


How to read your RESIDENTIAL water bill



wannonWATER
Wannon Region Water Corporation
ABN 94 007 404 851

TAX INVOICE / STATEMENT

A A Citizen
4 Cityville St
CITYVILLE VIC 3200

Service Address: 4 Cityville St, Cityville VIC 3200
Classification: Residential

Balance Brought Forward	
Opening Balance	\$160.05
Total Payments received to the 9 Oct 2012	\$160.05 CR
Balance	\$0.00
Current Charges	
Water Usage	\$59.21
Water Service Charge	\$39.13
Sewerage Service	\$183.54
Water Pension Concession	\$34.90 CR
Sewerage Pension Concession	\$34.90 CR
Total	\$212.08
Total Amount Due	\$212.08
Total includes GST of	\$0.00

Interested in receiving your invoice via email? Please phone us to register your details.

1300 926 666
www.wannonwater.com.au
Date of Issue: 09 Oct 2012
Next Reading: 20 Feb 2013

Account Number
52-1371-0250-01-0

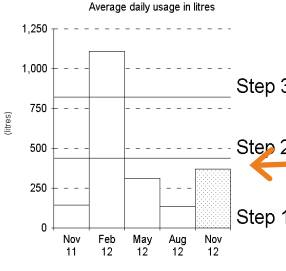
Invoice Number
2008227

Amount Payable
\$ 212.08

Payment Due
06 November 2012

Concession has been applied.

Average daily usage in litres




Step 3
Step 2
Step 1

Av. Daily Use 369 L/day
Av. Daily Cost \$2.31/day

Sign up for email billing

Want to receive your water bills via email? It's free and it's easy!



Simply visit www.wannonwater.com.au and click on the **e-bills** box to apply online.

All future bills will then be emailed directly to you.

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Service Address
The charges on this account are for this address.

Balance
The amount shown on your last account. Shows all payments made since the last account issued.

Water & Sewerage Concession
The concession amount shown on your bills is calculated at a daily rate and applied to your bill each quarter.

Current Charges
A summary of current charges which may include water usage, water and sewerage service charges, a sewerage volumetric charge, trade waste, concessions, adjustments and interest where applicable.

Next Scheduled Reading
The approximate date Wannon Water will next read your meter.

Amount Due
Shows your total amount of current and outstanding charges.

Pay By
Date by which payment is to be received.

Usage Graph
Details your water usage for the past year and includes a comparison to the same period in the previous year.

Average Daily Usage/Cost
Details comparisons for usage and itemises daily costs for services.

Account Details

Water usage and service charges are detailed in full.

Details also include meter readings, service size and the number of days within the billing period.

Calculation of stepped charges is also shown where applicable.

Concession Card Holders

The concession amount shown on your bill is calculated at a daily rate and applied to your bill each quarter.

Payment Options

Wannon Water offers many ways to pay your account.

Wannon Water Invoice Details

WATER USAGE

Service Number	Meter Number	Previous Date	Previous Reading	Current Date	Current Reading	Consumption (Kilolitres)
MS21140	M05B03966	21/08/12	1592	21/11/12	1626	34.000

34 kilolitres over 92 days equates to 369.5 litres per day. (1 Kilolitre = 1000 Litres)

VOLUME CALCULATION for 21/08/12 to 21/11/12

Daily Allowance	Days	Your Consumption	Amount
Step 1 0.3695kL	x 92 =	34.000kL @ \$1.7415/kL	\$59.21

WATER SERVICE

Service No.	Size	Date From	Date To	Days	Rate	Amount
MS21140	20mm	21/08/12	21/11/12	92	@ \$0.4253 per day	\$39.13

SEWERAGE SERVICE

Service No.	Date From	Date To	Days	Rate	Amount
MS21140	21/08/12	21/11/12	92	@ \$1.9950 per day	\$183.54



Penalty interest of 10% p.a. will accrue on account balances that remain unpaid 14 days after the Payment Due date.



Residential properties with own separate meter: Tenant pays for water usage & Landlord pays all other charges



Moved House: If you have vacated your property and your details have not been updated, please notify us immediately



Concessions: If you have a Centrelink Pension, Healthcare Card or Department of Veteran Affairs Gold Card, you may be eligible for a concession. Register on-line at www.wannonwater.com.au, or contact us for details.



Financial Hardship: Contact us to set up a payment plan or discuss rebates & concessions



Special Services: Hearing or speech impaired? Contact us via the National Relay Service on 13 66 77
Also provided is a free interpreter service; contact the Translation & Interpreter Service on 13 14 50

HOW TO PAY



Direct Debit: To arrange a direct debit, register on-line at www.wannonwater.com.au or contact us



Centrelink

Centrelink: Use Centrelink to arrange regular deductions from your Centrelink payment. Contact us for details



Billpay Code: 566455
Ref: 5213 7102 5001 0

Contact your financial institution to pay from your cheque, savings or credit account



Mail: Send a cheque with this portion of the account to
Wannon Water PO Box 1158 Warrnambool Vic 3280



POST

billpay

Billpay Code: 0342
Ref: 0521 3710 2500 10

Pay at any Post Office, or via postbillpay.com.au for on-line payments or phone 13 18 16 for credit card payments

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