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## *Review Your Bill*

If you think your bill is incorrect, you can ask Lancelin South to review it. The review procedure includes the following steps:

### *Water meter testing - Infield test*

In cases where water charges have been levied when the meter is suspected by the customer of being faulty, Lancelin South will test the meter, at the customer's request and at a time suitable to all parties. The customer is required to pay to Lancelin South, the charge for a meter test at the current rate applying. 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 will:

- Refund to the customer the charge levied for testing the meter
- Write off the overcharged proportion of the customer's current water consumption account and 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.

### *Water meter testing - Independent test*

Where the customer believes that their meter may not be reading accurately the meter can be forwarded to National Association of Testing Authorities (NATA), (pursuant to AS3565.1). The customer is required to pay Lancelin South for the cost of the independent test. The customer will be given a copy of the test result along with an explanation of the test result. If the meter is not accurate and over reading water consumption then the costs of the test will be borne by Lancelin South and the account revised accordingly.

## *Review of Outcome*

### **Undercharged bill**

On conclusion of the bill review, if it is found that the customer's bill has been under charged Lancelin South will back charge the undercharged amount up to a period of 12 months from the date of the bill review being completed. A special bill (interest free with 12 month payment terms) will be issued.

### **Overcharged bill**

Lancelin South will within a period of 15 business days starting on the day it became aware of the overcharge amount:

Credit the customer's account and immediately notify the customer; or

Inform the customer of the overcharging and recommend options for how the amount overcharged may be refunded to the customer or credited to the customer's account.

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### Other review request

Where the customer believes that their bill may not be correct due to another reason, Lancelin South will review the specific reason based on current Western Australian legislation:

- Water Services Act 2012
- Water Services Code of Conduct (Customer Service Standards) 2018

### *Review Completion*

Lancelin South will inform customers of the outcome of a review of the customer's bill as soon as practicable or otherwise less than 15 business days from the day the request was received. Lancelin South will endeavor to respond to the majority of billing queries within 24 hours.

Where a customer has a billing query, which requires further investigation, a note will be put on the customer's account to advise that the customer's account is in dispute. This note will remain on the account until the query has been investigated and resolved.

Where, on investigation, it becomes apparent that a customer has been incorrectly billed, Lancelin

South will ensure that an appropriate credit is immediately applied to the customer's account.

If, by error, a resident is undercharged, they will be required to pay the shortfall. Any overdue accounts will incur an interest penalty, except for when an undercharged bill has been provided by Lancelin South Pty Ltd. If a resident is overcharged, the extra cost will be refunded directly or used as a credit for futures charges (as agreed with the resident).

### *Appeals and Complaints*

Once Lancelin South has been given the opportunity to resolve a complaint, if you are still not satisfied with the outcome, you may refer your complaint to the independent complaint resolution service.

If your complaint has not been resolved within 15 business days, Lancelin South will inform you of the option of referring your complaint to the Energy and Water Ombudsman.

If you are not satisfied with the way we handle your complaint, you may refer your complaint to the Energy & Water Ombudsman. The Energy & Water Ombudsman will investigate your complaint and may mediate the 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](mailto:energyandwater@ombudsman.wa.gov.au)

Website: [www.ombudsman.wa.gov.au](http://www.ombudsman.wa.gov.au)

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

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

Lancelin South will provide to the Ombudsman details of complaints and the customer's 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.

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*Amendment History*

Rev	Date	Description / Amendment	Approved
A		Initial Draft	
0	07/03/19	Issued for use	KS
1	1/06/21	Updated LSW logo	SW