



Gascoyne Water Co-Operative Ltd

Policy & Procedures Manual

Reviewing Bills Guide

REVIEWING BILLS GUIDE

Gascoyne Water Co-Operative Ltd (GWC) will review a bill on the request of a customer.

When a review of bill is requested the GWC will do so as soon as possible or otherwise before the end of the period of 15 business days starting on the day the request for review was received.

The customer has the following rights when requesting a bill review:

- Request a special meter reading (a small charge applies \$40 including GST) of the water meter if required;
- Request that the water meter be removed and sent away for testing of its accuracy – bearing in mind that if the meter is found to be within the prescribed tolerance for that type of meter the charge for testing will be borne by the customer;
- If found that there has been an overcharge or undercharge then the principles outlined in the Undercharging and Overcharging Policy will apply;
- A clear explanation of the findings/outcome of the bill review, you may request a hard copy free of charge;

If after a bill review you are unsatisfied with the outcome you may do any of the following:

- Use the GWC's complaints procedure (see Customer Complaints – A Guide for the Complainant guide);
- Apply to the Energy & Water Ombudsman;

The Energy & Water Ombudsman, PO BOX Z5386, PERTH WA 6831, Phone (08) 9220 7588 or toll free 1800 754 004

Interpreter services call 131 450

Email: energyandwater@ombudsman.wa.gov.au

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

- Contact the State Administrative Tribunal

State Administrative Tribunal, Fourth Floor, 12 St Georges Terrace, PERTH WA 6845 or PO BOX U1991, PERTH WA 6845, Phone (08) 9219 3111 or toll free 1300 306 017

Email: contact@sat.justice.wa.gov.au

Website: <http://www.sat.justice.wa.gov.au>