

How to read your new water bill

We've made some changes to our bill, as part of an upgrade of our billing system. This bill is a sample only; your actual bill is enclosed. For more information, go to www.westernwater.com.au.

How to contact us if you need to.



Western Water
PO Box 2371 SUNBURY DC VIC 3429
www.westernwater.com.au
mail@westernwater.com.au

Account Enquiries (7am-7pm Mon-Fri) 1300 650 422
Mobile or interstate callers 03 9218 5400
Fax 03 9218 5444
24 Hour Emergency 1300 650 425

Tax Invoice
ABN 67 433 835 835

Your Account

Service Address: 44 Latrobe Ct, Sun

The property where we supply water and sewer services

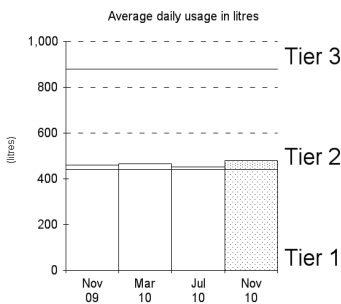
I B A & I M A Citizen
57 Latrobe Ct
SUNBURY VIC 3429

Important: You have a new account number for Bpay and Billpay

Issue Date	9 November 2010
Account Number	12-3456-7891-23-4
Amount Due	\$318.58
Pay By	7 December 2010

Shows when your bill is due and how much you need to pay.

Next Reading: April 2011



Balance Brought Forward

Opening Balance	\$0.00
Total Payments received to 7 Nov 2010	\$0.00
Balance	\$0.00

Current Charges

Drinking Water Usage Charge	\$85.29
Water Service Availability Charge	\$70.57
Sewerage Service Availability Charge	\$162.72
Total	\$318.58

Total Amount Due

\$318.58

Av. Daily Use		Av. Daily Cost
Last year	Current period	Current period
459 L/day	480 L/day	\$2.55/day

You can compare your water usage to the same time last year.

Messages about your account, water conservation and rebates.

If you want to save water and reduce your water bill, join our WaterTight program. Call 03 9218 5421 for more information.
Showerhead Exchange - You can now exchange up to TWO showerheads for free. To register, telephone Western Water on 9218 5544.

Payment Slip



Bring this slip with you if paying in person or send it with your cheque.

Account Number	12-3456-7891-23-4
Amount Due	\$318.58
Pay By	7 December 2010



T:1 - 11/02/2011

Concession has not been applied (Refer over for concession eligibility)

One kilolitre (kL) is 1,000 litres

Total charges for the amount of water you have used. You can save by using less.

WATER USAGE

Service Number	Meter Number	Previous Date	Previous Reading	Current Date	Current Reading	Consumption (Kilolitres)
MS48615	04W796657	06/07/10	889	08/11/10	949	60.000

VOLUME CALCULATION for 06/07/10 to 08/11/10 (125 days)

Daily Calculation*	Your Usage	Amount
Tier 1 (0-440 L/day)	55.000kL @ 138.38c/kL	\$76.11
Tier 2 (441-880 L/day)	5.000kL @ 183.58c/kL	\$9.11
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	60.000kL	\$85.29

*Tier tariffs are adjusted according to the days in your reading period and applied on a daily basis.

WATER SERVICE

Service No.	Size	Date From	Date To	Days	Rate	Amount
MS48615	20mm	01/11/10	28/02/11	120	@ 58.81c per day	\$70.57

SEWERAGE SERVICE

Service No.	Date From	Date To	Days	Rate	Amount
MS48615	01/11/10	28/02/11	120	@ 135.60c per day	\$162.72

The fixed charge per day for providing water to your property.

The fixed charge per day for removing and treating your sewage.

Concession Card Holders and Pensioners
 To be eligible for a concession, your current Pensioner Concession card, DVA Gold Card for TPI's, War Widow's card or Health Care card must be valid within the current billing period. Concessions are only applicable to services provided to your sole place of residence.

If we currently have your concession details the concession amount will be automatically applied and shown on your account. A maximum annual amount of \$245.00 is applicable for 2010/11 if both water and sewerage services are provided. Eligible concession card customers will receive the annual entitlement distributed between each billing period across the financial year.

To claim a concession, call Customer Service at Western Water on 1300 650 422 or visit our office at 36 Macedon St, Sunbury.

Tenancy and Ownership Changes
 Residential tenants in separately metered properties are liable for water usage charges. Two days notice must be given to Western Water when moving in or out of a property. If you have sold your property and your details have not been updated please notify us immediately.

Payment Assistance - 1300 650 422
 If you are experiencing difficulty in paying your account, please contact Customer Service on the number above to discuss:
 * Special Arrangements * Utility Relief Grant Schemes
 * Western Water - Easy Pay * Financial Counselling organisations in your area


Privacy
 The Victoria Information Privacy Act 2000 set standards for the way Western Water collects and handles your personal information. To help you understand your rights under the Privacy Act, Western Water has a Personal Privacy Charter developed to comply with the Information Privacy Principles. The Charter states that Western Water manages personal information relating to its customers and past employees.

Interpreter Service - 131 450
 If you require help in a language other than English, our Interpreter Service can assist you.


National Relay Service
 If you have hearing or speech impairment, contact us on the National Relay Service:
 * TTY users phone 133 677 then ask for **1300 650 425**
 * Speak and Listen users phone 1300 555 727 then ask for **1300 650 422**

How we can help customers in special circumstances.


How to Pay


 Billpay Code: 0131
Ref: 12-3456-7891-23-4


Pay in person at any Post Office, by phone on 13 18 16, or go to postbillpay.com.au to pay on the internet.


 Biller Code: 5694
Ref: 12-3456-7891-23-4

Contact your bank, credit union or building society to make this payment from your cheque, savings or credit card account. More info: www.bpay.com.au

 **Centrepay**
 Call Western Water on 1300 650 422 to arrange regular deduction payments.

 **By Direct Debit**
 Call Western Water on 1300 650 422 to arrange a flexible direct debit payment from your bank, credit union or building society account.

 **By Mail**
 Detach this slip and mail with your cheque/money order to: Western Water, PO Box 2371 SUNBURY DC VIC 3429.

 **In Person**
 Present this account intact at the Western Water office at 36 Macedon St, Sunbury (open 9:00 am to 5:00 pm Monday to Friday) or at any Australia Post outlet.

Service Dial 13 18 16
 Card available and quote the Billpay Code 0131 and for overseas payments call **61 13 18 16**.

The ways you can pay.

If you pay by Bpay or Billpay, please note your reference number has changed.