

## WATER SYSTEMIC ISSUES INVESTIGATED – CLOSED

1 JULY 2010-30 JUNE 2011

(In date closed order)

Issue Number	Systemic Issue	Summary	Outcome	Number Affected	Referred to Regulator
1.	SI/2010/2  Water Company	EWOV identified instances of customers being affected by billing delays by a water company. It appeared that some customers had their billing delayed by up to three or four months.	The issue was identified as affecting the majority of the customers of the water company due to billing system changes. Customers were notified of the delay via letter and media releases, and when the delayed billing was issued, all customers received a bill insert explaining the delay and offering extended payment terms if needed.	35,000	No
2.	SI/2010/27  Water Company	A water company notified EWOV that it incorrectly applied a Parks Charge to a group of customers. The affected customers resided in an area outside the parks charge boundary, and as a result should not have incurred this charge.	The water company reimbursed affected customers and provided an explanation of how it occurred, and an assurance that the same issue will not recur based on thorough system checks that have been implemented as a result of this issue.	468	No
3.	SI/2010/45  Water Company	EWOV identified an instance where a burst main occurred on a significant pipeline. As a result of this incident, customers in neighbouring areas experienced issues with	The burst main was fully repaired within four days of the incident occurring. The water company door-knocked customers without supply and left a letter if nobody was	1,000	No

**WATER SYSTEMIC ISSUES INVESTIGATED – CLOSED**

1 JULY 2010-30 JUNE 2011

(In date closed order)

Issue Number	Systemic Issue	Summary	Outcome	Number Affected	Referred to Regulator
		low water pressure or cloudy/discoloured water for a short period of time.	home. It additionally provided question and answer scenarios to call centre staff and issued a media release.		
4.	SI/2010/36  Water Company	A water company alerted EWOV to an issue following its billing system transition. It appeared that billing was issued to a group of customers based on estimated reads even though actual reads were obtained.	On realising this issue, the water company reviewed the customers affected and reissued billing if the estimated read was not in line with prior billing. An explanation letter was also sent to all affected customers.	1,052	No
5.	SI/2010/38  Water Company	A water company alerted EWOV to an issue following its billing system transition. The water company encountered difficulties in applying concession details into its new billing system, which resulted in potential delays for some customers with concession entitlements.	All concession entitlements were retrospectively applied to any customers affected by this issue. The appropriate changes were made to ensure all future entitlements would be automatically applied.	3,000	No
6.	SI/2010/39  Water Company	A water company alerted EWOV to an issue following its billing system transition. The water company issued billing that contained an incorrect	The issue was triggered by the billing system transition and a fix was put in place as soon as the issue was detected. If a customer made payment using	9,775	No

**WATER SYSTEMIC ISSUES INVESTIGATED – CLOSED**

1 JULY 2010-30 JUNE 2011

(In date closed order)

Issue Number	Systemic Issue	Summary	Outcome	Number Affected	Referred to Regulator
		BPAY reference digit.	the incorrect BPAY reference, there would have been a minor delay in the payment being applied to the account. The template was adjusted so future billing would include the correct BPAY reference.		
7.	SI/2010/37  Water Company	A water company alerted EWOV to an issue following its billing system transition. A group of customers was not issued final billing, and when the arrears remained unpaid a collections agency pursued them for payment.	The water company withdrew all the accounts from the collections agency and ceased referring accounts to the collections agency as a precaution. The error was fixed and affected customers were issued with a final bill, and an assurance their credit rating had not been impacted.	Unknown	No