

1 Purpose

This document is applicable to customers of Altogether Group Pty Ltd ABN 28 136 272 298 connected to our water network who we supply under our retail suppliers' licence issued under the Water Industry Competition Act 2006 (NSW). This document outlines our code of conduct for customers who have missed one or more payments.

2 Code of Conduct

If a customer is having difficulty paying a bill or is concerned about not being able to pay on time, we will try to reach an achievable agreement with the customer to pay what is owing.

The options may include:

- a short extension of time;
- a payment plan to pay the account in regular instalments over an agreed time-frame;
- a budget plan where regular manageable amounts are debited from the customer's nominated account; or
- access to a Payment Assistance Scheme that operates through local welfare agencies.

3 Collection

Reminder notice:

If a customer fails to make a payment on the due date, we will contact the customer, including sending a reminder notice.

Warning notice:

At least 7 days prior to taking action for non-payment, we will send a payment warning notice that:

- a. provides information about help that is available to the customer, including information about Altogether's payment assistance policy and about the Energy and Water Ombudsman New South Wales;
- b. advises the customer that the payment is overdue and must be paid to avoid legal action or supply restriction; and
- c. cautions that, if legal action is taken or supply restricted, the customer may incur additional costs in relation to those actions.

In the case of a tenant

Our legal and billing relationship is with the owner of the property. We do not bill tenants for our services. Any arrangement that a tenant has with the landlord is a private matter between them.

If a landlord has missed an account payment, we may allow a short extension of time so that the tenant can contact the property owner or managing agent. We will not begin any recovery action during this period.

In the case of a business

For business customers, we may offer a short extension of time to allow settlement of the account, based on reasonable commercial considerations. In considering these options, overdue accounts attract interest charges.

4 Actions for Non Payment

Restriction and Legal Action

As a last resort, we may restrict the supply of services to a property and/or take legal action.

This will happen if:

- a. more than 14 days have elapsed since the issue of the reminder notice to the customer;
- b. more than 7 days have elapsed since the issue of the warning notice to the customer;
- c. we or our agent has attempted to make contact with the customer about the non-payment by telephone, email or in person;
- d. the customer has been notified of the proposed restriction or legal action and the associated costs, including the cost of removing the restriction device; and
- e. the customer has:
 - i. been offered a flexible payment plan and has refused or failed to respond; or
 - ii. agreed to a flexible payment plan and has failed to comply with the arrangement.

Limits on restriction and legal action

We will not begin legal action or take steps to restrict a customer's service due to non-payment if:

- a. the customer has lodged an application for a government-funded concession relating to amounts charged by us and the application remains outstanding; or
- b. the customer is a landlord, and:
 - i. the amount is in dispute between the Customer and the tenant; or
 - ii. the amount in dispute is subject to an unresolved complaint procedure in accordance with our [Complaints and Dispute Resolution Policy](#) found on our website in help & support

Additional limits on restriction

We will not take steps to restrict a Customer's service due to non-payment if:

- a. it is a Friday, public holiday, weekend, day before a public holiday, or after 3pm; or
- b. the customer is registered as medically dependant.

If the supply to a customer's property is restricted, we will continue to provide water for basic health and hygiene purposes and endeavour to notify the occupants either by email or a phone call when the supply is restricted.

Removal of restrictions

Altogether will restore a restricted service within 24hours after we become aware that the reason for the restriction has been resolved.

Before the service is restored, the customer needs to pay the overdue amount or agree a payment arrangement. We may impose a reasonable charge to cover our costs for the removal of the restriction.

We always prefer to help customers (and customer's tenants) with financial difficulties, rather than restrict services.

If you have a problem with a missed payment, please get in touch with us asap via altogethergroup.com.au/contactus or 1300 803 803.