



# CUSTOMER SERVICE CHARTER

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*Stimulating regional economic development through water access solutions*

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**HARVEY WATER SUPPLIES NON-POTABLE WATER WHICH MUST NOT BE USED FOR DRINKING, COOKING, CLEANING, BATHING, LAUNDRY OR ANY OTHER HOUSEHOLD PURPOSE AND MAY CAUSE SERIOUS ILLNESS INJURY OR DEATH IF CONSUMED OR USED IN SUCH A MANNER.**

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## LICENSE AND WATER SERVICES

South West Irrigation Management Co-operative Limited (trading as Harvey Water) (HW) provides water services under the provisions of a Water Services License (WL) issued by the Economic Regulation Authority (ERA).

The ERA granted HW WL31 which commenced on 9 October 1996. WL31 authorises HW to provide non-potable water supply services and irrigation services.

The legislation that governs the licensing of water services for HW is the Water Services Act 2012 (Act).

## HOW WE SUPPLY IRRIGATION WATER

Irrigation water is delivered to farms from five dams in the Darling Scarp through a network of pipes and open channels.

The Harvey Water Irrigation Area (HWIA) is relatively unique among Australian schemes because of the large number of water sources for the area served, the narrow width of the irrigated area and the relatively steep grades from dams to farms in general.

This has resulted in relatively steep grades of pipes and open channels supplying the irrigable land by gravity when compared to irrigation schemes elsewhere which rely on pumping. Proper operation of the scheme is necessary to ensure water is supplied without excessive water losses or threat to the structures, channels, land or other facilities. Piping the Harvey and Waroona system has enormously reduced the excessive delivery losses and damage to structures.

The water distribution scheme for both the pipe and open channel systems does not have the capacity to supply all properties with their normal irrigation supply at the same time. A system of water supply by daily scheduling is used to meet the supply needed by the individual irrigation farmer while maximising the efficiency of the distribution system and minimising water losses. This mainly applies to flood/surface irrigators who take large volumes as irrigators on the pipe system with closed type supplies (e.g. sprinklers, trickle systems) do not need to be scheduled.

This system means we need our customers to tell us through our *Ordering System for Irrigation* (OSI) how much water they want and when, well before each planned irrigation.

Our Water Controllers put together all your OSI requests and schedule water supply to be delivered when requested, as often as possible. They then operate the distribution system to deliver the water as scheduled.

## THE SERVICE WE PROVIDE TO YOU

### 1. OPENING AND CLOSING THE IRRIGATION SEASON

- 1.1 We will, if necessary, notify our customers of the opening of each irrigation season giving two weeks notice, separately for each District, by advertisement on the company website, in the local newspapers and by Short Message Service (SMS) to mobile phones. The Water Year runs from October to September, with irrigation occurring normally from October to April.
- 1.2 We will, if necessary, give five days notice of the closure of the irrigation season, separately for each District. This will happen when demand for supply falls below the level of economic operation of the system, and with the expectation that demand will not again increase (Harvey Water expects that irrigators will fill their dams in this period). Notice will be by advertisement on the company website, in the local newspapers and by SMS.

## 2. SERVICE DELIVERY

- 2.1 We will endeavour to supply irrigation water that is safe for the irrigation of pasture, crops and the watering of stock. However, due to the nature of the dam catchments and the remaining open channel and piped distribution system, we cannot guarantee that actions beyond our control will not compromise the quality of the water delivered on farm. Supply of irrigation water for any other purpose may be made on application. If supply is to be made, it would be provided under the terms of a Special Agreement between Harvey Water and the Applicant.
- 2.2 We will supply our customers with their irrigation water order within a period of up to two days before and three days after the date requested for supply (the '6 Day Rule'). We will always endeavour to supply the water required on the day requested. We may need to schedule the water within this six day period if other customers' requirements have fully utilised the capacity of the system or in order to maximise the efficient use of water.
- 2.3 We will provide a toll free, efficient and user friendly system for placing irrigation orders (OSI). An automated ordering system will be utilised, allowing our customers to place their order directly into our irrigation management system. The system will inform irrigators how much water they have left to help them avoid penalties for using more than their allocation.
- 2.4 We will provide information back to our customers by telephone or SMS message, advising them when their order is scheduled for delivery.
- 2.5 We agree that should there be a need to vary a previously advised delivery date and time, the Water Controller will contact the irrigator to explain the reason for the variation and advise the rescheduled delivery time.
- 2.6 Where beneficial, and in order to maximise the efficient use of water, Harvey Water may supply water earlier, more than two days before the date requested, if acceptable to the customer. The customer will be consulted directly in this instance and a suitable date and time negotiated.
- 2.7 We will allow at our discretion the transfer of water entitlements as follows:
  - The Harvey and Waroona Irrigation Districts: Permanent and Temporary trades within and between the Districts.
  - Logue sub-District: Temporary trades only within, into (in some seasons) or out of the District. Permanent trades within or out of the District are permitted, but not into the District.
  - Collie River Irrigation District: Permanent and Temporary trades within the District only.

All temporary and permanent trades are subject to the completion of the *Transfer of Water Entitlement Application* by both parties and receiving payment of any fees and charges including any arrears in Fixed Charges or Delivery charges relating to their shareholding. Both parties must be members of the Cooperatives.
- 2.8 We will allow irrigators with more than one TWE in the same District to pool this water so that water can be delivered to any supply point within that pool in that District. By completing the pooling administration process, the irrigator will not have to transfer water between their TWE each year, they will get one invoice each month and one copy of any information sent out by Harvey Water.
- 2.9 We will make "out-of-season" water requirements on the channel system available in a zoning roster which will be subject to the availability of the system. We will limit the alteration of the supply to normal business hours using a zone roster to reduce waste, unless the applicant is prepared to meet the actual cost of the system operation and delivery outside these hours. Irrigators on the pipe schemes have essentially fulltime access to water all year. If restrictions or zoning become necessary, the conditions will apply to all irrigators.

## CHANNEL

- 2.10 In our open channel systems we will endeavour to supply a consistent flow rate of between 7-10 revolutions of the Dethridge wheel per minute. Operation at this rate will ensure a supply of between 8-12 Megalitres per day (MLD) for large wheels or 4-6 MLD for small wheels.
- 2.11 We will be responsible for maintenance and upkeep of our channel system. The removal of debris from our channel is important for efficient water delivery. The Water Controller will remove debris from the channel however this will be left along the channel access way for the irrigator/land owner to clear.
- 2.12 We will be responsible for the operation of all Dethridge wheel supply points on open channels at the start and finish of each watering. The irrigator is responsible to monitor the operation of the wheel during each watering, with support from the Water Controller.

## PIPES

- 2.13 We cannot guarantee any level of pressure in the Pipe Schemes in Harvey and Waroona, but we will endeavour to maintain an operating pressure through efficient scheduling of watering by the Water Controllers.
- 2.14 We will endeavour to supply 12 MLD for a 250mm meter and 6 MLD for a 200mm meter.
- 2.15 There will be joint responsibility between the Water Controller and the irrigator for the operation of flood irrigation supply points and each supply of this type must be ordered and scheduled.
- 2.16 Irrigators on the pipe system operating closed type systems such as pivots, sprinklers or trickle irrigation need not order water but may independently manage their irrigation supplies.

## 3. ASSET MANAGEMENT

- 3.1 It is our obligation as per Water Services Act (2012), section 129(5) to provide written notice for proposed entry at least 48 hours in advance when it is necessary to enter onto private land for routine inspection or maintenance excluding meter reading.
- 3.2 We will ensure cost effective supply system maintenance is carried out to enable efficient and effective distribution of water to customers' supply points.
- 3.3 If in the course of carrying out maintenance and operations Harvey Water needs to remove or erect a fence or gate we will give you 48 hours notice and discuss this with you. This complies with the Water Services Act (2012), section 139(2)(f).
- 3.4 It is our obligation as per Water Services Act (2012), section 173(4) & section 174(1) to provide written notice of entry at least 48 hours in advance when it is necessary to enter onto private land for planned major construction works which is likely to cause disruption. However, because of the nature of irrigation operations, and the frequent need to enter onto our customers' properties, we are not always able to advise of entry onto your land for routine operations and maintenance. We will endeavour to contact you in person prior to entry. Should you not be present we will leave a calling card or send an SMS message to advise of our visit.
- 3.5 We will maintain existing cattle stops in our channels at property boundaries where practicable. Cattle stops will not be provided or maintained when land is subdivided or individual lots within the farming unit are sold. We will also provide cattle escapes where

there is a likelihood of stock being trapped in channels and causing interference with operations.

- 3.6 We will endeavour to prevent disruptions to supply; however, where they are unavoidable we will limit them to a maximum of five days.
- 3.7 In the event that we need to shutdown the system we will advise as per the Water Services Act (2012) section 173(4) & section 174(1) to all customers affected in writing or by SMS at least 48 hours before the disruption occurs outlining the reason for the disruption and the expected duration.
- 3.8 In the event of an emergency shutdown of supply we will contact affected customers within six hours and advise them of the reason for the shut down and its expected duration.
- 3.9 We will endeavour to repair or replace any water meter found to be faulty before commencement of the next watering period.
- 3.10 As per the Water Services Regulations (2013), section 26(5) if on testing the meter, it is not found to be within the prescribed tolerance for that type of meter Harvey Water will adjust the reading and charges with which the owner or occupier is dissatisfied. Harvey Water will also in this circumstance bear the costs of the testing, which includes refunding or crediting the charge (if any) paid under subregulation (3).
- 3.11 Where a meter is found to be recording incorrectly we will estimate water consumption based on crop type, watering duration and supply point capacity for the period the meter is considered to be faulty.
- 3.12 We will thoroughly investigate all instances where supply points or measuring devices (meters) appear to have been tampered with, and may withhold supply while the cause is investigated. Where, in our opinion, water theft has occurred we will estimate the quantity not properly measured and charge the property owner accordingly.
- 3.13 We will continue a program of investment in new technology to ensure the water distribution system is capable of meeting customer needs at lower real costs while reducing water losses.
- 3.14 Harvey Water only takes responsibility to deliver water to a supply point and measuring device. Beyond that point water management is the customer's responsibility. If a problem occurs beyond the measuring device then the full cost of the consumption and the repairs will be borne by the customer.

#### **4. CUSTOMER BILLING**

- 4.1 We will raise an invoice of equal value for the Fixed Charges immediately after the end of month of July, September and December each year. Accounts issued will contain all the necessary information to enable our customers to identify the property and service being charged, as well as details to enable account payment.
- 4.2 We will issue accurate Water Delivery accounts on a monthly basis during the irrigation season within five working days of the end of the month. Delivery accounts will enable our customers to identify the date of watering, the supply point(s) used, the consumption during the billing period and the year to date total.
- 4.3 We will charge customers the advertised penalty rate if they consume more than their allocation without transferring in extra water.
- 4.4 We will raise an invoice for By-Law 11 services on 31 December of each year.

- 4.5 We will charge interest at 1.5% above the prevailing bank rate on overdue accounts and may refuse supply to any customer where Fixed Charges and/or Delivery Charges remain unpaid more than 30 days beyond the due date.

## 5. CUSTOMER CONTACT

- 5.1 We will keep our customers fully informed of all matters which may affect them through direct mail, newsletters, notices in newspapers circulating in the HWIA, SMS messaging, emails and advice through local radio stations. In particular, we will publish details of rates and charges applicable for the next financial year within five working days of the beginning of July of each year on the Harvey Water website.
- 5.2 We will respond to reports of faults within the irrigation system within two working days unless the fault is deemed urgent by the General Manager or Operations Manager. Urgent faults will be responded to within two hours. Initial responses may be by telephone or personal visit by a Harvey Water employee or contractor.
- 5.3 We will respond to your enquiries and complaints courteously and efficiently. If you are not satisfied with our initial response to your complaint, you may refer the complaint to our Disputes Committee. If your complaint has not been resolved to your satisfaction within 15 business days, you may refer the matter to the Energy and Water Ombudsman for resolution:

### **Energy and Water Ombudsman Western Australia**

Level 2, Albert Facey House

469 Wellington Street

Perth Western Australia 6000

Freephone: 1800 754 004 (free from landlines)

Telephone: (08) 9220 7588

Facsimile: (08) 9220 7599

Email: [energyandwater@ombudsman.wa.gov.au](mailto:energyandwater@ombudsman.wa.gov.au)

Website: [www.ombudsman.wa.gov.au/energy](http://www.ombudsman.wa.gov.au/energy)

- 5.4 We will reply to all written correspondence within five working days. If the matter requires investigation we will advise in writing and will nominate a date for further contact.
- 5.5 We will make available for inspection in our office during normal business hours, plans of the irrigation system and copies of legislation and by-laws relevant to the irrigation business.
- 5.6 We may carry out surveys seeking customer input or opinions on general or specific aspects of Harvey Water's service delivery or proposed changes to the nature of the services delivered from time to time..

## WHAT WE ASK IN RETURN

To help Harvey Water provide the level of service which we have outlined above, we ask that you help in the following ways:

### 1. SERVICE DELIVERY

- 1.1 Advise the Harvey Office on (08) 9729 0100 or your Water Controller of any service difficulties or faults.

- 1.2 Liaise with your local Water Controller to help ensure efficient water distribution in your area. Ensure the quantity of water that you order is sufficient to meet your watering needs so that waste or shortages are kept to a minimum. You can compare water ordered with the water used on your invoices. Six hours minimum notice is required if you wish to cancel an application for water (the six hour rule), and at least three hours notice (the three hour rule) if you wish to vary the finishing time of a watering in progress.
- 1.3 Keep us informed of your irrigation plans, crop types and watering requirements through regular liaison with your Water Controller and responding to annual crop surveys.
- 1.4 Take care when installing electric fences to allow for safe access to supply points and waterways by our staff for operations and maintenance purposes.
- 1.5 Ensure that you have enough on-farm storage capacity for stock and garden purposes to withstand channel shutdowns of up to 21 days out of season.

## 2. ASSET MANAGEMENT

- 2.1 Maintain your internal head ditches at a level which allows a 100mm fall through the Dethridge wheel and along the head ditch so that your supply point operates correctly and we can safely provide you with irrigation supply that satisfies your request.
- 2.2 Consult with us if you are planning revegetation along waterways (drains or channels) in order to minimise:
  - interference with access for maintenance purposes;
  - damage to concrete linings on channels or concrete structures;
  - impediment to water flow or any other function of the waterway.
- 2.3 Notify us of any maintenance changes or improvements that you feel would improve the operation of the irrigation system. Notice in writing should be directed to the Works Supervisor.
- 2.4 Seek to use water as efficiently as possible so as to keep waste flows to a minimum. This will help reduce groundwater levels, reduce salinity in the drains and save you money.
- 2.5 Do not discharge dairy waste or other polluting or hazardous wastes into the irrigation or drainage system.
- 2.6 Do not allow cattle to enter the irrigation system. This will reduce contamination to your downstream neighbours and prevent damage to the system.
- 2.7 Irrigators must notify Harvey Water if they wish to carry out works in the near vicinity of any Harvey Water infrastructure eg pipes, channels. Harvey Water has a free service, Dial Before You Dig, to locate such assets and provides advice before works begin. Irrigators will be liable for any damage which occurs to assets during works. Contact [www.1100.com.au](http://www.1100.com.au). This complies with the Water Services Act (2012), section 90.
- 2.8 Do not interfere with the supply point(s) and the supply point(s) fittings or settings, this includes the meter.
- 2.9 It is your responsibility to ensure that livestock do not damage the supply point(s) on your property.

## 3. CUSTOMER BILLING

- 3.1 Pay, by the due date, invoices for Fixed Charges and Delivery Charges raised for the services provided.

- 3.2 Let us know before the due date if you are having any difficulty in paying any amounts charged so that we may work with you to set up an agreed payment plan.
- 3.3 Notify us as soon as possible of any changes in address and/or ownership of property in the irrigation Districts.

## **CONTACT INFORMATION**

### **EMERGENCY CONTACT NUMBERS**

#### **DURING OFFICE HOURS**

8:00am to 4:30pm call Harvey Water Office on (08) 9729 0100

**OR**

#### **AFTER HOURS**

During the irrigation season contact your local Water Controller  
(details on Harvey Water website)

Outside the irrigation season contact  
Todd Wilson; Works Manager on (08) 9729 0113 or 0429 048 500

**Water Ordering Online:**  
**[www.harveywater.com.au](http://www.harveywater.com.au)**

**Water Ordering Telephone Number:**  
**1800 998 103**

**Dial Before You Dig (DBYD):**  
**[www.1100.com.au](http://www.1100.com.au)**

