

Coral Coast Water's Bill Review

Policy and Procedure

Description: Coral Coast Water Pty Ltd (CCW) now has a bill review policy for customers who would like to review their bill and believe they may have been overcharged.

Purpose: CCW's bill review policy is to ensure our customers are not being charged an inflated rate.

Scope: This policy applies to all CCW customers.

Procedure:

If a customer has reason to believe they have been overcharged, they have the right to now request a formal bill review. The procedure for a formal bill review is as follows.

- A CCW customer brings to our attention that they feel they have been overcharged.
- CCW then determines what may have caused the overcharge. Examples include but are not limited to; meter reading errors, administration errors, leaking water works, manual calculations, incorrect tariff charges and general misunderstandings.
- CCW then consults the customer with their findings and between the two parties agrees on a reasonable action. This can include but is not limited to estimating meter usages, repairs on water works or account adjustments.
- The accounts in question are all rectified and the customer is happy with the outcome they must sign a copy of the bill review.
- A copy of all documentation is given to the customer for their records.
- If a customer is unsatisfied by the outcome of the bill review they should lodge a formal complaint with Gascoyne Water Co-Operative please refer to the customer complaints policy and procedure for further information.