

Policy 1.17 Estimated Accounts

Strategic Alignment

- Key Result Area:** Customer Service
Commitment: Excellence
Objective: Meet all requirements in the Operating Licence and Customer Services Code of Conduct.

Policy

- When the exact water consumption for any property cannot be determined an invoice will be raised as follows:

This customer at this address (years)	Estimation Basis
3+	Average consumption for the same period of time for the last three consumption years.
2	Average consumption for the same period of time for the last two consumption years.
1	Consumption for the same period of time for the last consumption year.
0	Consumption for same period based on average domestic consumption.

- The invoice will state the estimation basis and the reason for the estimate.
- The next invoice will take into account any necessary adjustments where the estimate was not reasonable, having regard to a subsequent and accurate meter reading.

Objective

To accurately estimate water consumption at properties where the water meter has failed, or the meter could not be accessed.

To comply with the requirements of Part 3 of the *Water Services Code of Conduct (Customer Service Standards) 2018*.

Guidelines

- Policy information to be made publicly available on the Aqwest website.
- A link to this information is to be provided on the rear of the supply and consumption notice.

Definitions

None.

Background

Water Services Code of Conduct (Customer Service Standards) 2018 - Part 3.



Policy 1.17 Estimated Accounts

Document Number: PCY01.17

Date approved: 13/06/2018

Document Management

Authority for Changes

Owner: Board of Directors

Responsible Manager: Manager Corporate Services

Publication Requirements

Security Level - Available to all staff

Distribution - Available on Intranet

Change Advice - Email advice to all staff

Revision History

Rev.	Resolution Date	Resolution No.	Revision Due	Reviewer	Source
Original	29/05/1996	6	June 1997	Senior Rates Officer	Manager Finance & Administration
1	13/05/1998	17	June 1999	Senior Rates Officer	Manager Finance & Administration
2	12/07/2006	13(c)	June 2007	Senior Rates Officer	Manager Finance & Administration
3	13/06/2007	14	June 2008	Senior Rates Officer	Chief Finance Officer
4	11/06/2008	13	June 2009	Senior Rates Officer	Chief Finance Officer
5	10/06/2009	15	June 2010	Senior Rates Officer	Chief Finance Officer
6	09/06/2010	14	June 2011	Accounts Supervisor	Chief Finance Officer
7	06/07/2011	14	June 2012	Accounts Supervisor	Chief Finance Officer
8	04/07/2012	14	June 2013	Accounts Supervisor	Chief Finance Officer
9	10/07/2013	13	June 2014	Accounts Supervisor	Chief Finance Officer
10	11/06/2014	2	June 2015	Accounts Supervisor	Chief Finance Officer
11	20/05/2015	12	June 2016	Accounts Supervisor	Chief Finance Officer
12	08/06/2016	6	June 2017	Accounts Supervisor	Chief Finance Officer
13	12/07/2017	9	June 2018	Accounts Supervisor	Chief Finance Officer
14	13/06/2018	12	June 2019	Accounts Supervisor	A/Manager Corporate Services