

Suspension & Disconnection Policy



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Policy
Suspension & Disconnection

Approved by Board on
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Maintained by
CEO

CEO name
Philip Holliday

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1

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1. Purpose

This policy establishes a structured, fair and transparent framework governing the suspension or disconnection of water delivery.

2. Objectives

The objectives of this policy are to:

- Ensure suspension and disconnection decisions are fair, reasonable and consistent,
- Provide customers with clear processes and opportunities to resolve issues prior to action.
- Ensure appropriate protections and support mechanisms are in place to minimise adverse impacts.

3. Scope

This policy applies to:

- All MI customers receiving water delivery services.
- All circumstances in which MI may consider the suspension or disconnection of those services.

This includes actions relating to:

- Non-payment of charges,
- Breaches of contractual obligations.
- Other circumstances permitted under MI's Contracts and Rules.

4. Legislative and Contractual Context

This policy is developed having regard to:

- The *Water Management Act 2000* (NSW),
- MI's Operating Licence, and
- MI's Contracts and Rules.

Nothing in this policy:

- Limits or replaces contractual rights, or
- Creates additional rights beyond those provided in MI's Contracts and Rules.

5. Policy Statement

MI will only suspend or disconnect services where:

- There is a valid and lawful basis to do so.
- All reasonable steps have been taken to resolve the issue.

Suspension or disconnection will:

- Not be applied arbitrarily.
- Be supported by appropriate documentation and decision-making processes.
- Be undertaken in a manner that is proportionate to the circumstances.

6. Grounds for Suspension or Disconnection

Suspension or disconnection may be considered where:



- A customer has failed to pay charges in accordance with contractual obligations,
- There is a material or persistent breach of MI's Contracts and Rules, or
- Action is otherwise required to protect:
 - The integrity of the network,
 - Safety, or
 - Compliance with regulatory requirements.

All decisions will be made having regard to:

- The nature and severity of the issue.
- The customer's circumstances where known.

7. Pre-Action Process

Prior to suspension or disconnection, MI will take reasonable steps to ensure the customer has an opportunity to resolve the issue.

The extent of the opportunity to resolve may vary depending on the circumstances, including urgency or risk.

8. Restrictions and Prohibitions

MI will not suspend or disconnect services where:

- The customer is complying with an agreed payment arrangement, or
- The matter is subject to an active investigation by the prescribed dispute resolution organisation (**EWON**), where the complaint relates to the basis for disconnection.

These restrictions are mandatory and will be applied consistently.

9. Support Prior to Disconnection

Before proceeding to suspension or disconnection, MI will consider whether reasonable support options can be provided.

This may include:

- Offering or facilitating a payment arrangement.
- Providing information on available support options.
- Allowing additional time where appropriate.

10. Restoration of Services

Where services have been suspended or disconnected, MI will restore services once:

- The underlying issue has been resolved.
- Any applicable conditions have been met.

Restoration will be undertaken as soon as reasonably practicable, having regard to operational requirements.

11. Continuous Improvement

MI will:

- Monitor suspension and disconnection activity.
- Review associated complaints and disputes.
- Consider outcomes of EWON investigations.



12. Policy Review

This policy will be:

- Approved by the Board.
- Reviewed at least every five (5) years, or earlier if required.