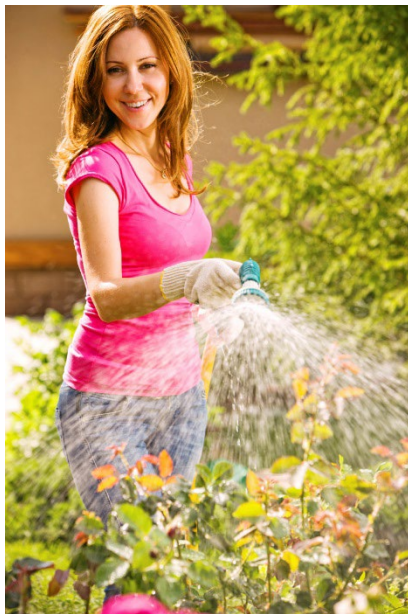


Lightsview ReWater Supply Co Pty Ltd

ACN 156 161 867

LRSC-IMS-DOC-003

Lightsview Customer Service Charter



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Dear Customer

Please take a moment to review this Customer Service Charter. This Charter has been developed to identify our customer service commitments to you, and inform you of your rights and responsibilities as a recycled water retail customer. In addition, the Customer Service Charter sets out Lightsview ReWater's rights and obligations in the provision of water retail services.

Throughout this Charter, we have clearly outlined our dedication to you through our service and supply of recycled water 24 hours, 7 days a week, whilst acknowledging the sustainability requirements within the community.

If you require any clarification over your or our responsibilities as outlined in this Charter, please contact one of our customer service team on (08) 7999 8555.

Craig Heidenreich

A handwritten signature in black ink, appearing to read "Craig Heidenreich".

**Chief Operations Officer
Lightsview ReWater**

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1. Who is Lightsview ReWater Supply Co

Lightsview ReWater Supply Co Pty Ltd, ACN 156 161 867, trading as Lightsview ReWater, is an independent private company, licensed under the Essential Services Commission of South Australia (ESCOSA) to supply sustainable recycled water retail services.

2. Definitions

ESCOSA Essential Services Commission of South Australia

EWOSA Energy and Water Ombudsman of South Australia

3. Recycled water retail services

Lightsview ReWater is responsible for the distinctive coloured lilac (purple) pipe system leading to your rewater meter and supply to customers in Lightsview SA 5081. The lilac pipe system is independent of the drinking water (mains water) pipe system owned by SA Water.

Lightsview ReWater will be your customer service provider for recycled water and will provide you with quarterly bills detailing your usage. You will continue to receive a bill from SA Water which includes a sewage access charge as well as fees for access to and usage of potable water.

4. What is this charter

This Charter takes effect from 9 May 2023 and replaces all previous versions of the Customer Service Charter. The aim of this Customer Service Charter is to provide you, as a retail customer, a clear understanding of the standard of service expected from Lightsview ReWater. This includes your rights and obligations when dealing with us. The Charter also sets out Lightsview ReWater's rights and obligations. This Charter should be read in conjunction with the Standard Customer Sales Contract.

You may enter into a separate Non-Standard Customer agreement with us; however, such agreement will not reduce your rights or increase your obligations under the Charter unless the terms of the contract directly contradict and there is a mechanism for returning some corresponding benefit to you.

This Customer Service Charter also outlines the rights and responsibilities for property owners and tenants alike and details the methods of communication between the customer and Lightsview ReWater.

The Customer Service Charter may only be changed after receiving approval from ESCOSA.

5. The Water Industry Act 2012 and water retail code

This Customer Service Charter is in accordance with the *Water Industry Act 2012* (SA) (The Act) and the Water Retail Code. The Act, Water Retail Code and associated regulations and guidelines can be accessed by visiting the ESCOSA website, www.escosa.sa.gov.au.

6. Lightsview ReWater standard customer sales contract

Lightsview ReWater retail customers are covered by our Standard Customer Sales Contract (Contract), effective from 1 July 2018, or on application for connection to our services or on a transfer of a property to you. The Contract is a legally binding document for the supply of recycled water services to customers connected to the rewater network. The Contract does not have to be signed to be binding.

The Lightsview ReWater Standard Customer Sales Contract can be accessed by:

- Visiting www.lightsviewrewater.com.au
- Contacting Lightsview ReWater by phone on (08) 7999 8555
- Emailing info@conexa.com.au
- Writing to Lightsview ReWater, Suite 1005, 147 Pirie Street, Adelaide SA 5000

7. Lightsview ReWater privacy obligations

We recognise that your privacy is of great importance to you, and we are committed to ensuring your personal information is protected. We collect personal information for the purpose of providing recycled water. We may, from time to time, disclose your personal information to our contractors for these purposes and other third parties including SA Water and the Minister for Climate, Environment and Water.

Where you require a tenant to pay some, or all, of the charges for recycled water under the Water Retail Code, we are required to provide tenants with the billing information on request.

For further information about how we protect your personal information, please read the coNEXA Privacy Policy, which is available on our website, www.lightsviewrewater.com.au.

8. Shared rights and responsibilities

Our service levels are guaranteed to the connection point adjacent your property boundary. The recycled water supply connection point is usually identified by a meter or stop tap that controls the flow of water to your property.

Lightsview ReWater is responsible for maintaining the recycled water service up to, and including, the property meter and for the operations up to the connection point. All plumbing and pipe work from the property connection points to your residence is the property owner's responsibility and is referred to as a private extension.

Where a customer lives in a strata titled or multi-residential development, the private extension will serve many residences and these customers should be aware that Lightsview ReWater does not guarantee continuity of supply, water quality or service interruptions within the private extension. Any concerns that you may have regarding a private extension supplying more than one property should be addressed by the strata title corporation or owner of your multi-resident development.

9. Lightsview ReWater service commitment

Lightsview ReWater values all of its customers and is committed to providing sustainable, high quality recycled water services. Our commitment is reinforced through:

- The education and adoption of water efficiency measures
- Strong asset management
- Continual maintenance of assets

We will use our best endeavours to supply you with a reliable supply of safe rewater that meets or exceeds all relevant public health, environmental and other regulatory requirements, where available. If there is a burst or a leak that affects your supply of rewater, we will use our best endeavours to fix it and restore your supply as soon as possible.

9.1 Our responsibility

We will provide a 24 hour emergency phone service for you to report interruptions to your services or obtain information about an interruption in your area. In an emergency, call (08) 7999 8555.

We will always try to inform you if we are doing planned works that will interrupt your services.

9.2 Your responsibility

If you experience a significant change in your water flow, quality or pressure you should contact us on (08) 7999 8555.

10. Interruptions to supply of water and sewerage services

We will use our best endeavours to minimise interruptions to the supply of rewater services, but on occasions we may need to carry out maintenance, repairs, new works or interrupt supply for emergency or health and safety reasons. When this occurs we will do our best to restore your service as soon as practicable.

Please let us know if you are calling from a hospital, aged care centre, school or childcare centre to report a fault or service difficulty.

We will endeavour to provide you with information on any planned interruptions to your water service at least four business days prior to us undertaking any works or maintenance. In the case of an unplanned interruption or emergency, we will provide you with information about any impact to your water service as soon as possible. To ensure you are appropriately informed of any interruptions please ensure your customer contact details are up to date with us.

11. Entry onto your property

The Act allows us to enter your property to read a rewater meter, inspect any pipes or fittings connected to our infrastructure, investigate suspected water theft, carry out other investigations or inspections and in the case of an emergency. Employees and contractors who enter your property will carry photographic identification.

We will endeavour to provide you with 24 hours' notice if we need to enter your supply address for the purpose of connecting, disconnecting, restricting, inspecting, repairing or testing the water service. We will require safe access to our infrastructure (including but not limited to the meter) located at your supply address.

12. Recycled water

It is commonly acknowledged that approximately 50% of the potable water provided to a typical residential allotment with dwelling is used externally for purposes that don't require high quality water such as watering of gardens and washing of cars. Lightsview ReWater is committed to reducing the wastage of high quality drinking water by providing 'fit for purpose' recycled water to each residential lot. This recycled water can also be safely used for flushing toilets to further reduce household potable water usage by up to 20%.

The savings in potable water usage can be achieved through recycling 100% of the wastewater produced within a development and / or through recycling of stormwater harvested either locally or imported from adjacent areas.

Depending on project location, Lightsview ReWater may provide customers with recycled water for specified purposes such as:

- Toilet flushing
- Watering of gardens
- Car washing

13. Recycled water supply pressure

Recycled water will be supplied at approximately 10m of lower head or 100 kPa lower pressure than the potable (drinking) water supply.

14. Recycled water quality

Approvals for the use of recycled water is strictly controlled and incorporate measures to prevent impacts on the environment and the health of the community being supplied. This includes continuously monitoring the quality to ensure that a safe product is delivered. The South Australian Department of Health sets thorough guidelines for testing the quality of water. Lightsview ReWater ensures there is independent verification of water quality test results.

15. Connections

Lightsview ReWater partners with the Lightsview Development team to manage both existing and new connections.

15.1 Unconnected properties

Please contact Lightsview ReWater on (08) 7999 8555 if your property requires connection.

15.2 Recycled water connection audit

Upon the connection of your recycled water meter, a licensed plumber will conduct a connection audit. At the satisfactory completion of the audit, a certified signed copy is submitted to Lightsview ReWater and the recycled water supply commenced.

If a cross connection is identified, the recycled water system is isolated and the householder immediately advised to have their builder or plumber rectify the problem.

A further quality assurance procedure has been implemented whereby Lightsview ReWater will undertake a five yearly connection audit of all households connected to its recycled water system upon request from the resident. Lightsview ReWater will also provide a checklist for householders to undertake their own yearly self-connection audit upon request.

15.3 Areas of responsibility

Lightsview ReWater owns and is therefore responsible for the:

- Recycled water mains pipe work
- Recycled water meters

16. Meters

We will install a recycled water meter on your property to measure the quantity of water we supply to you. The recycled water meter will remain the property of Lightsview ReWater.

16.1 Our responsibility

We will use our best endeavours to read customer meters once a quarter and may read industrial and commercial customer meters more frequently. We are required to read your meter at least once a year.

16.2 Your responsibility

Protect your meter from accident and damage as you will be charged for replacement of damaged or lost meters and fittings.

- Keep your meter clear from obstruction so we can safely access and read your meter
- All pipe work from the meters outlet into your property is your responsibility
- Advise us as soon as possible if your meter is damaged or leaking

Lightsview ReWater will maintain and replace any equipment up to, and including, the inspection point (IP) to the meter at the property boundary. Replacement will occur when it is required as a result of normal wear and tear. If the meter or equipment is damaged as a result of accident or negligence the repair costs will be the responsibility of the owner.

Any work completed by Lightsview ReWater on the landowner's property, where damage to property occurs, will be repaired to the previous state or better.

Pipe work and fittings from the recycled water meter to house (or irrigation system in the case of recycled water) are the property owner's responsibility.

It is the owner's responsibility to prevent damage to the water meter, whilst maintaining access to the meter. Any plumbing repairs must be made by a licensed plumber.

17. Charges and billing

17.1 Our prices

We will have our price list published each year on our website at www.lightsviewrewater.com.au. The list will set out all of the fees and charges associated with the sale and supply of your water service. Our Pricing Policy Statement outlines how our fees and charges are compliant with ECOSA's pricing principles set out in its Price Determination. This will be available in conjunction with the Price List. Both documents are also available at our office at Suite 1005, 147 Pirie Street, Adelaide SA 5000.

In the event that any fees and charges set out in the Price List change, we will publish this on our website prior to these fees and charges taking effect. The associated bill will be calculated on a pro-rata basis if a tariff rate or charge changes during a billing cycle so that the old tariff rate or charge applies up to and including the date of change and the new tariff rate or charge applies from the date of the change to the end of the billing cycle.

17.2 How will I be charged for recycled water?

Lightsview ReWater will manually check and physically read your rewater meter no later than the 20th day following the end of each calendar quarter. An invoice for the recycled water supplied to your residence will be sent to the owner of each property for payment by no later than 21 business days after the date of the meter read. It is the property owners' responsibility to ensure the invoice is paid regardless of whether the charge is passed on to any tenants living at the supply address.

17.3 Paying your account

Lightsview ReWater will issue accounts every three months. This account will:

- Detail a variable charge for recycled water consumption which may change over time
- Detail a fixed supply charge, which may change over time
- Be based on an actual meter reading at least once within a 12 month period
- Provide a clear 12 business days from issue to due date to pay your bill
- Include any fee we incur if any of your payment methods are dishonoured

Payment can be made by cheque / money order, BPAY, credit card or direct debit.

17.3.1 Our responsibility

If we have overcharged you and we discover a mistake with your bill, we will contact you within ten business days of becoming aware of you being overcharged. We will discuss arrangements for how the difference in funds will be refunded to you.

If we have undercharged you we will limit the amount we recover from you to the amount undercharged in the 12 months prior to the meter reading date on the last statement sent to you. If the service is unmetered, we will limit the amount we recover from you to the amount undercharged in the 12 months prior to the error being advised to you in writing.

We will list the undercharged amount as a separate item in a special bill or in your next statement with an explanation of that amount and, if requested, offer you an extended time to pay the amount. We will not apply interest charges to this amount.

We will make our fees and charges (including late payment fees) available on our website and on request.

17.3.2 Your responsibility

- Pay your bill by the due date
If your bill remains unpaid after a reminder notice has been issued we may charge late fees and have the right to commence our debt recovery process
- Let us know as soon as possible if you find a mistake with your bill
- Contact us as soon as possible if you are having difficulty paying your bill

We will only commence debt collection / recovery action where you have failed to pay your bill(s) by the due date and you have not contacted us to discuss a payment extension or other flexible payment arrangements (including eligibility for our Hardship Program). We will not undertake debt collection activity where we have installed a flow restriction device.

We will not commence our debt collection processes where a bill (or part of a bill) is in dispute. We will review the disputed statement and inform you of the outcome of the review within 30 business days of your request.

17.4 Do I have the option to pay with a payment plan?

If you have difficulty paying your account, please contact us to discuss paying your account via instalment payment plan. If you are experiencing financial hardship, please refer to our Hardship Policy for Residential Customers, available at www.lightsviewrewater.com.au.

17.4.1 Our responsibility

- We will consider any application and identify hardship customers
- We will offer alternative payment options including instalment plans for residential customers

17.4.2 Your responsibility

Please call us as soon as possible if you are having difficulty paying your bill.

18. Water concessions

Water concessions are administered by Concessions SA. To check your eligibility for current water concessions, or to get assistance or advice visit www.sa.gov.au/concessions, phone the Concessions Hotline on 1800 307 758 or email concessions@sa.gov.au.

19. Financial hardship

We will provide you with the ability to pay your bills in instalments or enter into a flexible payment arrangement. We will offer you the ability to make payments towards future bills, grant payment extensions and agree to have your bill redirected to another person (where that person agrees). We will also inform you about and assess your eligibility for our Hardship Program if requested.

Further details on our Hardship Policy are available on our website at www.lightsviewrewater.com.au or by visiting our office at Suite 1005, 147 Pirie Street, Adelaide SA 5000. We will provide you with a copy of our Hardship Policy upon request.

20. Restriction of services

In certain circumstances we have the right to restrict your rewater services. We will only restrict the flow of water to your property if you:

- Have not paid your bill(s) by the due date and you have not contacted us to arrange an alternative payment arrangement
- Do not adhere to the agreed payment plan
- Do not comply with the terms of our hardship program
- Refuse us entry to your property for meter reading for three consecutive billing cycles
- Are using the services illegally

We will not restrict your service if you are adhering to a hardship program or payment plan.

Before restricting your water supply, we will:

- Use our best endeavours to contact you in person, by telephone, by mail and / or email
- Provide you with information about our flexible payment arrangements, government funded concessions and assessed your eligibility for participation in our Hardship Program
- Issue you with a reminder notice
- Issue you with a restriction notice informing you that we intend to restrict your supply in five business days if you do not contact us

If you contact us as soon as possible to discuss reasons for your possible restriction and how the issue can be resolved the restriction could be averted.

21. Disconnection of services

Subject to any applicable regulatory requirements that prohibit disconnection, we may disconnect your recycled water service if:

- You have requested the disconnection
- There is a public health, environment or safety risk to our services from your connection point
- You have used our services illegally or refused entry to your property for meter reading, to undertake maintenance or repairs in accordance with relevant regulatory instruments

Where you request a disconnection (and it is not prohibited), we will use our best endeavours to issue you with a final account in accordance with your request. We will inform you if you are still required to pay our 'service availability charge' when you request the disconnection.

22. Reinstatement of water supply

We will use our best endeavours to reinstate your supply:

- Within a time agreed with you subject to the reasons for restriction / disconnection being rectified
- You pay the reinstatement fee
- We waive the reinstatement fee if you are eligible for and agree to participate in our Hardship Program

You will contact us to:

- Discuss how the issue that lead to the flow restriction or disconnection can be rectified
- Pay our reinstatement fee unless it is waived

23. Termination of contract for recycled water services

We will confer on you the right to terminate your contract with us for the supply of water services and inform you of any relevant fees or charges applicable as a result of termination. We require a minimum of three business days' notice of your intention to terminate your contract and for the applicable fees and charges to be paid in full.

24. Special needs customers

If you or another resident have a medical condition where continuity of rewater supply is critical, you must provide us with confirmation from a medical practitioner or hospital. You must also advise us when you are no longer a special needs customer or no longer reside at the property.

25. What happens when there is a change of ownership?

If there is a change of ownership at your property please contact us directly or through your conveyancer immediately by phone on (08) 7999 8555 or email info@conexa.com.au. Once settlement date is confirmed we will schedule a final meter read and invoice for the property.

26. Resolving enquiries, complaints and disputes

We aim to resolve enquiries and complaints at the first point of contact or as quickly as possible in accordance with our Enquiries, Complaints and Dispute Resolution Process and to your satisfaction. We welcome your enquiries, complaints, compliments, suggestions and feedback.

If you have an enquiry, dispute or complaint you can contact us on (08) 7999 8555. You will receive a prompt courteous response and the name of the person who is handling your enquiry. Lightsview ReWater is available 24 hours a day, 7 days a week. You can also make an enquiry by writing to Lightsview ReWater, Suite 1005, 147 Pirie Street, Adelaide SA 5000 or by emailing at info@conexa.com.au. Your enquiry will be responded to within ten working days if received by mail or five working days if received by email / telephone.

If your complaint cannot be resolved, we will advise you of our suggested course of action and timeframe, and the name of the appropriate contact person for further queries.

If you are not satisfied with the solution offered or action taken by us, you have the right to have the complaint reviewed. If you are still unsatisfied, your complaint will be escalated in line with our Enquiries, Complaints and Dispute Resolution Process.

We will do our best to ensure your problem or enquiry is resolved to your satisfaction.

If you are not satisfied with the reply you:

- May have the complaint or dispute re-assessed by a senior manager
- Also have the right to seek external resolution by contacting the Energy and Water Ombudsman SA by Freecall on 1800 665 565, SMS on 0488 854 555 or by email contact@ewosa.com.au. You can also contact the Energy and Water Ombudsman SA by writing to them at GPO Box 2947, Adelaide SA 5001. For more information about the Energy and Water Ombudsman SA, please visit their website at www.ewosa.com.au.

Further details on our Enquiry, Complaint and Dispute Resolution Procedures are available on our website at www.lightsviewrewater.com.au or by visiting our office at Suite 1005, 147 Pirie Street, Adelaide SA 5000. We will provide you with a copy of our procedures upon request.

27. Access to this customer service charter

Details of how access to this Customer Service Charter will be outlined on your quarterly invoice. All customers can request this Customer Service Charter by:

- Visiting www.lightsviewrewater.com.au website
- Contacting Lightsview ReWater by phone on (08) 7999 8555
- email info@conexa.com.au
- Writing to Lightsview ReWater Suite 1005, 147 Pirie Street, Adelaide SA 5000

There is no charge for requesting a copy of this Customer Service Charter.