



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

### Refunds for overpayments

You may be due for a refund if your provider has overcharged you for your energy or water.

#### Rules about refunds

Your provider must follow these rules about refunds:

##### *Water*

When your water provider finds out it has overcharged you, it must tell you within 10 business days.

The amount will be credited to your next bill unless you contact your provider within 10 business days and request the amount is refunded.

If you are no longer a customer, your provider must refund you within 10 business days.

##### *Energy*

When your energy provider finds out it has overcharged you \$50 or more, it must tell you within 10 business days.

You can tell your provider how you want the extra amount repaid.

If you don't tell your provider, your refund will be credited to your next bill.

When your refund is less than \$50, your provider will credit the amount to your next bill.

If you are no longer a customer, your provider must do its best to refund you within 10 business days.

If the overcharge is your fault, your provider may reduce your refund.

### Refunds for security deposits

If you have paid a security deposit, your energy provider must return it to you:

- after you have paid your bills on time for one year
- after you have paid your bills on time for 2 years if you are a business customer.

Your energy provider must return your security deposit within 10 business days.

#### More help

See our fact sheets about:

- making a complaint
- estimated bills