

Review Your Bill

If you think your bill is incorrect, you can ask Lancelin South Water to review it in accordance with the Water Services Code of Conduct (Customer Service Standards) 2018. You may feel the bill is incorrect because:

- Your meter has been read incorrectly
- Your meter is not measuring water flow correctly
- You may have had a hidden leak and your consumption is unusually high
- The calculation of the amount owing is incorrect

Where you believe that your bill may not be correct due to another reason, please provide the specific details of why you think the bill is in error to Lancelin South Water for consideration.

Lancelin South Water will attend to your request for a review as soon as reasonably practicable, but at least within 15 business days from the day your request for a review was received by us.

Additional Meter Reading

If necessary, Lancelin South Water can perform an additional meter reading and prepare a bill at a time differing from the normal billing cycle. There is a fee associated with this service (refer to our "*Residential Pricing and Charges*") that must be paid before the special reading. The special meter reading will be undertaken within 10 days of receipt of your request and payment, or on an agreed date.

If the water bill is found to be incorrect due to an incorrect meter reading, Lancelin South Water will:

- Refund to the customer the charge levied for the additional meter reading
- Issue an amended water account (up to 12 months retrospectively at the discretion of the CEO)

Estimated Readings

If an accurate meter reading is not possible (for example if the meter is damaged or the scale is illegible), a bill for usage will be based on a reasonable estimate of the quantity of water supplied. The invoice will state the estimation basis and the reason for the estimate. The next invoice will take into account any necessary adjustments having regard to subsequent and accurate meter readings.

The estimated water usage will be based upon the daily quantity of water supplied:

- in the previous billing period
- in the equivalent billing period in previous year(s)

whichever is the most appropriate considering relevant factors.

Water meter testing – In-field test

If you suspect the water meter is faulty, Lancelin South Water will test the meter at the customer's request and at a time suitable to all parties. You are required to pay the charge for a meter test (refer to *Residential Pricing and Charges*) to Lancelin South Water prior to the test being undertaken.

If the meter is found, on test, to be faulty (pursuant to Section 26, Water Services Regulations 2013) to the detriment of the customer, Lancelin South Water will:

- Refund to the customer the charge levied for testing the meter
- Issue an amended water account (up to 12 months retrospectively at the discretion of the CEO)
- Remove the faulty meter and replace it with a new meter

The owner/occupier or a representative of the owner/occupier will be required to sign the meter test form as an acknowledgement of the test results at the time of testing.

Review of Billing Data

If you believe the calculation of the amount owing is incorrect, please provide us with as many details of why you think the bill is incorrect. We will review the information and provide feedback to you as soon as reasonably practical to reach a resolution.

Outcome of Review

If you are accidentally undercharged, the shortfall (limited to a maximum of 12 months from the date of the bill under review) will be included in your next account.

If you are overcharged, you will be refunded directly or given a credit against futures charges, as agreed.

Lancelin South Water will inform you of the outcome of a review of your bill as soon as practicable or otherwise less within 15 business days from the day the request was received.

Appeals and Complaints

We value your comments on the service that we provide to enable us continue to improve.

If you have a complaint, we would appreciate you contacting our customer service staff, but you are of course free to contact the Water Services Ombudsman.

The Energy & Water Ombudsman will investigate your complaint and may mediate any dispute between you and us.

The Energy & Water Ombudsman's contact details are:

Energy and Water Ombudsman Western Australia

Phone: (08) 9220 7588

Freecall: 1800 754 004*

Email: energyandwater@ombudsman.wa.gov.au

Website: www.ombudsman.wa.gov.au

*Calls made from mobile phones will be charged at the applicable rate.

LANCELIN SOUTH WATER	
	Billing Review Procedure



The Ombudsman will seek a detailed explanation of the nature of the complaint, the solutions or actions offered by Lancelin South Water and the reasons why these are not acceptable to you.

Lancelin South Water will provide to the Ombudsman details of the complaint(s) and your contact details when the Department requests this information. The Ombudsman will respond with its opinion on the matter and suggest a solution to the parties involved.

If you are dissatisfied with how the Energy and Water Ombudsman has dealt with your case, you can take your complaint to the Minister for Water or refer your complaint to independent arbitration.