

Code of Practice for Debt Recovery March 2017

Purpose

The purpose of this Code of Practice is to describe how Aquacell will respond to overdue customer invoices.

Scope

This Code of Practice is applicable to all Aquacell retail customers.

CODE OF PRACTICE

Service Agreement

Aquacell will put into place a Service Agreement with each retail customer. Each Service Agreement will be unique to the scheme, however each agreement will fully define all inclusions and exclusions. The cost to supply the customer will be fully detailed in the Service Agreement.

The Service Agreement will nominate invoicing arrangements including frequency and payment terms.

Overdue Invoices

Aquacell will contact any customer who has not paid an invoice by the due date. Contact will typically be via telephone or email in the first instance.

Aquacell will continue to communicate and work with a customer to resolve any issue or dispute the customer may have with their invoice, and facilitate payment.

Aquacell may charge interest on overdue invoices.

Financial Hardship

Aquacell is committed to supplying our customers and acknowledge that from time to time, customers may have trouble paying an invoice by the due date.

Where a customer is unable to pay in invoice due to financial hardship, Aquacell will negotiate reasonable alternate payment terms. Failure to comply with the alternate

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payment terms may result in restriction of supply or termination of the Service Agreement.

Unpaid invoices and Restricted Supply

Aquacell will not unreasonably restrict or terminate supply to any customer. No action will be taken where there is an active dispute.

Aquacell will take all reasonable measures to contact customers and resolve unpaid invoices. Where invoices remain unpaid, Aquacell may choose to restrict supply, or terminate the Service Agreement. Where such action is taken, Aquacell will provide a minimum of 14 days notice, or the minimum notification outlined in the Service Agreement, whichever is greater.

Where notice to restrict supply is given to a customer, the conditions under which supply will be recommenced will be clearly stated.

Aquacell will not restrict or terminate supply to customers who cannot reasonably access an alternate supply.

Contacting Aquacell

Aquacell can be readily contacted to discuss invoicing issues via phone, email or post. Contact details are below:

Postal: 64 Alexander Street,
Crows Nest, NSW, 2065

Phone: +61 2 4721 0545
1300 AQUACELL (1300 2782 2355)

Email: accounts@aquacell.com.au

Disputes

Service Agreements will include a procedure for dispute resolution. Where a customer is not satisfied with the outcome of this process, they may choose to have the process externally reviewed.

The Energy and Water Ombudsman of NSW can be contacted on 1800 246 545. Additional contact details and a description of their services can be found at www.ewon.com.au.