

## 1. PURPOSE

This procedure sets out processes for the recovery of water billing related debts. Absolute probity, fairness and consistency are required.

## 2. PROCEDURE

### 2.1 Prerequisites for Recovery Action

- 2.1.1 Only Debts greater than \$400.00 Residential and \$750 Non Residential will be pursued.
- 2.1.2 Debt recovery must be in accordance with the *Water Services Code of Conduct (Customer Service Standards)* 2018 and compliant with Sections 28 to 34 and Busselton Water's Financial Hardship Procedure.
- 2.1.3 Registered concession card holders who have not advised Busselton Water of their request to defer payment of the water supply charges as per the *Rates and Charges (Rebates and Deferments) Act 1992* and who have not made payment for a period of 12 months shall be treated as a standard residential debtor.
- 2.1.4 The Manager Customer and Community Relations is to diarise a debt recovery program at the beginning of each financial year showing all stages and dates of debt recovery actions for the ensuring year. A copy of this program is to be provided to both the General Manager Corporate Finance and Managing Director.
- 2.1.5 Where debts are the subject of mortgage foreclosure, voluntary liquidation or receivership, the Manager Customer and Community Relations has discretion in handling those matters, however must keep full records of this.

2.2 Busselton Water may issue, 7 days after the due date for payment, water billing system generated final notices to each customer who has an outstanding and overdue balance of water charges. These notices will require payment within 14 days.

2.3 If after the expiration of 14 days from the date of issue of the Final Notice the debt remains unpaid, or satisfactory arrangements have not been made, the Managing Director may authorise the installation of a Flow Restricting Device at the meter of the subject property or commence legal/debt collection agent action for recovery of the debt. At the same time, appropriate written notice is to be given to the property owner or occupier.

2.4 The Manager Customer and Community Relations will follow the attached chart **Debt Recovery Flowchart** when involved in debt recovery procedure.

