

## **SCHEDULE OF SERVICES AND FEES**

### **Schedule of Services:**

Manage Emergency Water bookings and the operational requirements of Emergency Water delivery.

### **Specific duties**

- Prepare a monthly reconciliation of water sales using meter readings and the information downloaded from the automated booking system.
- Follow up unpaid invoices.
- Oversee and manage the booking process, water delivery and invoicing.
- Be available for customer queries by phone, text or email from 8am to 8pm, 7 days per week.
- Advise the Water Manager of any breaches or breaks in the Emergency Water line;
- Manage and resolve issues with water purchasers.
- Report any water purchase or delivery issues to the SIRA Executive.
- Supply tax invoices on a monthly basis.
- Water Monitor's tax invoices may be raised once the month has concluded, and the reconciliation of water usage and water invoiced has been completed.
- Advise the Water Manager of any time off required at least one month in advance and arrange a suitable replacement for that period.
- Applicants should be well set up with computer and internet at home. They should have good computer skills and have experience working with spreadsheets.
- Applicants should have a willingness to learn the intricacies of the emergency water system so that they will be able to troubleshoot problems in order to assist customers with their booking.
- Monitors are required to follow the Emergency Water Guidelines and Procedures for Monitors.
- Monitors must have an ABN and are paid on invoice once per month. Monitors may be registered for GST but it is not a requirement.

### **Schedule of Fees:**

- 15% of gross water sales;
- Manual Booking Fees of \$10 per booking;
- Automated booking fee of \$2 per booking.

### **Payment Schedule:**

- Monthly tax invoice payable on 30-day terms to nominated account.

### **Review of Services and Fees:**

- The Schedule of Services and Fee will be reviewed after 12 months from the signing of this contract.