

WATER SYSTEMIC ISSUES INVESTIGATIONS - CLOSED

1 July 2016 to 30 June 2017 (in date order closed)

Scheme Participant and Issue Number	Issue	Date closed	No. of EWOV cases	No. of affected customers	Action taken to redress the issue	Regulator advised	EWOV's view of appropriate redress
SI/2016/56 Water corporation	EWOV identified, via a media article, that a large number of customers had being billed incorrectly for the annual Parks Charge and the \$100 Water Rebate. EWOV did not receive any complaints from customers of the water corporation.	4 August 2016	Nil	2,420	The water corporation identified affected customers and sent corrected bills with a letter of apology. Following the billing correction, some customers received an additional \$100 rebate. The issue was due to human error and some of the staff involved no longer work at the water corporation and re-training was provided for those that do. Payment extensions were provided for customers who needed them and billing system improvements and billing controls were implemented to mitigate similar issues in the future.	No	EWOV believes the water corporation took appropriate steps to address the issue.