

AQUA FERRE (MUCHEA) PTY LTD
TRADING AS MUCHEA WATER
REVIEW OF BILLING PROCEDURE



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1 Purpose

Aqua Ferre (Muchea) Pty Ltd trading as Muchea Water (“we”, “our”, “us”) is committed to the fair and equitable supply of water services and the associated charging for those services.

This procedure details the process we will undertake if you (“Customer”) believe your bill is incorrect and you request a review. This procedure is in accordance with the *Water Services Code of Conduct (Customer Service Standards) 2018*.

2 Meter Review

Water use charges are based on a meter reading or in some cases an estimate of the quantity of water used.

2.1 Water meter testing

In cases where water charges have been levied when the meter is suspected by you of being faulty, we will test the meter at your request and at a time suitable to all parties. The test will be conducted within ten days of receiving your request and payment of the fee at the current applicable rate. We will send you the meter test results on your request.

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

- repair the meter, or remove it and replace it with a new meter
- refund to you the charge levied for testing the meter
- refund any overcharged amount in accordance with the section 4 below.

2.2 Estimated water use

Safe access to your meter for reading and servicing is a legislative requirement. If we do not have access to your meter (unless we read using telemetry) we may bill you on an estimate of your water use.

If you receive an estimated account due to non-access to the meter and you believe the estimate is not in line with normal use, you may provide an actual reading to us.

If the water use is based on an estimate, we will notify you on request of:

- the reason for the estimate
- the basis of the estimate.

If you wish to dispute the estimated water use, you may request a revised bill based on further information you provide us.

3 Other Review Request

If you believe that your bill is incorrect due to another reason which doesn't involve the meter reading or estimated water use, we will review the specific reason based on current legislation.

4 Review Outcome

If as a result of a bill review, we determine you have been **overcharged** we will:

- inform you within 15 business days of becoming aware of the overcharging
- provide you with options on how to have the overcharged amount credited to your account or refunded to you
- provide the refund of any overcharged amount within 15 business days of your lodged request.

If as a result of a bill review, we determine you have been **undercharged** we will:

- only recover the amount undercharged for a service provided in the 12 months prior to the date we notified you of the undercharging
- list the amount undercharged in a special bill or as a separate item in the next bill with an explanation of that amount
- not charge a late payment fee or bill interest on any undercharged amount
- offer you the opportunity to pay this amount in interest-free instalments over the same period of time you were undercharged.

5 Review Completion

We will inform you of the outcome of the review of your bill within 15 business days or as soon as practicable.

6 Complaints

If you are not satisfied with the outcome of the review, you may choose to utilise our Complaints Procedure and/or apply to the:

Energy and Water Ombudsman

In person: Level 2, Albert Facey House
469 Wellington Street
Perth WA 6000

Postal Address: PO Box Z5386
St Georges Terrace
Perth WA 6831

Phone: 08 9220 7588

Freecall: 1800 754 004*

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

TIS: 131 450 (Translating and Interpreting Service)

TTY: 133 677 (National Relay Service)

Email: energyandwater@ombudsman.wa.gov.au

Fax: (08) 9220 7599

Freefax: 1800 611 279

Website: <http://www.ombudsman.wa.gov.au/energyandwater/index.html>

7 Review of Procedure

This policy shall be reviewed by us on a regular basis and if required be amended or reviewed to suit the requirements of Muchea Water and adherence to any applicable laws or regulations.