

The table below outlines the steps that must be taken for a business to avoid a payment for the hardship related GSL (that is, the steps that must be taken before a customer’s water supply can be restricted or legal action commenced).

Check-list for minimum “reasonable endeavours”

Step	Information that water business must be able to provide:
1. Bill issued	Internal records that show date sent to customer
2. Reminder notice issued	Internal records that show date sent to customer
3. Warning notice issued	Internal records that show date sent to customer
NOTE: In undertaking the above, the water business also needs to comply with provisions in the Customer Service Code relating to Billing (Section 4), Payments (Section 5), Collection (Section 6) and Actions for non-payment (Section 7).	
4. Two attempts at personal contact must be made on two separate days by either: <ul style="list-style-type: none"> • phone, or • personal visit, or • any combination of phone or personal visit. 	Internal records that show: <ul style="list-style-type: none"> • time and date of attempted contacts • type of contact attempted (i.e. phone or personal visit) • which customer service staff attempted contacts • whether attempt at contacts successful and if so <ul style="list-style-type: none"> ○ a short summary of discussions with customer including verification that information on payment assistance was provided by the business and the nature of commitments given by either party.
NOTE: if no phone numbers are on file, or the customer’s number is disconnected, a business must search white-pages for contact number, record whether a number was identified or not and the time and date of the search.	
4(a). If two attempts at personal contact fail in reaching the customer in step 4, one further attempt at personal contact must be made by either: <ul style="list-style-type: none"> • registered mail – the Australia Post unique identification number must be recorded by the water business, or • one personal visit – a record of this visit must be kept and the visit must take place on a separate day following any other personal contact attempts conducted at step 4. 	
5. One attempt at personal contact by personal visit with a customer must be made.	Internal records that show: <ul style="list-style-type: none"> • time and date of attempted contacts • which customer service staff attempted contacts • whether attempt at contacts successful and if so <ul style="list-style-type: none"> ○ a short summary of discussions with customer including verification that information on payment assistance was provided by the business and the nature of commitments given by either party.
To avoid any uncertainty, if customer contact is not successful at step 4 and 4(a), a personal visit must be made in step 5, regardless of how many personal visits were made at step 4 or 4(a).	
CONDITION: At least two attempts at personal contact (by phone, personal visit or registered post) must be made within the 20 business days before any water restriction or the commencement of legal action, noting the condition that at least one of these attempts at personal contact must take place prior to the day of any water restriction or the commencement of legal action. The attempts at contact within the 20 business days may include, or be in addition to, an attempt made at Steps 4, 4(a) or 5 of the check list.	
NOTE: Steps 4 and 5 above may be taken prior to issue of a warning notice. In undertaking steps 4 and 5, the water business, either verbally or through written notice, must convey to the customer information that complies with provisions in the Customer Service Code relating to Billing (Section 4), Payments (Section 5), Collection (Section 6) and Actions for non-payment (Section 7). Step 5 may be undertaken by a business on the same day any action to restrict is proposed. The requirements for personal contact via phone and personal visit may be undertaken by an authorised agent of the water business. The water businesses will still be required to demonstrate compliance with the steps in the event of an assessment of a breach of the GSL.	