



QA – Customer Service

Billing Enquiries

Lancelin South will inform customers of the outcome of a review of the customer's bill as soon as practicable or otherwise less than 15 business days from the day the request was received. Lancelin South will endeavour to respond to the majority 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, Lancelin South 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, except for when an undercharged bill has been provided by Lancelin South Pty Ltd. 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 a resident is overcharged, the extra cost will be refunded directly or used as a credit for future charges (as agreed with the resident).

Once Lancelin South has been given the opportunity to resolve a complaint, if you are still not satisfied with the outcome, you may refer your complaint to the independent complaint resolution service.

A Customer may, but does not have to, use the licensee's complaints procedure before or instead of applying to the Water Services Ombudsman. A customer may also make an appeal from or apply 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