

## DEBT RECOVERY AT STATE WATER

August 2007

At State Water, we recognise that most customers settle their water accounts on time. While revenue collection is paramount, we take a compassionate approach in the collection of water debts and will try to develop a solution by considering your personal situation.

### ***Our Debt Recovery Procedure***

Invoices are issued within 45 days of the end of each billing period, with payment terms of 30 days.

Reminder notices will be issued and State Water will only take action to formally suspend an access licence as a last resort, if payment is not received after the final notice.

All water trading rights will be suspended for those customers with outstanding debts and proceeds from any prospective trade will be directed towards payment of the debt.

State Water will refuse to accept water orders from customers who are in default of payment terms or in breach of negotiated payment plans.

Any water extracted without a valid water order will be treated as an illegal extraction and be subject to compliance action, including penalties and suspension action.

Water debts are not written off and remain with a licence, even on transfer or sale.

### ***Price Determinations***

State Water's prices are set by the Independent Pricing and Regulatory Tribunal (IPART) and cover the cost of maintaining and operating the dams and

weirs, as well as the cost of delivering water. The current prices were set by IPART in September 2006 and are effective until 2010.

### ***Negotiated Payment Terms***

We want all our customers to have continued access to water supplies, therefore we offer flexible arrangements in settling your account if you are experiencing genuine hardship.

State Water will consider all applications to defer payments. However, requests for negotiated payments are not automatically approved. Details of the documentation required to negotiate payment terms of more than three months are outlined at [www.statewater.com.au](http://www.statewater.com.au).

Talk to your local Customer Service Officer if you have any concerns, or contact our Billing Unit on 1800 353 091 or by email to [billing@statewater.com.au](mailto:billing@statewater.com.au).

Fish River Water Supply customers should call 6355 1106.

### ***Your Privacy***

Any information provided by customers in the process of settling their water accounts will be treated confidentially, in accordance with the requirements of the *Privacy Act 1988*.

### ***Interest Payments***

Interest is calculated on a monthly basis and charged to customer accounts accordingly. Overdue accounts will continue to attract interest during negotiated payment periods.

**For more information contact State Water's Billing Unit on 1800 353 091**