

# Invoiced cases disputed by a scheme participant procedure

## Purpose

To provide EWOQ staff and Scheme Participants with clear direction to enable the resolution of disputes from scheme participants in relation to cases they have been invoiced for under the EWOQ user pays fees in a timely and consistent manner

## Application

The following only applies to disputes relating to cases used in the calculation of scheme participant user pays fees.

## Principles

- Where it is not possible to isolate the disputed component of the user pays fees invoice, scheme participants are asked to pay the complete invoice whilst their dispute is being investigated.
- EWOQ will aim to resolve these disputes within 14 business days of receiving a dispute from a scheme participant.
- If it is found that closed cases have been incorrectly charged to a scheme participant, a refund will be processed within 14 business days from the completion of the investigation (ie refunds will not be held until the next reconciliation).
- Any case record requiring amendment in the EWOQ case management system will be completed within 14 business days from the completion of the investigation.

## Procedure

Refer also to attached workflow diagram of procedure

- Scheme participants should reply to the EWOQ reconciliation email, providing the following details of any cases they wish to dispute:
  - case number
  - case type
  - customer name
  - reason for dispute
- Scheme participant's email will be forwarded to the General Manager Assessment, Investigation & Resolution for investigation within 14 business days.
- Finance team to acknowledge receipt of email and negotiate payment of current invoice with scheme participant. Discussion with the Energy and Water Ombudsman may also be required in relation to remitting any unpaid fee interest associated with late payment of the initial invoice.

- General Manager Assessment, Investigation & Resolution to send email to scheme participant detailing the outcome of the investigation into disputes cases – copy to be sent to the corporate email account ([corporate@ewoq.com.au](mailto:corporate@ewoq.com.au)).
- General Manager Assessment, Investigation & Resolution to arrange any necessary corrections to be made to case notes in Resolve within 14 business days.
- Finance team to arrange refund if applicable within 14 business days for any cases found to be incorrectly charged.

## Effective date

These procedures are effective from date of approval.

## Responsibilities

General Manager Strategy, Operations & Governance is responsible for the establishment and maintenance of this procedure document.

## Related documents

EWOQ Budget Guidelines

## Approval

Approved by the General Manager Strategy, Operations & Governance and effective from the date signed.

*Eleanor Bray*

Eleanor Bray (Jun 3, 2021 10:05 GMT+10)

General Manager Strategy, Operations and Governance.

Date:

