

Billing Enquiries / Review

A licensee must review a bill on the customer's request.

Aquasol will inform of the outcome of a customer's bill's review as soon as practicable or otherwise less than 15 business days from the day request was received. Aquasol will endeavour to respond to 85% of billing queries within 24 hours.

Where a customer has a billing query, which requires further investigation, a note will be put on the customer's account to advise that the customer's account is in dispute. This note will remain on the account until the query has been investigated and resolved.

Where, on investigation, it becomes apparent that a customer has been incorrectly billed; Aquasol will ensure that an appropriate credit is immediately applied to the customer's account.

If, by error, a resident is undercharged, it will be required to pay the shortfall. Any overdue accounts will incur an interest penalty. Property owners can request in writing that accounts be placed in a tenant's name. However, these charges ultimately remain the owner's responsibility. If resident is overcharge, extra cost will be refund directly or used as a credit for futures charges (as agreed with the resident).

After you have given us the opportunity to resolve your complaint, if you are still not satisfied with the outcome, you may refer your complaint to the independent complaint resolution service.

Customer may, but does not have to, use the licensee's complaints procedure before or instead of applying to the Water Services Ombudsman or making an appeal from, or applying for a review of, the decision that gave rise to the complaint, to the State Administrative Tribunal

The Energy and Water Ombudsman receives, investigates and facilitates the resolution of complaints from residential and small business customers about their water service provider. This is a free service

Energy and Water Ombudsman contact details:

Mail The Energy and Water Ombudsman, PO Box Z5386, Perth WA 6831

Phone (08) 9220 7588 or 1800 754 004 (toll free for country callers)

Email energyandwater@ombudsman.wa.gov.au