



# **Shire of Morawa**

## **Bill Review Procedure**

### **Morawa Wastewater Scheme**

*October 2016*



# SHIRE OF MORAWA WASTE WATER SCHEME

## BILL REVIEW PROCEDURE

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## Purpose

The Shire of Morawa as a Water Licence operator has an obligation and responsibility under its Water Licence provisions as determined by the Economic Regulatory Authority's Water Act Guidelines to provide a Bill Review Procedure. This procedure is based on AS ISO 10002 – 2006 Customer satisfaction – Guidelines for complaints handling in organisations and guidance provided by the Water Services Code of Conduct (Customer Service Standards) 2013.

## Scope

The procedure applies to any individual or representative that is requesting a review of their account for Shire of Morawa Waste Water Scheme services. These procedures have been developed to support and expand of the Shire of Morawa Wastewater Customer Service Charter. This review procedure is to be made publically available.

## Background

The Shire of Morawa is a local Authority that operates a Waste Water Scheme as part of its service delivery. This procedure provides guidance to staff dealing with complaints in regard to services provided by the Scheme.

## Definitions

Australian Standard	Australian Standard AS ISO 10002 – 2006 Customer Standard – Guidelines for complaints handling in organisations. This policy and procedure is based on the current Australian Standard.
Complainant	Person or entity affected by the action or inaction of the Shire of Morawa.
Complaint	An expression of dissatisfaction with a specific action or service of the Shire of Morawa, including

	the failure by the Shire of Morawa to comply with provisions detailed in the Shire of Morawa Customer Service Charter.
Complaints Register	An electronic database for recording details about complaints made to the Shire of Morawa.

### **Applicable Legislation**

Australian Standard AS ISO 10002 – 2006 Customer Standard – Guidelines

Water Services Code of Conduct (Customer Service Standards) 2013.

### **Procedure**

#### **How Complaints Are Made**

Customers can lodge complaints in the following manner:

Phone	0899711204
Email	<a href="mailto:admin@morawa.wa.gov.au">admin@morawa.wa.gov.au</a>
Fax	08997711284
Letter	Shire of Morawa PO Box 14 Morawa WA 6623
In Person	Shire of Morawa Administration Centre 26 Winfield Street Morawa WA 6623

Shire of Morawa staff will assist customers in making a complaint where special assistance is required to allow access to the complaints process. Staff dealing with customers will be made aware of the complaint handling process.

The complaint resolution process through the Shire of Morawa is at no cost to the complainant and resolution of the complaint will be completed within fifteen days. Complainants should also be informed that they have the option of choosing not to use the Shire of Morawa's complaints procedure as an approved scheme under the Water Services Act 2012 and may choose to contact the Water Services Ombudsman or the Department of Water.

These agencies may also be used, should the complainant want to appeal a decision of the Shire of Morawa. An appeal may also be made under regulation 222 (2) (k) of the Water Services Code of Conduct (Customer Service Standards) 2013 – Reg 35 relating to an appeal being made to the State Administrative Tribunal.

Agency contacts are as follows:

The Department of Water

The Atrium

168 St Georges Terrace

PO Box K822 PERTH WA 6842

Tel: (08) 6364 7600 Fax: (08) 6364 7601

[www.water.wa.gov.au](http://www.water.wa.gov.au)

Energy & Water Ombudsman

Economic Regulation Authority

Tel: 1800 007 007

State Administrative Tribunal

GPO Box U1991

Perth WA 6845

Phone: (08) 9219 3111 or 1300 306 017 Fax: (08) 9325 5099

[http://www.sat.justice.wa.gov.au/\\_apps/contacts/contactForm.aspx?page=contactForm&departmentId=42](http://www.sat.justice.wa.gov.au/_apps/contacts/contactForm.aspx?page=contactForm&departmentId=42)

## **Treatment of Complaints**

The Shire of Morawa has a customer focused approach, and will be open to feedback including complaints and show commitment to resolving complaints by its actions.

Each complaint will be addressed in an equitable, objective and unbiased manner through the complaints handling process.

A complainant is entitled to confidentiality and personally identifiable information concerning the complainant should be available where needed, but only for the purposes of addressing the complaint within the organisation and should be actively protected from disclosure, unless the customer or complainant expressly consents to its disclosure.

Access to the complaints handling process through the Shire of Morawa will be free of charge to the complainant.

Every reasonable effort will be made to investigate all the relevant circumstances and information surrounding a complaint.

The Shire of Morawa will work to resolve the complaint within fifteen (15) days.

## **Bill Review Procedure**

The request for a bill review is to be recorded and registered in the incoming mail register and the Shire of Morawa Waste Water Treatment Scheme Complaint Register then immediately forwarded to the Executive Manager Development and Administration (the EMDA).

An acknowledgement of the request for a bill review is to be sent to the complainant upon receipt of the complaint.

The EMDA is to contact the complainant to discuss the request, find out further information and explain how the complaint will be

dealt with including confirming when the review is expected to be completed.

### *Examine How Charges Are Determined*

All customers are billed for wastewater services annually, with the account sent to the address where the service is provided or an address nominated by the customer.

Charges are determined as part of the Shire of Morawa budget process which is adopted by Council annually. Charges are determined in the following manner:

- Non Rated Properties – by a set charge for each fixture
- Rateable Properties - by a levy based on the valuation of properties.
- Minimum charges also apply where the valuation of a rateable property is low or land is vacant.

As charges are not determined on the basis of metered services, the provision for meter reading and testing referred to in section 18 of the Water Services Code of Conduct (Customer Service Standards) 2013 does not apply.

If the complainant is disputing the charge on the basis of an incorrect property valuation, the customer is to be informed of the process of appealing a valuation (within 60 days of bill issue) and to be provided with the contact details of the Valuer General's Office. Where it is based on the number of fixtures or the incorrect application of a minimum charge this will be reviewed by the EMDA and a correct account issued if required.

### *Where an Account is Incorrect*

#### *Overcharge*

If an overcharge has been made, an amended account is to be produced, with additional time given to pay the account. If



the customer has already paid the disputed account, a credit is to be made to the customer's account, with the customer able to elect whether payment of the credited amount is to be made to them. The customer is to be notified within 15 business days of any overcharge being found.

### **Undercharge**

If there has been an undercharge, the Shire of Morawa can only recover a charge for services provided in the 12 month period prior to the customer being notified of the undercharge. The customer must be allowed to repay through a repayment plan and interest and late payment fees are not to be charged on the undercharged amount.

### **Upon Completion of the Review**

When the review is completed, the customer is to be issued a written summary of the review and its outcome.

The outcome of the review is to be entered into the Shire of Morawa Waste Water Treatment Scheme Complaint Register against the original complaint.

**Appendix A Bill Review Request**

Officers Name (receiving the complaint)\_\_\_\_\_

Officers Title\_\_\_\_\_

Date/Time Received\_\_\_\_\_

Form of Complaint \_\_\_\_\_

Brief description of complaint

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Referred to CEO for allocation (tick) Yes  No

Name of and Position of Officer Complaint Referred To

Entered in Complaints Register (tick) Yes  No

Due Date to Complainant (15 days)\_\_\_\_\_

Date of Completion of Review\_\_\_\_\_

Date of Notification of Complainant\_\_\_\_\_

File Notes

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