

Review bill procedure

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Water Corporation

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Our Commitment

We'll review your bill at your request in accordance with the [Water Services Code of Conduct \(Customer Service Standards\) 2024](https://legislation.wa.gov.au/legislation/statutes.nsf/law_s54569.html) (legislation.wa.gov.au/legislation/statutes.nsf/law_s54569.html).

The review may relate to an element on your bill that directly impacts on your service and/or water consumption charges.

We will:

- (1) review a bill on your request
- (2) have a written procedure for the review of a bill, which we can provide to you at your request (the **review bill procedure**)
- (3) include information about the following items in the review bill procedure —
 - (a) requesting a meter reading or the testing of a meter, as mentioned in clause 52(2)(c) and (d)
 - (b) what happens if, on review, it is found that you have been undercharged or overcharged
 - (c) what you can do if unsatisfied with the outcome of the review
- (4) advise that you may, but are not required to, use our complaints procedure mentioned in clause 49 of the [Water Services Code of Conduct \(Customer Service Standards\) 2024](https://legislation.wa.gov.au/legislation/statutes.nsf/law_s54569.html), before or instead of -
 - (a) applying to the water services ombudsman in respect of your complaint; or
 - (b) making an appeal from, or applying for a review of, the decision that gave rise to your request for review
- (5) inform you of the outcome of the review of your bill as soon as practicable, or otherwise before the end of the period of 20 business days, starting on the day your request for review was received
- (6) notify you of the status of the review if we do not complete it before the end of the period of 20 business days, as soon as practicable after the end of that period
- (7) have this review bill procedure publicly available.

Definitions

Term	Definition
Review Bill	A customer's request to review an element of their bill that directly impacts their Service and/or Water Consumption charges
Overcharge	Where an amount of revenue has been raised on an account and the basis on which it was raised is revealed to be incorrect or has changed, the amount of revenue is to be adjusted resulting in a decrease (credit) to charges.
Undercharge	Where an amount of revenue has been raised on an account and the basis on which it was raised is revealed to be incorrect or has changed, the amount of revenue is to be adjusted resulting in a decrease (debit) to charges
As soon as Practicable	The immediate point in time that you as the customer, have requested a review of their bill.

Overcharging in Bills

If you have been **overcharged**, we must tell you and follow the procedures for repayment in accordance with the [Water Services Code of Conduct \(Customer Service Standards\) 2024](#).

- (1) We must, before the end of the period of 15 business days starting on the day that we became aware of the overcharging:
 - (a) credit the overcharged amount to your account; or
 - (b) send you a notice (*an overcharging notice*) informing you of the overcharging and recommending options on how the overcharged amount may be refunded to you or credited to your account.
- (2) Once we receive instructions from you about the refunding or crediting of the overcharged amount, we in accordance with your instructions will action your request before the end of the period of 15 business days starting on the day that we received your instructions.
- (3) If instructions from you about the refunding or crediting of the overcharged amount have not been received by us at the end of the period of 10 business days starting on the day an overcharging notice is sent to you, we must credit the overcharged amount to your account before the end of the period of the next 15 business days.
- (4) We must notify you immediately after crediting the overcharged amount to your account.

Undercharging in Bills

If you have been undercharged, we may recover the undercharged amount from you in accordance with the [Water Services Code of Conduct \(Customer Service Standards\) 2024](#).

- (1) We may recover from you an amount that has not been, but could have been, the subject of a bill (the **undercharged amount**).
- (2) The undercharged amount cannot be recovered from you unless it is for water services provided in the 12-month period ending on the day on which we informed you that you have not been charged for the undercharged amount.
- (3) The undercharged amount must be the subject of, and explained in —
 - (a) a special bill for the undercharged amount; or
 - (b) a separate item in the next bill.
- (4) We will not charge interest or late payment fees on the undercharged amount, if:
 - (a) you pay the amount by the due date or enter into a repayment plan
 - (b) you are experiencing financial hardship, as assessed under our Financial Hardship Policy
 - (c) a formal complaint has been lodged to the Corporation or with the Ombudsman, directly related to the undercharged amount.
- (5) We must allow you to pay the undercharged amount by way of a repayment plan that has effect for the shorter of the following periods, starting on the day on which the bill is issued, as is applicable in the case of —
 - (a) a period for the same amount of time in which the undercharging occurred

- (b) a period of 12 months.

Dissatisfaction on the decision

If you express dissatisfaction about the way we handled the review, we must advise you that you may, but are not required to, follow our [Customer complaint resolution procedure](#) (in accordance with the [Water Services Code of Conduct \(Customer Service Standards\) 2024](#)).

You can opt to:

- (a) Apply to the water services ombudsman. We will provide you with information about the operation of our internal and external complaints process, which includes your right to refer any complaint to the Energy and Water Service Ombudsman (EWO). Alternatively, you may contact the EWO on the free call number 1800 754 004 for a review.
- (b) Make an appeal from or apply for a review of, the decision that gave rise to your request for a review. The objection must be submitted in writing. We will make an application to the State Administrative Tribunal for the review of our decision.

More information about our Customer complaint resolution procedure can be found on our website at watercorporation.com.au/mediation

Review of Water Use Charges

Water use charges are based on a meter reading or an estimate of the quantity of water used. After conducting a thorough review of the bill, and if we are satisfied the bill is correct, we may request payment of any unpaid amount/s.

If you are dissatisfied with the outcome and want to dispute it, you will be given the option to have your meter tested (at your cost) in which case:

- We can send you an application form to complete and return.
- We will organise for an independent meter test to be completed.

If a meter test is requested, we'll complete it within 10 business days of receiving your request and the fee payment, or at an agreed day and time. The fee for a meter test is \$125.93 for 20mm and 25mm meters. For larger meters, we'll provide you with a quote.

If the meter test results aren't within a 5% (fast or slow) accuracy tolerance, we'll adjust the water use charges and reimburse the meter test fee.

Review of an Estimated Meter Read

We respect your right to lock entrance gates to your property. However, safe access to your meter for reading and servicing is a legislated requirement. If we do not have access to your meter, we may bill you on an estimate of your water use.

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

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

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 submit your actual meter reading using our online form at watercorporation.com.au/submitreading

Please note: It is your responsibility to keep your meter clear and accessible. If your meter continues to be obstructed, we will send you a formal compliance notice to remove the obstruction. Learn more about our meter access requirements at watercorporation.com.au/clearmeters

If your meter is damaged or out of order, you won't be able to take a reading. In this case, if you suspect the estimate is incorrect, please contact us on 13 13 75 or complete the online form on our website at watercorporation.com.au/reportafault

If you wish to dispute the estimated read on a meter that is working fine, you can contact us on 13 13 75 to request a meter reading. Charges will apply for a meter reading. We have two different charges for meter readings:

- Standard meter reading - \$24.03
- Urgent meter reading - \$36.86

Review of Service Charges

Service charges are different from the water use charges. Your service charges are an annual charge spread over the year. Service charges can be made up of water, sewerage and drainage, depending on the services available to your property.

For a residential property:

- Water is a fixed charge.
- Sewer charges are based on the rateable value of your property, which is the Gross Rental Value (GRV). An objection may be lodged against the GRV within 60 days of the issue date shown on your bill. For more information, call Landgate Customer Service on (08) 9273 7373. Your charges must still be paid by the due date.
- Drainage charges apply if your property falls in a declared drainage area. These charges are also based on your rateable value.

For a business property:

- Water charges are based on the size of your water meter.
- Sewer charges are based on number of major fixtures (toilets & urinals) connected or capable of being connected to the sewer.
- Drainage charges apply if your property falls in a declared drainage area. These charges are also based on your rateable value.

The review may relate to an element on your bill that directly impacts on your service charges.

A request for a review of your bill may relate to:

- change in the basis of rating e.g., Change in classification
- premature rating e.g., we may have rated your new dwelling too early
- a change in the rateable value
- the number of major fixtures applied to your business property
- the discharge factor % applied to your business property for the billing of sewer volume charges. This charge is based on water used and returned as wastewater to the sewer
- applying for a State Government Discount.