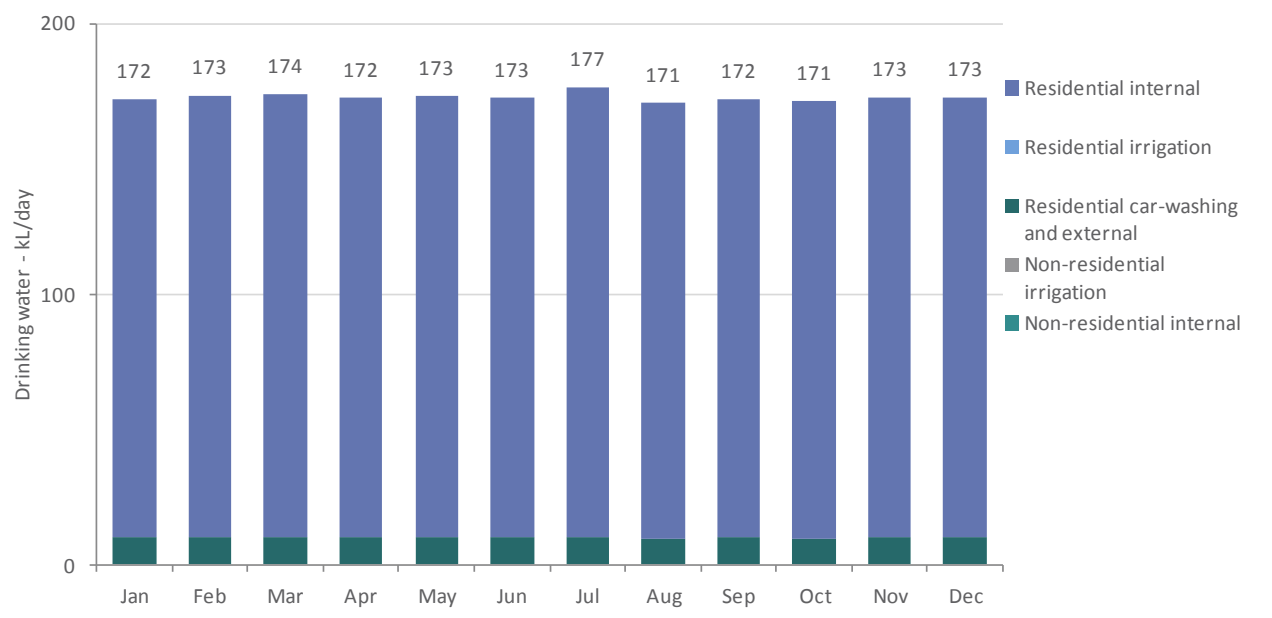


Figure 12: Daily average drinking water demand by month





DAILY AVERAGE RECYCLED WATER DEMANDS

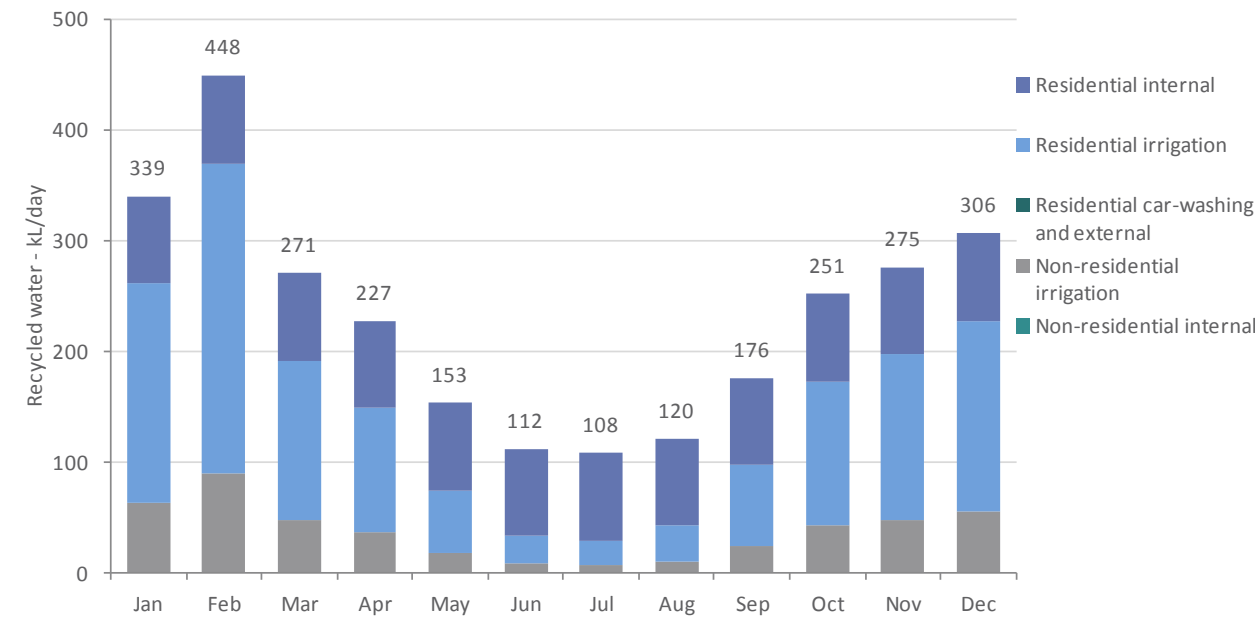


Figure 13: Daily average recycled water demand by month

PEAK RECYCLED WATER DEMANDS

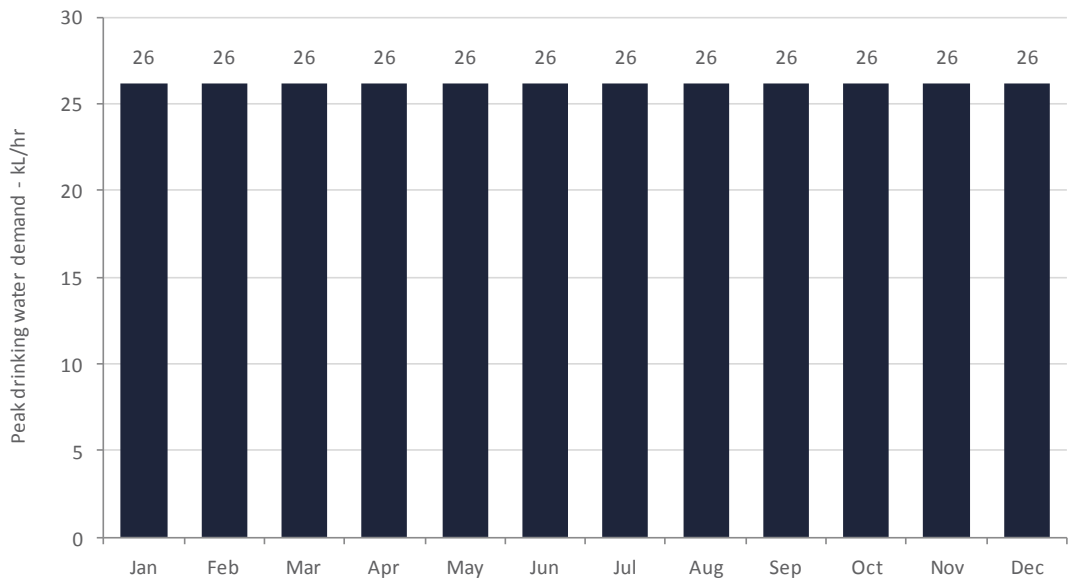


Figure 15: Peak recycled water demands by month

PEAK TOTAL WATER DEMANDS

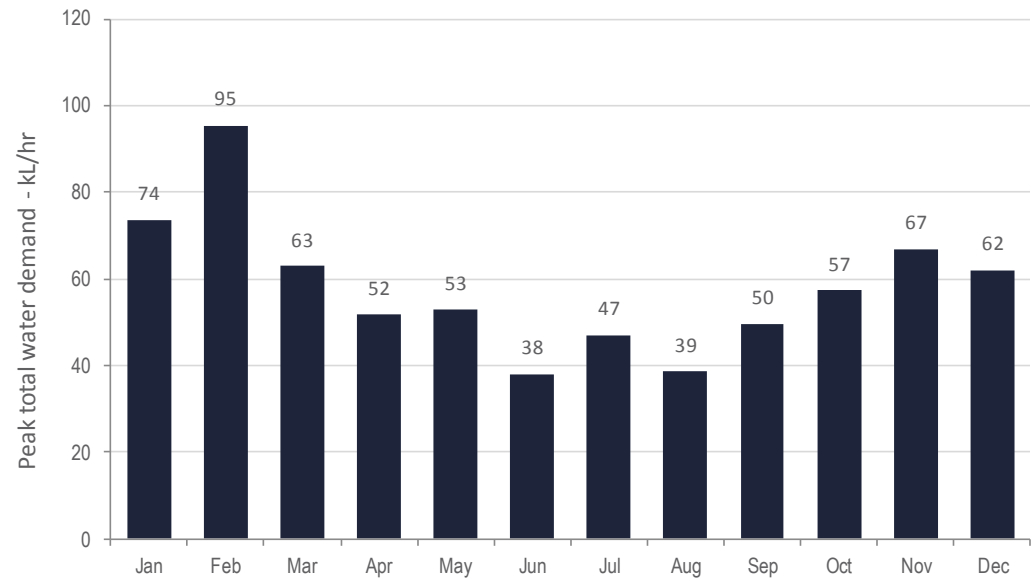


Figure 14: Peak total water demand by month

PEAK DRINKING WATER DEMANDS

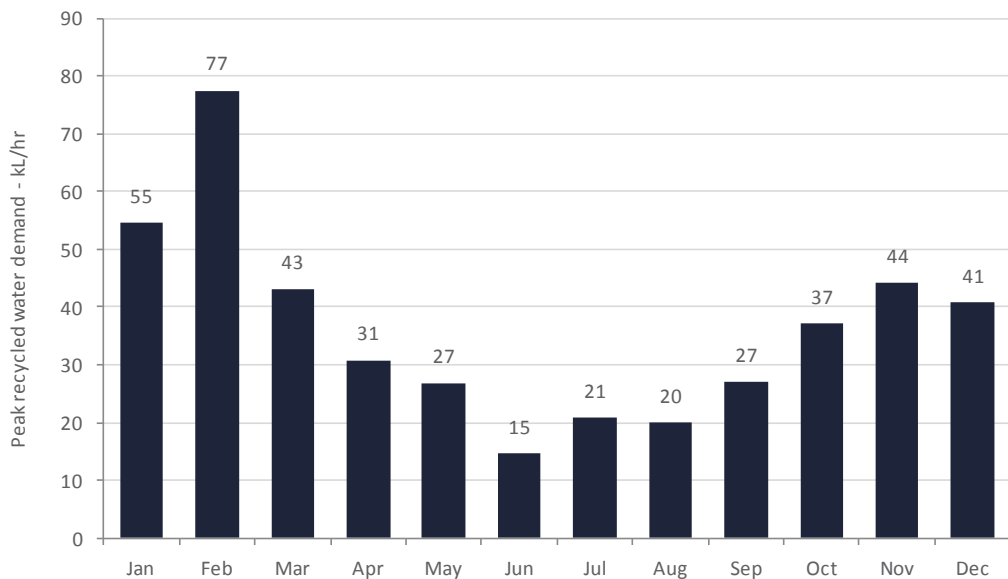


Figure 16: Peak drinking water demand by month

**NOTE:** Peak demands for drinking water and recycled water (Figures 15 and 16) do not necessarily add up to the total peak demand (Figure 14) as the individual peak demands may occur at different times.



3. SOURCE WATER PRODUCTION

3.1 SOURCE WATER PRODUCTION

Source water for the recycled water scheme is sourced from sewage production. Residential and non-residential sewage production is calculated based on the specific building types proposed for the Jacaranda Ponds development (as shown previously in Tables 3 and 4).

Table 9 outlines the average daily and peak sewer production for the residential and non-residential components of the development. Source water production from the residential and non-residential buildings is broken down further in Tables 8 and 10.

RESIDENTIAL SEWAGE PRODUCTION

Water End Use	Per Person Sewage Production L/day	Development Sewage Production kL/day
Shower	28.5	60.4
Kitchen Sink	7.0	14.9
Bathroom Basin	1.4	2.9
Dishwasher	2.1	4.5
Laundry trough	5.1	10.9
Bath	8.6	18.2
Leaks & Fire test	-	-
Toilet	17.5	37.2
Washing Machine	23.1	49.0
Car Washing	-	-
Other External	-	-
Common Area Irrigation	-	-
TOTAL	93.2	198.1
AVE. DWELLING	341.6	-

Table 8: Residential dwelling end use specifications and per person daily sewage production used in the analysis

SOURCE WATER PRODUCTION PROFILE

FACTOR	RESIDENTIAL	NON-RESIDENTIAL	TOTAL
Average Daily Production - kL/d	198	0	198
Peak day - kL/d	286	0	286
Peak hour – kL/hr	30	0	30

Table 9: Demand profile for the Jacaranda Ponds development

NON-RESIDENTIAL SEWAGE PRODUCTION

Water End Use	Sewage Production (L/m2/day)	Development Sewage Production kL/day
Public Open Space	0.0	0.0
TOTAL	TOTAL	0.0

Table 10: Non-Residential specifications and average annual demands used in the analysis



4. RECYCLED WATER SYSTEM PERFORMANCE

4.1 RECYCLED WATER SYSTEM CONFIGURATION

The recycled water system for Jacaranda Ponds was configured as follows:

- Connection to all dwellings for toilet and washing machine (cold tap) and garden irrigation
- Connection to all open space for irrigation
- Storage tank is sized at 1.2 ML
- Volume losses of 2% are considered for the UF and membrane bioreactor processes

4.2 WATER BALANCE

The average daily performance of the recycled water system at full build out of Jacaranda Ponds is in Figure 17 and the key water results are shown in Table 11.

Water Source	ML per year
Total Precinct Water Demand	147
Sewage Production	72
Recycled Water Demand	84
Recycled Water Demand Met	63
Water Import for Recycled Water Use	22
Drinking Water Demand for Drinking Water Uses	63
Water available for off-site use	9

Table 11: Estimated development average water balance with recycled water system at full build out

Water Import for Recycled Water Use

The model shows that, at full build out, 22 ML/yr of potable water top-up (water import) will be required to service non-drinking water uses. This occurs primarily over the summer months when irrigation demand is above average and outpaces source water production.

ANNUAL AVERAGE DAILY FLOWS IN KL/DAY

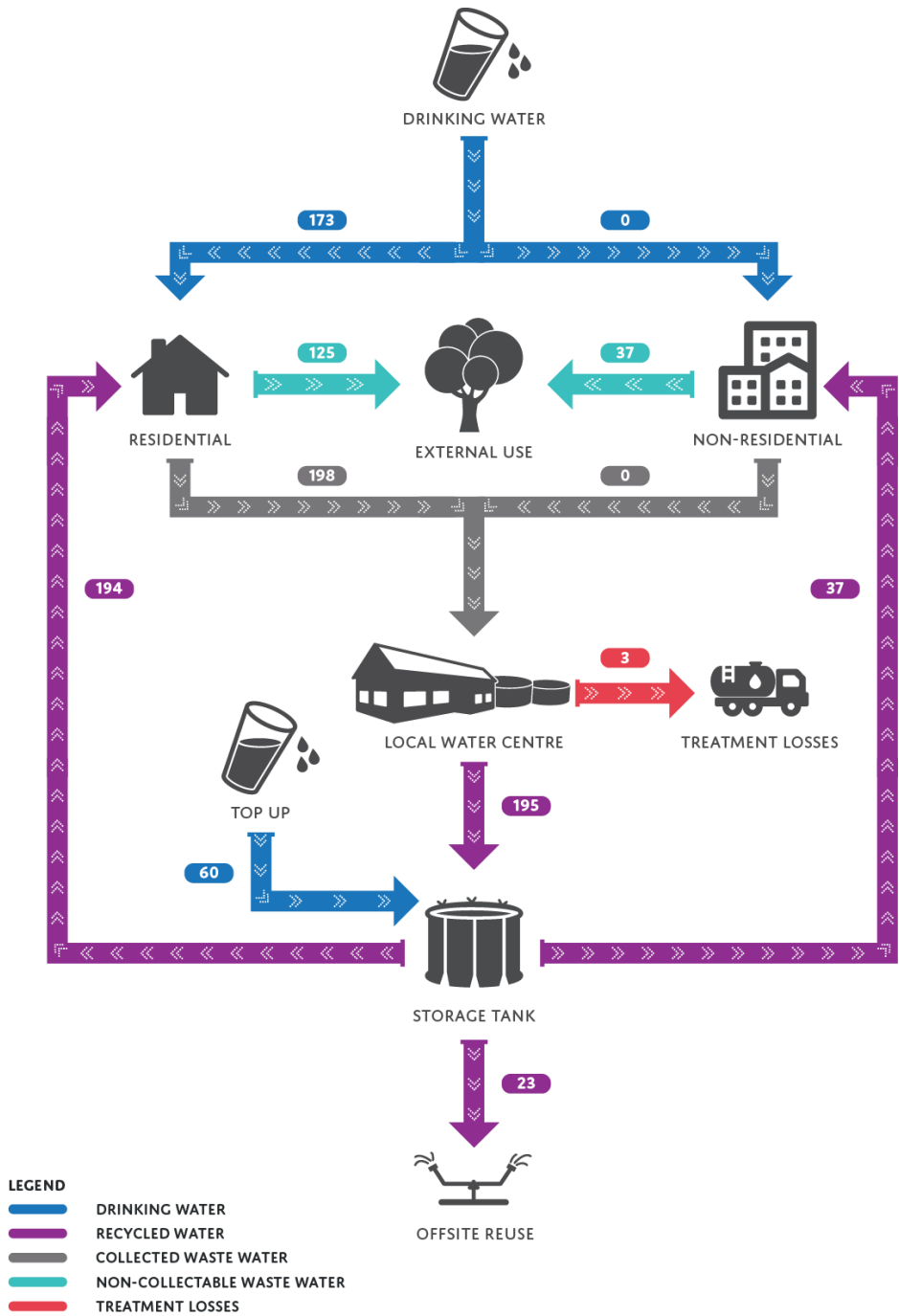


Figure 17: Schematic of the recycled water system showing annual average daily flows and treatment losses in kL/day.

**Note** - The sum of monthly recycled water use and discharge to sewerage does not always equal the total sewage production, due to the hourly analysis run by CCAP Precinct and the storage tank actively accepting and supplying water in order to minimize top-up, e.g. sewage production in excess of the recycled water demand is kept in the flow balance or recycled water is kept in the recycled water storage tanks, for periods where sewage production cannot meet the recycled water demand.





RECYCLED WATER SYSTEM PERFORMANCE AT FULL BUILD OUT

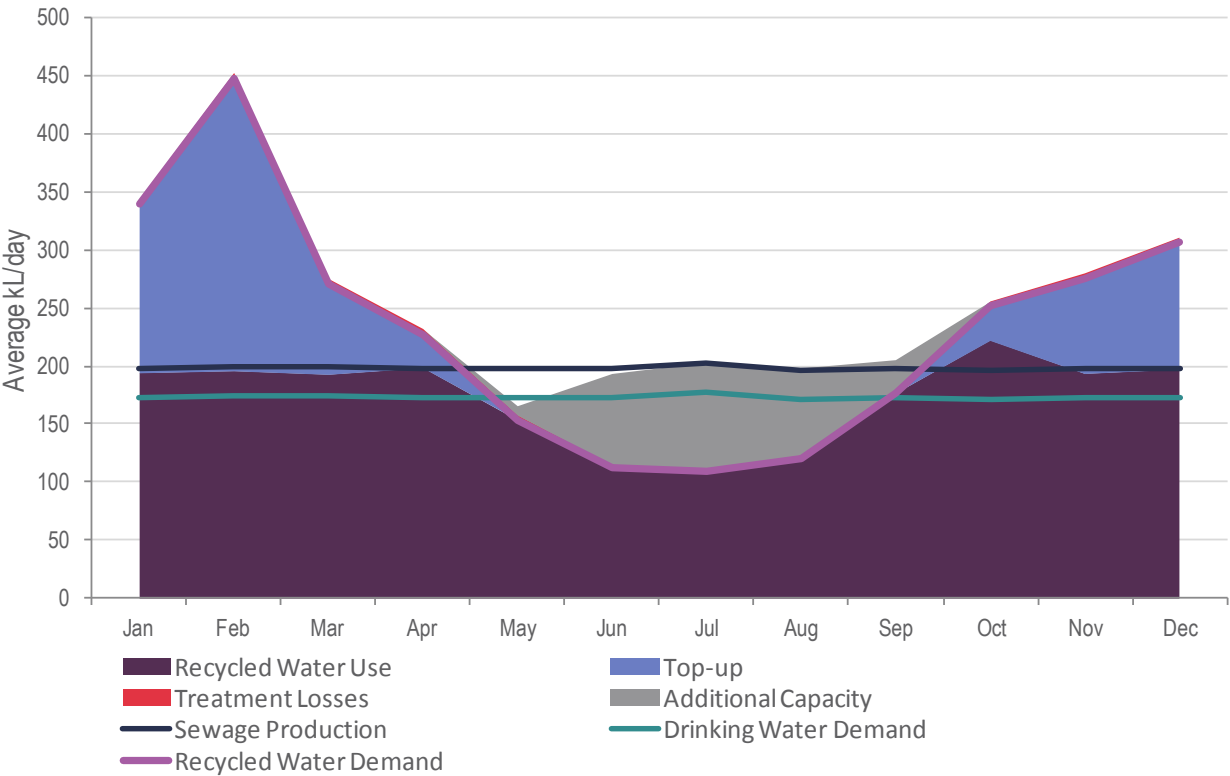


Figure 18: Recycled water system performance showing monthly recycled water use, demand and exported sewer.

Recycled Water System Stored Volume

Figure 20 outlines the hourly recycled water storage volume over the year, reflecting the high variability in recycled water use throughout the year. On average, the daily stored volume in the recycled water system tanks is about 40% capacity or 0.49 ML.

4.3 BASIX COMPLIANCE

With connection to the recycled water system, residential dwellings at Jacaranda Ponds are estimated to achieve an average **BASIX water score of approximately 60**.

RECYCLED WATER STORED VOLUME

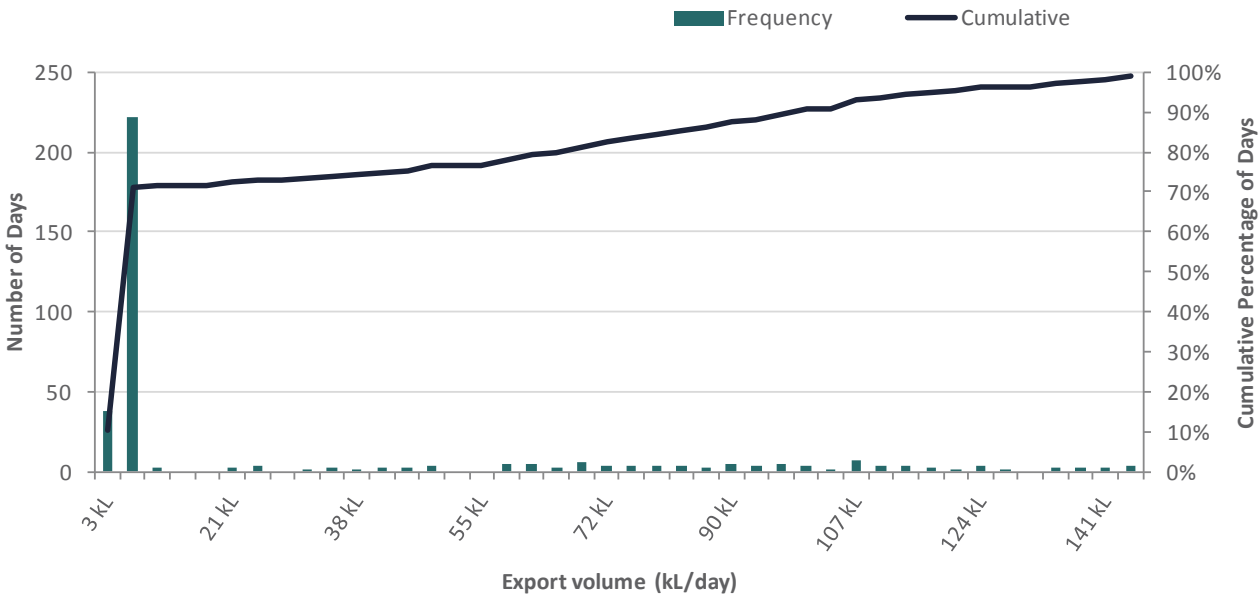


Figure 19: Frequency distribution of daily sewer export

RECYCLED WATER STORED VOLUME

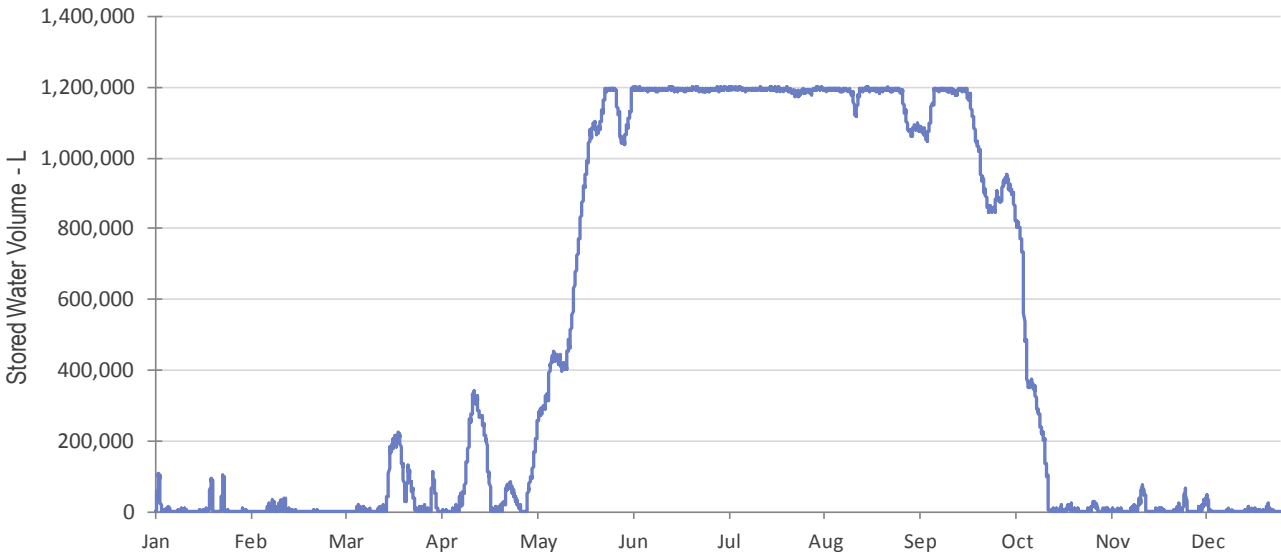


Figure 20: Hourly recycled water stored volume for the recycled water system



# APPENDIX

## KEY DATA SOURCES

- ACADS-BSG Australian Climatic Data (Reference Meteorological Year, RMY) for hourly temperature, insulation and humidity.
- Bureau of Meteorology local rainfall and evaporation data (station 67021 – Richmond – UWS Hawkesbury, 140 km from development, synthesized RMY)
  - Data is from the representative weather station for the local climate zone (NatHERS zone 28)
  - The RMY (Representative Meteorological Year) is synthesized from a composite of 12 typical meteorological months that best represent the historic average of the specified location using post-1986 data in addition to the earlier weather data for each of the 69 climate zones in Australia. The total rainfall and evaporation for this climate zone is:

Annual rainfall (mm) - 728

Annual evaporation (mm) – 1,391
- Department of Resources, Energy and Tourism, 2010, Energy in Australia – 2010, ABARE, Canberra
- Kinesis 2014, Additional water end use breakdowns derived from first principle analysis of residential and non-residential building types.
- National Water Commission, 2011, National performance report 2009-2010: urban water utilities, National Water Commission, Canberra
- NSW Department of Planning, BASIX Residential Water Consumption Data (2010)
- Sydney Water Best Practice Guidelines for water conservation in commercial office buildings and shopping centres (2007),  
[http://www.sydneywater.com.au/web/groups/publicwebcontent/documents/document/zgrf/mdu0/~edisp/dd\\_054580.pdf](http://www.sydneywater.com.au/web/groups/publicwebcontent/documents/document/zgrf/mdu0/~edisp/dd_054580.pdf)
- Sydney Water Best Practice Guidelines for holistic open space turf management (2011),  
[https://www.sydneywater.com.au/web/groups/publicwebcontent/documents/document/zgrf/mdq1/~edisp/dd\\_045253.pdf](https://www.sydneywater.com.au/web/groups/publicwebcontent/documents/document/zgrf/mdq1/~edisp/dd_045253.pdf)

Date	Version No.	Change Summary
15/2/2016	0.1	
18/2/2016	0.2	Storage tank corrected to 1.2 ML Dwelling mix diversified to mix of 4/5 BR houses
13/4/2016	0.3	Native parklands lowered to 7.2 ha from 15 ha Name change to Glossodia Water from Jacaranda Ponds Water

## Appendix 5.1.7(a) Retail Supply Management Plan (TOC)



# Retail Supply Management Plan



# Document Issue Record

Issue Date	Revision	Issue	Issued To	Prepared By	Approved By
19/12/14	1.0	First	Flow	Felicity Clarke	Stephen McKewen
30/1/15	2	General review	Flow	Felicity Clarke	Stephen McKewen
19/6/15	3	Updated document numbers	Flow	Kirsten Evans	Steve Hall
11/2/16	4	General review	Flow	Candice Suttor / Laura Dixon	Steve Hall

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## Appendix 5.1.7(b) Customer Complaints Code



# Customer Complaints

## Purpose

The purpose of the Code of Practice is to describe the process that Flow uses to respond to complaints by Customers and their tenants about those services.

## Applicable to

This Code applies to all complaints from Flow's Customers. This Code applies to complaints regarding any Flow activity.

## Code of Practice

Flow recognises that customers may need to contact us to make a complaint if a service, product, decision or action fails to meet their expectations. This Code covers:

- Complaints handling
- Complaints resolution
- Escalation
- Compliance and continuous improvement

## Complaints Handling

Flow is committed to treating complaints promptly, fairly, equitably, confidentially and professionally at no cost to the Customer. Flow's aim is to manage complaints such that they can support the constant improvement of our Customer services.

If a Customer has a complaint regarding any aspect of our Services, the Customer should contact us and we will aim to resolve the issue as quickly as we can. Flow welcomes Customer and community feedback as it helps us to identify problems and improve our operations. You can contact us in the following ways:

- Telephone: Customer/Community Line 1300 803 803
- E-mail: [contact@flowsystems.com.au](mailto:contact@flowsystems.com.au)

All complaints will be recorded, classified and tracked in Flow's Customer Relationship Management System (**CRM**). Customers will be provided a unique "ticket" number for



each complaint which the Customer can retain and/or recall for future enquiries. This will also enable Flow to track all complaints.

Flow is committed to treating complaints promptly, fairly, equitably, confidentially and professionally, at no cost to a customer. Flow's aim is to manage complaints in a way that results in continuously improving our customer services.

If a customer has a complaint regarding any aspect of our services, they should contact us and we will aim to resolve the issue as quickly as we can. We welcome customer and community feedback as it helps us identify problems and improve our operations. You can contact us in the following ways:

- Telephone: 1300 803 803
- 
- Website: via the contact us link.

All complaints will be recorded, classified and tracked in Flow's Customer Relationship Management System (CRM). Customers will be provided a unique ticket number for each complaint, which the customer can retain and/or recall for future enquiries. This allows us to track all complaints. Any documentation received as part of the complaint will be retained in the CRM under the corresponding ticket number.

Customer complaints will be investigated by a Flow Customer Service Officer. After it's investigated, the complainant will be advised about the outcome with all comments, actions and resolutions recorded in the Flow's CRM against the corresponding ticket number.

## Complaints Resolution

Flow will receive, acknowledge, investigate, and respond to complaints promptly. Where a response and/or remedy can be provided immediately, we will provide the required information or take the necessary action to close the complaint. Where a complaint is of a serious or urgent nature, it will be resolved as soon as practical.

Our aim is to resolve a customer's problem as quickly as we can. If it cannot be resolved immediately, we will respond to, or provide a status update within 2 working days.

More complex problems may need to be looked into further and Flow will attempt to resolve complaints within 20 days of initial contact. During this time we may contact the customer for further information or the customer can contact us for an update.

Flow will protect confidential and personal information as part of its complaints handling and comply with its Privacy Policy which is available on the Flow website.



## Resources, Training & Continual Improvement

Flow will ensure that complaints are handled by appropriately trained customer services staff and that the complaints handling process is adequately resourced to meet the timeframes described above.

Flow has access to detailed reports about complaints and how they are resolved. Flow's senior management will use these reports to review and continually improve the complaints handling process, where necessary.

## Escalation

If a complaint cannot be resolved to a customers' satisfaction by Flow's Customer Services team, the matter will be referred to a higher level of management within Flow.

If a customer is still dissatisfied with the outcome, they may choose to contact the Energy and Water Ombudsman NSW (EWON). Flow is a registered member of EWON. EWON provides an independent way to resolve complaints. The Ombudsman is able to make decisions without any interference, based on what is fair and reasonable in the circumstances of each case. This service is free to customers.

EWON contact details are:

- Freecall: 1800 246 545
- Freefax: 1800 812 291
- Freepost: Reply paid K1343, Haymarket NSW 1239
- Email: [omb@ewon.com.au](mailto:omb@ewon.com.au)
- Website: <http://www.ewon.com.au/index.cfm/contact-us/>

Term	Definition
Complaint:	<p>This following definition is based on the Australian Standard for Complaint Handling -AS ISO 10002- 2006:</p> <p>A complaint is an expression of dissatisfaction made to Flow or its contractors related to its products or the complaint handling process itself, where a response or resolution is explicitly or implicitly expected.</p> <p>A complaint may be lodged by a customer, consumer, their representative or a member of the public.</p>



Customer:	<ul style="list-style-type: none"><li>• The owner of premises to which we supply services, or</li><li>• A tenant of the owner of the premises to which we supply services and who uses those services, or</li><li>• A consumer of Flow's products</li></ul>
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## Appendix 5.1.7(c) Missed Payments and Debt Recovery Code



# Missed Payments

## Purpose

This document outlines our code of conduct for customers that have missed one or more payments.

## Applicable to

This policy applies to all customers.

## Code of Conduct

If a customer is having difficulty paying a bill or is concerned about not being able to pay on time, Flow will try to reach an achievable agreement with the customer to pay what is owing.

The options may include:

- a short extension of time;
- a payment plan to pay the account in regular instalments over an agreed time-frame;
- a budget plan where regular manageable amounts are debited from the customer's nominated account; or,
- access to a Payment Assistance Scheme that operates through local welfare agencies.

## Collection

### Reminder Notice:

If a customer fails to make a payment on the due date, Flow will contact the customer, including sending a reminder notice.

### Warning Notice:

At least 7 days prior to taking action for non-payment, Flow Systems will send a payment warning notice that:



- a. provides information about help that is available to the customer, including information about EWON and Flow's payment assistance policy; and
- b. advises the customer that the payment is overdue and must be paid to avoid legal action or supply restriction; and
- c. caution that, if legal action is taken or supply restricted, the customer may incur additional costs in relation to those actions.

### In the case of a tenant

Our legal and billing relationship is with the owner of the property. We do not bill tenants for our services. Any arrangement that a tenant has with the landlord is a private matter between them.

If a landlord has missed an account payment, Flow may allow a short extension of time so the tenant can contact the property owner or managing agent. Flow will not begin any recovery action during this agreed period.

### In the case of a business

For business customers, Flow may offer a short extension of time to allow settlement of the account, based on reasonable commercial considerations. In considering these options, overdue accounts attract interest charges.

## Actions for Non Payment

### Restriction and Legal Action

As a last resort, Flow may restrict the supply of services to a property and/or take legal action. This will happen if:

- a. more than 14 days have elapsed since the issue of the reminder notice to the customer;
- b. more than 7 days have elapsed since the issue of the warning notice to the customer;
- c. Flow or its agent has attempted to make contact with the customer by telephone, email or in person, about the non-payment;
- d. the customer has been notified of the proposed restriction or legal action and the associated costs, including the cost of removing the restriction device; and,
- e. the customer has;
  - i. been offered a flexible payment plan and has refused or failed to respond; or
  - ii. agreed to a flexible payment plan and has failed to comply with the arrangement.



### Limits on restriction and legal action

Flow will not begin legal action or take steps to restrict a customer's service due to non-payment if:

- a. the customer has lodged an application for a government funded concession relating to amounts charged by Flow and the application remains outstanding; or
- b. the customer is a landlord, and:
  - i. the amount is in dispute between the Customer and the tenant; or
  - ii. the amount in dispute is subject to an unresolved complaint procedure in accordance with Flow's Customer Complaints Code.

### Additional limits on restriction

Flow will not take steps to restrict a Customer's service due to non-payment if:

- a. it is a Friday, public holiday, weekend, day before a public holiday, or after 3pm; or
- b. the customer is registered as medically dependant.

If the supply to a customer's property is restricted, Flow will continue to provide water for basic health and hygiene purposes and endeavour to notify the occupants either by email or a phone call when the supply is restricted.

### Removal of restrictions

Flow will restore a restricted service within 24hours of becoming aware that the reason for the restriction has been resolved.

Before the service is restored, the customer needs to pay the overdue amount or agree a payment arrangement. Flow may impose a reasonable charge to cover its costs for the removal of the restriction.

Flow always prefers to help customers (and customer's tenants) with financial difficulties, rather than restrict its services.

If you have a problem with a missed payment please get in touch with us asap at [contact@flowsystems.com.au](mailto:contact@flowsystems.com.au) or 1300 803 803.