Customer contract charges or variations notification

Licensees are to complete and submit this notification form to IPART no later than 10 days after publishing the contract charges or the variation to the contract charges on the licensee’s website.

Licensee details

|  |  |
| --- | --- |
| Licensee business name |  |
| Licence number |  |
| Scheme Approval number |  |
| Operational Approval number |  |

|  |  |  |
| --- | --- | --- |
| Contact person | Primary contact | Alternative contact |
| Name |  |  |
| Position |  |  |
| Phone |  |  |
| Email |  |  |

List of charges for water and/or sewerage services

For each regulated scheme the licensee provides services:

* **provide details of the contract charges** payable for the services during the current financial year and the subsequent 3 financial years, as published or to be published on the licensee’s website, and the date from which the contract charges apply.
* **provide details of the variation to the contract charges**, including reasons for the variation and the date from which the charges as varied become payable.
* **If the variation to the contract charges is an increase**, provide details of:
  + whether the increase exceeds the Consumer Price Index All Groups Index for Sydney, published by the Australian Bureau of Statistics, for the most recent quarter, or
  + whether the increase is not in accordance with a determination under Part 5, Division 2 of the WIC Act,
  + whether the licensee has not complied with a regulated price parity arrangement for the increase,
  + whether notice of the increase has been given or is to be given to customers, and
  + a copy of the notice given or to be given to customers and the date it was given or is to be given, if required.

Note: A ***regulated price parity arrangement*** for an increase in a contract charge payable for a service is an arrangement under which the licensee—

(a) has a policy of maintaining price parity with the pricing of a comparable service of a public water utility whose services are the subject of a determination of pricing by IPART, and

(b) within 28 days of IPART commencing an investigation for the purposes of a determination of the pricing for a comparable service of the public water utility, notifies the customer—

(i) the investigation has commenced, and

(ii) the contract charge payable for the service by the customer will not exceed the maximum price determined by IPART or in accordance with the methodology determined by IPART for that comparable service.

Next steps

* Submit this notification form to IPART via WILMA. Use the notification category “Notification – Other”.