
BILLING REVIEW PROCEDURE

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.

Water meter testing

If you suspect your water meter is faulty, you can request Lancelin South Water to test the meter. 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. A time to perform the test, suitable to all parties will then be arranged.

If the test determines that the meter is 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.

Leaks

If you suspect that you may have a leak and your water consumption is unusually high as a consequence, please refer to *Form 8 How to Check for Leaks* on our web site, or contact LSW for assistance.

Review of Billing Data

If you believe the calculation of the amount owing on your bill 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

Lancelin South Water will inform you of the outcome of a review of your bill as soon as practicable, but no later than 15 business days from the day the request was received.

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.

Appeals and Complaints

If you are not satisfied with the outcome of the review or the manner in which the review was conducted, you may choose to:

- Use the Lancelin South Water complaints procedure (refer to *Form 13 Customer Complaints Procedure* on our web site); or
- Apply to the Water Services Ombudsman under a scheme approved under section 65 in respect of the complaint; or

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.

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.

Amendment History

Rev	Date	Description / Amendment	Approved
A		Initial Draft	
0	07/03/2019	Issued for use	
1	19/09/2019	General update, post 2019 audit & review	
2	22/10/2019	Updated Contact details for National Relay Service and updated header	KS
3	12/10/2021	Updated post 2021 audit & review	SW