

WATER SYSTEMIC ISSUES INVESTIGATED – CLOSED

1 JULY 2014 - 30 JUNE 2015

(In date closed order)

Issue Number	Systemic Issue	Date Received	Date Closed	Summary	Outcome	Number Affected
1.	SI/2014/60 Water Retailer	24 Jul 14	28 Jul 14	EWOV identified via case handling, an instance where a water corporation's customer was experiencing a billing delay and when speaking to the water corporation, was advised that a billing system problem is causing this to be a broader issue impacting other customers.	The water corporation confirmed that as a result of its billing system upgrade in 2013, some residual issues occurred including billing delays for a group of its customers. It confirmed that it has endeavoured to update these customers on the issue and has offered them extended payment terms and due dates, if required. The water corporation advised it has worked through to resolve the system issue and only a small group of customers remain impacted, which are being handled on a case-by-case basis.	771
2.	SI/2014/71 Water Retailer	30 Sep 14	8 Oct 14	EWOV identified via case handling, an instance where a restriction notice issued to a customer did not include required information. Specifically, it didn't include information about the debt being associated with the property if it remained unpaid (requirement under section 6.2 of the Customer Service Code).	The water corporation confirmed that it was an oversight that information about the unpaid debt being associated with the property was not included on the restriction notice and this was corrected in September 2014. The water corporation provided a copy of the new restriction notice template to EWOV to confirm this.	Unknown
3.	SI/2014/73	8 Oct 14	9 Oct 14	EWOV was notified by a water corporation of a systemic issue,	The water corporation confirmed that as a result of an isolated error at	Approximately 1,600

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	Water Retailer			where it issued reminder notices to a group of customers who had not received the initial billing that the arrears related to.	its contracted billing service provider approximately 1,600 accounts were not issued. This later resulted in a reminder notices being issued for arrears these customers were not aware of. The water corporation confirmed that it issued apology and explanation letters to impacted customers in addition to offering extended time to pay.	
4.	SI/2014/85 Water Retailer	6 Nov 14	25 Nov 14	A water corporation alerted EWOV to an issue it encountered, where it sent billing for incorrect properties to a group of its customers. It advised this issue occurred over two months as a result of a billing system fault.	The water corporation confirmed that it encountered a technical error with its billing system in October 2014 that resulted in a significant group of customers receiving billing for properties they did not own or occupy. Customers were impacted by either receiving billing for a different property or not receiving billing at all because it had been issued to the incorrect property. It contacted all impacted customers via letter apologising for the issue and providing the correct billing. The water corporation confirmed that it notified the Privacy Commissioner of the issue in addition to making	Approximately 1,800

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					process changes to ensure an issue like this does not occur again.	
5.	SI/2014/96 Water Retailer	22 Dec 14	28 Jan 15	A water corporation alerted EWOV that a pump station has been installed in Sorrento that may drive complaints. After customer consultation the station was to be placed underground although during construction it discovered large mains underground which prevented this. Subsequently, the station was installed above ground.	The water corporation confirmed that it has received very few complaints about the installation of the pump station above ground, although some community consultation groups may drive complaints at a later stage. The water corporation confirmed that it will respond to every concern raised and will install vegetation surrounding the plant to minimise the visual impact.	Unknown
6.	SI/2015/9 Water Retailer	10 Feb 15	17 Feb 15	EWOV identified via case handling, instances of a water corporation's final notices to customers not containing required information. Specifically, this included information about additional charges that may be incurred, EWOV's contact information and hardship assistance available. This appears to conflict with clauses under 6.2 of the Urban Water Businesses Customer Service Code.	The water corporation confirmed that it immediately made changes to its final notice and it appears that some of the required information may have been removed in prior updates due to limited space available. The new final notice, effective immediately, includes EWOV's contact information, reference to customers about where the water corporations' hardship policy can be located and also that clarified wording around additional	Unknown

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					costs that may be associated with restriction and/or legal action.	

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