

**WATER SYSTEMIC ISSUES INVESTIGATED – CLOSED**

1 JULY 2013 - 30 JUNE 2014

(In date closed order)

Issue Number	Systemic Issue	Date Received	Date Closed	Summary	Outcome	Number Affected
1.	SI/2013/75  Water Corporation	9-Sep-13	2-Oct-13	A water corporation notified EWOV that it had encountered an error with the calculation of a concession discount to a group of its customers for a billing cycle. It confirmed that it would reverse the current bill and reissue it with the correct concession.	The water corporation confirmed that due to a billing miscalculation it issued approximately 400 bills to customers receiving concession entitlements that included an insufficient entitlement. The billing has since been reversed and reissued with the correct concession amount applied. Any customer who had already paid the bill will receive the difference applied as a credit to their account.	Approximately 400
2.	SI/2013/71  Water Corporation	3-Sep-13	11-Nov-13	EWOV identified via its case handling, billing that did not accurately reflect prior payments or carry over balances. It also appeared that this issue could have been triggered by the ongoing sewer contribution fees.	The water corporation confirmed that a billing issue occurred in the second quarterly billing run of 2013 for some customers being charged a sewer contribution fee. Primarily, it meant that prior payments were not reflected on billing from arrears relating to the sewer contribution fee.  The water corporation confirmed that a permanent billing system fix has been implemented to prevent this recurring and the majority of	Approximately 2,000

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					impacted customers had billing intercepted before it was issued. Any additional payments made would result in a credit on the account or refund being offered.	
3.	SI/2014/41  Water Corporation	27-May-14	2-Jun-14	EWOV identified via its case handling, an instance where a customer was dissatisfied about being billed a Special Meter Read (SMR) fee by a water corporation. When the fee was investigated further, it was not specified in the Schedule of Fees and Charges if the fee was payable by the tenant or landlord/owner.	The water corporation confirmed that the Schedule of Fees and Charges currently does not specify who is responsible for the SMR although prior to the introduction of this fee it conducted a mass mail out to all landlords/owners advising of this fee. It advised it has received some enquiries and minimal complaints about the application of this fee although the Schedule of Fees and Charges has since been updated to include details about the responsibility of the SMR.	Unknown
4.	SI/2013/93  Water Corporation	11-Nov-13	2-Dec-13	EWOV identified an instance where a customer advised that they received contact from a debt collection agency prior to the due date of a bill they received.	The water corporation confirmed that since its billing system upgrade it has encountered ongoing but infrequent instances of its billing system referring debt prematurely to its collections agency. It confirmed	Unknown

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					that this did not result in any supply restriction activity and it resolved each instance on a case-by-case basis. A billing system fix was implemented in mid-2014 that provided a permanent fix to this issue.	

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