

Adjustment of Bills Policy

Aim

This policy outlines our process for adjusting bills when customers have been undercharged or overcharged for water and/or sewerage services.

Legislation

Water and Sewerage Industry Act 2008

Water and Sewerage Industry (Pricing and Related Matters) Regulations 2011

Definitions

Act means the *Water and Sewerage Industry Act 2008*.

Code means the Tasmanian Water and Sewerage Industry Customer Service Code issued under section 57 of the Act.

Fixed charge has the same meaning as in the Regulations.

Refund means a refund for overcharging a customer for water and/or sewerage services.

Regulations means the *Water and Sewerage Industry (Pricing and Related Matters) Regulations 2011*.

Service charge means a charge levied under section 68A of the Act.

Undercharge Adjustment means retrospectively billing a customer for water and/or sewerage services.

Variable charge has the same meaning as in the Regulations.

Policy

Refunds

If we become aware that a customer has been overcharged for services provided, we will inform the customer within 10 business days and make a Refund in accordance with section 5.7.4 of the Code, together with any interest payable under section 7.4 of the Code.

Undercharge Adjustments

Sections 5.7.1, 5.7.2 and 5.7.3 state that, except in the case of fraud, TasWater may recover an amount undercharged in respect of any billing period from a customer at any time up to 12 months after TasWater first becomes aware of the undercharge.

In the case of fraud, TasWater is able to recover the full amount of an undercharge plus an amount for interest.

If we become aware that a customer has been undercharged for services provided, we will make an Undercharge Adjustment to the customer's next bill, or send the customer a separate bill noting the Undercharge Adjustment. The time in which the customer is required to pay the Undercharge Adjustment will be determined in accordance with the Code.

The Undercharge Adjustment will reflect the maximum amount that we are entitled to charge the customer under section 5.7 of the Code.

Responsibilities

The Chief Executive Officer of TasWater is responsible for implementing this Policy.

Associated Documents

- Tasmanian Water and Sewerage Industry Customer Service Code
- TasWater Customer Charter

Approved by the Chief Executive Officer on 10 July 2017.

A handwritten signature in blue ink, appearing to be "D. Smith".

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CEO