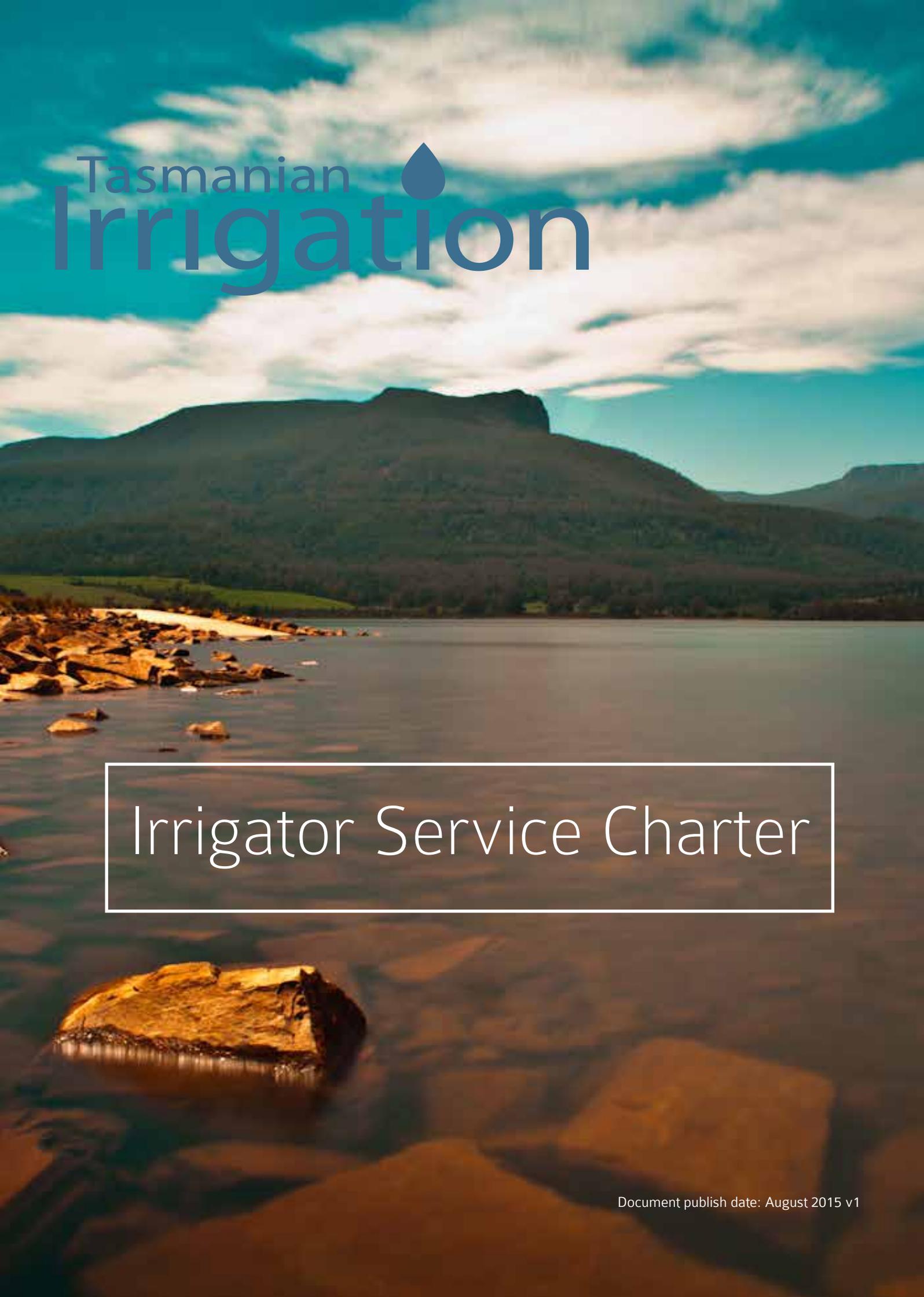




Tasmanian Irrigation



Irrigator Service Charter



Contact Us

General Enquiries and Information



Mon-Fri Business Hours

03 6398 8433



www.tasirrigation.com.au



Email

enquiries@tasirrigation.com.au



Postal Address

PO Box 84
Evandale, TAS, 7212



Meetings & Office Location

Mon-Fri Business Hours

Launceston Airport

Level 2



After Hours Contact



Operations Response

0457 850 398

Enquiries regarding supply
and infrastructure
malfunction or damage.

Irrigator Service Charter

The purpose of this charter is to provide information and answers to questions irrigators and stakeholders may have about Tasmanian Irrigation Pty Ltd's (TI) business practices and to provide reasonable expectations regarding service, processes and responsibilities.

It also outlines the mutual obligations of TI and our irrigators to ensure reliable irrigation supply.

TI makes a commitment to our irrigators to consult, inform and to always be accountable for our actions. Specifically, we will:

- Undertake work in a safe and environmentally sound manner;
- Do what we say we are going to do;
- Consult on issues regarding water supply and how those issues may impact on an irrigator's business; and
- Constantly strive for improvement.

In this charter we will cover the following areas:

- Information Privacy
- What We Will Do
- Service Standards
- Mutual Obligation
- Pricing, Fees and Charges
- Complaints, Disputes and Enquiries

Information Privacy

We only collect information which is needed to enable us to conduct the business of providing irrigation services. We only collect this information with irrigator consent, or otherwise in accordance with an applicable law or regulation.

We are committed to ensuring information is protected and only used in accordance with TI's Personal Information Protection Policy. Our policies and procedures also comply with national privacy principles, which are designed to ensure that your privacy is protected.

What We Will Do

- We will treat irrigators with professional respect and courtesy.
- We will maintain the delivery infrastructure to ensure ongoing delivery efficiency whilst managing maintenance and asset renewal costs.
- We will not enter properties without appropriate identification or notification.
- We will respect your property and will maintain appropriate fleet hygiene to minimise any biosecurity impact of our activity.
- We will minimise and where practical avoid making impact on the environment.
- We will take reasonable steps to ensure the suitability for purpose of the water we provide for irrigation and stock consumption.
- We will notify impacted irrigators as soon as practically possible if our water testing protocol identifies any events that may impact water suitability for irrigation or stock consumption.
- We will ensure that water supply is at least equal to the minimum flow rate except to the extent that:
 - a) A property owner's infrastructure falls short of the required condition;
 - b) There is an emergency;
 - c) There is an unplanned interruption to water services; or
 - d) Supply is restricted or disconnected.
- We will provide flow rate testing upon request to test compliance. We will advise prior to the test that a reasonable charge may be imposed if the test demonstrates that we have not been compliant. If we have not met compliance we will meet the cost of testing and rectify the deficiency.
- Where delivery may be restricted because of an unplanned interruption, we will endeavour to restore supply or remove any restrictions as soon as practical.
- If there are any planned interruptions to supply we will contact you and inform you of the details in advance.
- We are aware that, in undertaking operational or capital works, activities may occasionally adversely impact the local community. As far as is reasonable and practical, TI will assess, manage and mitigate these impacts.



Reference Documents

There are a number of documents that may assist an irrigator in understanding their entitlement and access to water.

These include:

- Irrigation Right;
- Zoned Flow Delivery Right;
- Connection Agreement; and
- Farm Water Access Plan (FarmWAP).

Additional information may also be found on the TI website www.tasirrigation.com.au

These documents may be a useful reference tool in answering general questions about your scheme:

- Water Charges;
- Scheme Overview; and
- Information regarding trading and water entitlements.

Service Standards

The following table provides an outline of our service targets for all TI operated irrigation schemes.

Activity

Planned Shutdowns - Notification

For shutdowns planned to exceed 2 weeks	8 Weeks
For shutdowns planned to exceed 3 days	2 Weeks
For shutdowns planned to be less than 3 days	5 Days

Unplanned Shutdowns - Notification

Affected customers notified either verbally, by SMS or email within	24 Hours
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Unplanned Shutdowns - Duration

During Peak Demand Period	24 Hours
Further information will be provided to irrigators if shutdown is to extend beyond 24 hours	

Outside Peak Demand Period	3 Working Days
Further information will be provided to irrigators if shutdown is to extend beyond 3 working days	

Property Outlet Repair

Faults causing supply restriction will be repaired within	72 Hours
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Complaints & Enquiries

Initial Response/Acknowledgment	24 Hours
Resolve or Provide Written Response	21 Days

Mutual Obligation

To assist us to provide the level of service outlined in this document, TI requests that irrigators seek to achieve the following:

- Treat TI staff and contractors with professional respect and courtesy.
- Liaise and advise TI Scheme Operators of any faults and difficulties in the irrigation district.
- Where appropriate inform TI of your upcoming irrigation plans, such as crop types, and respond to requests for information.
- Contact TI before installing any private pipes or connections that may impact TI infrastructure or your connection to TI infrastructure.
- Ensure safe access for TI staff to infrastructure for operations and maintenance.
- Notify TI of any damage to TI infrastructure.
- Notify TI at the beginning of each irrigation season of your estimated water requirements. This will assist TI in planning for effective delivery and water availability for trading.
- Keep us informed of any improvements that could be made to the irrigation system.
- Do not interfere with any TI infrastructure, in particular TI meters and off-take points.

Billing

- Please pay accounts by the specified due date.
- If you have difficulties let us know before the due date. TI may be able to negotiate a repayment schedule. Please contact us to receive a copy of TI's Financial Hardship Policy.
- Notify TI as soon as possible of any changes in address/ownership of properties in the irrigation district. Failure to notify will cause delays in delivery of accounts and may impact future deliveries and trades.



Pricing Explained

TI conducts business on a cost-recovery basis and pricing is therefore determined on forecasts of expected costs.

TI will set prices, fees and charges;

- a) That apply user-pays pricing strategies that are sustainable and consistent with the National Water Initiative pricing principles;
- b) That are designed to meet the objectives of efficiency and financial sustainability; and
- c) Comply with all legislative and regulatory instruments.

Charges

Water charges are levied by TI to recover the costs of operating, maintaining and administering irrigation districts.

Irrigator accounts will have the following charges:

a) **Fixed Charges:** In all irrigation districts a fixed charge is levied on the volume of an irrigation right holding and is payable regardless of whether water is consumed.

The fixed charge recovers operation and maintenance costs that do not change materially with the volume of water supplied during an irrigation season, including:

- Employee benefits
- Motor vehicle expenses
- Maintenance
- Telemetry
- Compliance
- Administration and finance
- Insurance

In most irrigation districts the fixed charge includes an asset renewal levy that makes provision for major asset repairs and replacements needed to ensure the continuing operation of the district.

Fixed charges are payable in January/February each year.

b) **Variable Charges:** In some irrigation districts a variable charge is levied on the volume of water consumed by each irrigator (or, in the case of river delivery, supplied to each irrigator).

In most cases, where the costs of pumping water to different parts of an irrigation district are materially different, the variable charge is differentiated on the basis of the location of where water is supplied to.

The variable charge is invoiced following the end of the irrigation season each year with payment required 30 days later - typically June/July.

Fees

Fees are applied on an individual scheme basis and are subject to contract obligations.

All fees are published on our website.

Liability for Payment

The irrigation right holder is liable for payment of all water charges associated with an irrigation right.

The transfer of any responsibility for payment is a matter for the irrigation right holder to determine and will need to be approved by TI.

Complaints, Disputes and Enquiries

We are committed to resolving complaints, disputes and enquiries directly in a timely manner. Complaints, disputes and enquiries can be reported via phone, email or in writing.



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Email

enquiries@tasirrigation.com.au



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Tasmanian Irrigation

Tasmanian Irrigation Pty Ltd is committed to continual improvement and as such our service standards are open to regular review. If you would like input into the service standards please provide relevant feedback to your irrigator group.