



Review of Water Bill - Procedure

A water bill can be reviewed upon request. There are several reasons a review can be conducted, including but not limited to:

- Overcharging
- Undercharging
- A faulty meter
- A suspected leak

The review should take no longer than 20 business days from notification to conduct and produce an outcome which is to be notified to the customer. Should the review take longer than 20 business days, updates will be provided to the customer until complete.

Meter Reading and Meter Testing

Should a bill be reviewed and found to be based on an estimate, an actual meter read can be requested and a revised bill is to be generated. Rottnest Island Authority (RIA) does not charge customers for the review of a bill.

Should the meter be suspected as faulty, a customer can request that a meter be tested by a qualified individual. Should the supply be investigated to show that the water flow is within 5% (slow or fast), the charges will stand, and full payment will be requested. Should the meter be outside the 5% bracket, an adjustment will be given via a revised bill in line with the variation percentage after 5%.

To request a review for a meter reading or request the testing of a meter, please call (+61 8) 9432 9300 and ask for the Property Management Team or email leasing@rotnnestisland.com.

The review will be concluded within 20 business days. Should the review take longer, timely and practical updates will be provided to the customer.

If the outcome of a review is not to your satisfaction, the RIA complaints procedure can be followed by submitting the complaint in writing by email to Utilitiescomplaints@rotnnestisland.com or by post to:

Rottnest Island Authority
PO Box 693
Fremantle
WA 6959

Escalation is required if the customer is unsatisfied with the outcome of a review and the customer can contact the Water Services Ombudsman to seek a resolution.

Review of a Meter Read

- Customer contacts Property Management Team to request a review of the bill
- Customer supplies current meter read or the Property Management Team attends property to obtain current meter read
- The supplied current read is used to generate and adjustment for the bill
- The customer is notified of the outcome of the review in writing
- The customer either accepts the outcome of the review, follows the complaint procedure, or emails the [Energy and Water Ombudsman](#).

Testing of a Meter

- Customer contacts Property Management team to request testing of the meter
- Property Management team contacts Programmed Facility Management (PFM) to test the meter
- PFM advises if the meter is faulty or if the meter has an error margin of less than 5%
- If a meter is faulty, an estimated bill as per Code of Conduct 2024 is generated



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- Meter is repaired or replaced
- If the meter is not faulty or has an error margin of 5% or less, the original bill stands and is payable
- The customer either accepts the outcome of the review, follows the complaint procedure, or contacts the Water Service Ombudsman below:

Energy and Water Ombudsman Western Australia
Level 2, Albert Facey House
469 Wellington Street
Perth WA 6000

OR

Energy and Water Ombudsman Western Australia
PO Box Z5386
St Georges Terrace
Perth WA 6831

Telephone: (+61 8) 9220 7588 or Free Call: 1800 754 004 *

Email: energyandwater@ombudsman.wa.gov.au

* Calls made from mobile phones will be charged at the applicable rate

The *Water Services Act 2012* introduced the State's first water services ombudsman to resolve disputes between customers and water services providers. The scheme is funded by industry at a low cost to water utilities and is free for customers to use.

The Ombudsman has statutory powers to make binding determinations about a complaint or a dispute.