

Bill Review

We will review your bill at your request in accordance with the *Water Services Code of Conduct (Customer Service Standards) 2018.*

If during a review we find you have been charged incorrectly, we will fix the error within 15 business days.

If after conducting the review, we are satisfied the bill is correct, we may:

- request payment of any unpaid amount
- conduct a meter test if you believe the meter reading is incorrect
- 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.

When a meter test is requested, we will conduct the test within 10 days of receiving your request and payment of the fee, or at an agreed day and time. You may also be present at the testing if you wish.

Bill Adjustments

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) 2018.*

We will:

- tell you if an overcharge has occurred within 15 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 refunds of any overcharged amount within 15 business days of your lodged request.

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) 2018.*

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.