

WATER CORPORATION — NON-STANDARD SERVICE AGREEMENTS

383. Ms M.J. Davies to the Minister for Water:

I refer to a state-wide review of customer accounts conducted by the Water Corporation, which identified a number of properties that now require a non-standard water supply service, and I ask:

- (a) When was this review conducted;
- (b) What triggered the review;
- (c) How many properties had a non-standard service agreement before the review, as a whole value and as a percentage of total customers;
- (d) How many properties have been identified that require a non-standard service agreement as a result of the review. Please provide a breakdown between commercial and residential;
- (e) Why is it the property owner's responsibility to install water treatment infrastructure at their property, at their cost, if they have been long-term customers of Water Corporation up until the review was conducted;
- (f) What are the consequences for a property owner if they refuse to sign the non-standard service agreement; and
- (g) How long has it been a regulatory requirement for Water Corporation to require eligible customers on their network to sign a non-standard service agreement?

Mr D.J. Kelly replied:

- (a) A review of property data records commenced in 2020 to verify if service conditions should be applied, removed or updated. This has led to ongoing work to verify conditions, develop customer communications and commence customer engagement.
- (b) Improvements made to schemes and spatial data to Water Corporation's property records.
- (c) As at 1/4/2020, there were 8,666 accounts with a non-standard service agreement. This equates to 0.77% of total accounts.
- (d) In early 2020, the review identified 669 customers that may require a non-standard service agreement regarding the quality of their water or continuity of supply. Analysis later indicated 636 customers, with 756 accounts that may require a non-standard service agreement:
Residential 393 accounts
Non-Residential 363 accounts
- (e) It is not standard practice for Water Corporation to provide any financial assistance for customers who are on a non-standard service agreement. Any treatment and/or storage solutions on the customer's side of the meter (including installation and ongoing maintenance expenses) is wholly at the customer's expense. However, in recognition that some customers had not previously been informed of their non-standard service agreement, where water quality conditions were being applied for the first time, Water Corporation is offering financial assistance up to the value of \$5,000 per property. This is to assist in the purchase and installation of a private water treatment option.
- (f) If a customer does not sign or return the non-standard service agreement, Water Corporation deems that the customer has understood the conditions of supply. This information is communicated to the customer in the letter sent with the non-standard service agreement. Water Corporation continues to provide the service unless the customer applies to have the service disconnected.
- (g) The regulatory requirement to provide a service by agreement has been in place since 1947.