Hardship Guidelines - Truro CWMS

Guideline Number	MMC-G3
Strategic Reference	Finance and Administration – Goal 6.0
File Reference	9/PRO/1
Responsibility	Director – Development & Environmental Services Manager – Governance
Revision Number	1
Effective Date	9 June 2015
Last Revised Date	
Minutes Reference	17044/4
Next Review Date	
Applicable Legislation	Local Government Act 1999, South Australian Public Health 2011 and Water Industry Act 2012
Related Policies	MMC-DP6 – Connection to Truro CWMS Policy Hardship Policy for Residential Customers of Minor and Intermediate Water Retailers
Related Documents	

Introduction

Mid Murray Council has a Hardship Policy that is based on the Customer Hardship Policy for Minor and Intermediate Retailers, made by the Minister for Communities and Social Inclusion pursuant to Section 37 of the Water Industry Act 2012. The Policy, available on Council's website, sets out a range of processes that are available to residents who are experiencing bill payment difficulties due to financial hardship. The Policy applies across the Council area and is targeted towards required payments associated with water and sewerage services.

These Guidelines summarise provisions of the above Policy that are relevant to residents of Truro in relation to costs/charges associated with the Truro Community Wastewater Management System (CWMS).

CWMS Connection Costs

Work and costs associated with the connection of properties to the Truro CWMS will vary from site to site and will be dependent on conditions on each site. Work and costs may include for example:-

- plumbing contractor costs
- septic tank decommissioning costs
- drain laying and associated plumbing costs.

Such costs are generally borne by residents.

Maintenance Costs

A service charge will be applied to all properties connected to the Truro CWMS. The charge represents the costs associated with the ongoing operation and maintenance of the system.

Hardship Provisions

Residents experiencing financial hardship in relation to the above costs are advised to do two things; firstly obtain a copy of Council detailed Hardship Policy and secondly to contact Council to discuss the issue and difficulties being experienced in more detail.

As outlined in Council's Hardship Policy there are a range of matters to be considered and possible options open to people experiencing hardship in relation to Truro CWMS costs.

Once financial hardship is determined, there are a number of options Council may make available including:-

- interest free payment plans
- payment time extension
- redirection of charges to another person (where that person agrees)
- provision of information relating to Government concessions, rebates, grants and available assistance programmes
- assistance with accessing financial and other relevant counselling and support services.

Further Information

This Guideline will be available for inspection at Council's Principal Office during ordinary business hours and on the Council's website www.mid-murray.sa.gov.au.

Any queries or questions regarding this Guideline should be directed to either Council's Manager – Governance or Council's Manager – Health Services by calling (08) 8569 0100 or by emailing at postbox@mid-murray.sa.gov.au.