



MUCHEA WATER

REVIEW OF BILLING PROCEDURE

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1 Purpose

Aqua Ferre (Muceha) Pty Ltd trading as Muceha 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) 2024*.

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 5 below.

Independent test

Where you believe that your meter may not be reading accurately the meter can be forwarded to National Association of Testing Authorities (NATA), (pursuant to AS3565.1). You required to pay Muceha Water for the cost of the independent test. You 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 Muceha Water and the account revised accordingly.

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 (or a telemetry reading is not available) 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 Information to be provided

On request and at no charge, we will provide you with your personal account information including information about bills previously issued to you and about the quantity of water supplied to you in previous billing periods. We will provide the information requested to you within 5 business days after the request is made.

5 Review Outcome

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

- inform you within 20 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 20 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.

6 Review Completion

We will inform you of the outcome of the review of your bill within 20 business days or as soon as practicable.

7 Appeals and 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

Website: <https://energyandwater.ombudsman.wa.gov.au/>

State Administrative Tribunal

You may make an appeal from, or apply for a review of, the decision that gave rise to the complaint to the State Administrative Tribunal.

You may notify us that you wish the matter be referred to the State Tribunal for review. For more information about the State Administrative Tribunal visit www.sat.justice.wa.gov.au.

8 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.