

## WATER SYSTEMIC ISSUES INVESTIGATED – CLOSED

1 JULY 2012 - 30 JUNE 2013

(In date closed order)

Issue Number	Systemic Issue	Summary	Outcome	Number Affected
1.	SI/2012/53  Water Corporation	EWOV was initially alerted via media coverage of an overcharging incident by a water corporation. The overcharging incident related to the delay in the construction of the desalination plant. Consumers had been incurring charges for the desalination plant despite it not being completed, and running behind schedule for completion.	The water corporation confirmed that a price freeze for the 2012-2013 financial year was established as a way to commence repaying the overcharging to affected customers. The average overcharging per household is \$82.00 and the water corporation is consulting with the Essential Services Commission (ESC) to determine how to repay any additional money that may be owed to customers at the end of the 2012-2013 financial year. EWOV alerted the Department of Sustainability and Environment (DSE) that it closed the investigation.	1.6 Million
2.	SI/2012/97  Water Corporation	EWOV identified via its case handling, an instance where a customer advised that a water corporation was consistently experiencing delays processing 'Notice of Disposal' cheques following property settlements. The customer was a conveyancer and advised these delays resulted in reminder notices being sent to her clients.	The water corporation advised that it had been encountering delays in processing these cheques since its billing system upgrade approximately two years ago. It has now changed its process so that reminder notices are not issued to customers whilst the cheque is being processed. Additionally, the water corporation confirmed it planned to implement a permanent system fix by the end of	Approximately 1,200

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			December 2012.	
3.	SI/2012/114  Water Corporation	A water corporation alerted EWOV that it was recovering sewerage charges for a group of customers that it had failed to bill. It advised it had not charged sewerage charges to this group of customers since their accounts were established, which in some instances was in excess of ten years.	The water corporation confirmed the error stemmed from process issues which have been addressed and affected customers were to be billed by January 2013. It confirmed it has only recovered up to 12 months' worth of sewerage charges and has automatically provided a payment extension and further time if required.	Approximately 4,500
4.	SI/2013/7  Water Corporation	EWOV identified via its case handling, an instance where a customer received billing with the due date crossed out and a new due date handwritten. This raised concerns regarding the accuracy of the billing as well as why the incorrect due date was initially printed.	The water corporation confirmed that a staff member had manually adjusted due dates on billing for a small group of customers. It advised this is not standard business practice and it has addressed this issue with the staff member involved to ensure that it does not recur. Despite the due dates being manually handwritten, the amended dates were correct in its billing system.	15
5.	SI/2013/13  Water Corporation	EWOV has identified via media reports that residents in a specific area encountered water quality issues following recent bushfire and storm activity. It appeared that	As a result of sediment in the water due to bushfire and storm activity, a boil notice was issued on 5 February 2013, requiring residents to boil water prior to consumption. A media	227

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		residents were required to boil water prior to consumption.	release was issued on 7 March 2013 which confirmed the boil notice has been lifted. Additionally, a new filtration plant was to be operational by April 2013.	
6.	SI/2013/10  Water Corporation	EWOV identified via its case handling, instances where a water corporation billed incorrect usage based on a fault with a specific meter type. It appears that this issue may also be impacting a broader group of meters and customer accounts.	The water corporation confirmed that there was a calibration issue with a small group of meters from a specific manufacturer that resulted in unusually high billing for impacted customers. It was able to identify these instances, correct the meters and amend the customer account billing accordingly.	Unknown
7.	SI/2013/45  Water Corporation	EWOV identified via its case handling, an instance where a customer received a final notice from a water corporation prior to receiving the original bill that it related to.	The water corporation confirmed that the issue occurred as a result of a production error in the printing process. The incident caused original invoices to be incorrectly omitted from printing. No supply restrictions occurred as a result of the incident and all impacted customers have been identified and issued an apology letter along with the original bill with a revised due date.	2,100