

Water

Water complaints

While there was a seven per cent decrease in water complaints overall in 2019-2020, there was an eight per cent increase in investigations during this period.

318

water complaints closed

Billing 64%

most common primary issue

7%

↓ from 2018-19

8%

↑ in investigations

Closed water complaints by primary issue and case type 2019-2020

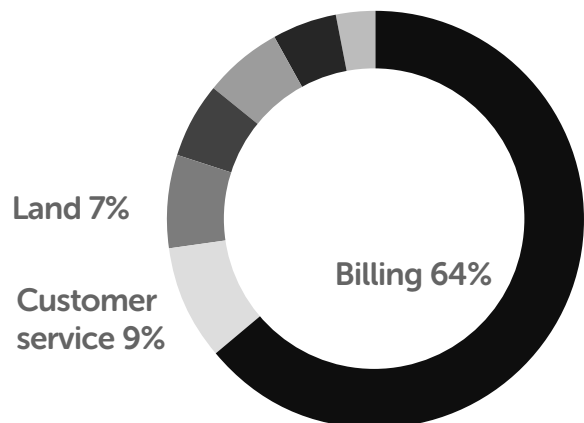
Table 14

Primary issue	Refer back	Referral to higher level	Investigation	Total
Billing	84	47	73	204
Customer service	7	14	9	30
Land	10	6	5	21
Provision	8	8	4	20
Supply	10	4	5	19
Credit	9	4	3	16
Other	8	0	0	8
Total	136	83	99	318

2019-2020 closed complaints

Water complaints by primary issue

- Billing 64%
- Customer service 9%
- Land 7%
- Provision 6%
- Supply 6%
- Credit 5%
- Other 3%





Water retailers

Closed water retailer complaints by primary issue

Table 15

Primary issue	Scheme participant	2015-16	2016-17	2017-18	2018-19	2019-20
Billing	Queensland Urban Utilities	136	129	106	117	98
	Unitywater	69	94	66	66	54
	City of Gold Coast	28	29	40	38	34
	Logan City Council	5	4	13	6	13
	Redland City Council	4	4	7	6	5
Total		242	260	232	233	204
Customer service	Queensland Urban Utilities	13	8	11	14	11
	City of Gold Coast	2	3	4	2	6
	Unitywater	9	6	4	5	5
	Redland City Council	0	0	0	1	0
	Logan City Council	0	0	1	0	0
Total		24	17	20	22	22
Credit	Queensland Urban Utilities	14	12	4	6	10
	Unitywater	8	10	13	4	6
	City of Gold Coast	6	5	10	2	0
	Logan City Council	0	1	0	1	0
	Redland City Council	0	0	1	0	0
Total		28	28	28	13	16
Provision	Unitywater	4	6	2	1	3
	Queensland Urban Utilities	4	4	3	3	0
	City of Gold Coast	0	1	0	1	0
	Logan City Council	1	0	0	0	0
Total		9	11	5	5	3
Other	Queensland Urban Utilities	4	4	1	2	6
	Logan City Council	0	0	1	0	1
	City of Gold Coast	5	4	2	2	0
	Unitywater	2	4	3	0	0
	Redland City Council	0	0	1	0	0
Total		11	12	8	4	7
Grand total		314	328	293	277	252



Water distributors

Closed water distributor complaints by primary issue

Table 16

Primary issue	Scheme participant	2015-16	2016-17	2017-18	2018-19	2019-20
Land	Queensland Urban Utilities	4	8	10	20	13
	Unitywater	4	7	9	4	7
	City of Gold Coast	1	3	0	0	1
	Redland City Council	1	0	0	0	0
Total		10	18	19	24	21
Supply	Queensland Urban Utilities	21	13	13	11	13
	Unitywater	7	3	10	0	5
	Redland City Council	1	0	1	0	1
	City of Gold Coast	4	1	0	0	0
	Logan City Council	0	0	0	1	0
Total		33	17	24	12	19
Provision	Queensland Urban Utilities	7	14	7	8	10
	Unitywater	5	3	5	6	3
	Logan City Council	0	1	0	0	3
	Redland City Council	0	0	0	0	1
	City of Gold Coast	2	0	1	1	0
Total		14	18	13	15	17
Customer service	Queensland Urban Utilities	20	1	5	8	7
	City of Gold Coast	1	0	0	0	1
	Unitywater	4	8	1	3	0
Total		25	9	6	11	8
Other	Queensland Urban Utilities	5	4	2	1	1
	Unitywater	1	3	4	1	0
	City of Gold Coast	3	0	2	0	0
Total		9	7	8	2	1
Grand total		91	69	70	64	66