

wannonWATER

Wannon Region Water Corporation
ABN 94 007 424 851

TAX INVOICE / STATEMENT

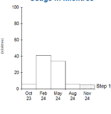
Name
Address
WARRNAMBOOL VIC 3280

Service Address: 14 XXXX Dr, Warrnambool VIC 3280

Classification: Residential

Opening Balance	\$243.43
Payment received on 10 Sep 2024	\$243.43 CR
Balance	\$0.00
Current Charges	
Water Usage	\$5.43
Water Service	\$48.31
Sewerage Service	\$208.35
Total	\$262.09
Total Amount Due	\$265.09
Total includes GST of	\$0.00

Usage in kilolitres



Av. Daily Use: 0.094 KL/day
Av. Daily Cost: \$2.85/day

Account Number: 0-0000-0000-00-0
Invoice Number: 00000000
Amount Payable: \$ 000.00
Payment Due: 05 December 2024


A Concession has not been applied (refer over for eligibility).

TEST

Check for leaks using your water meter

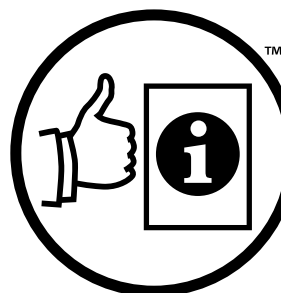
Follow these steps:

1. Turn off all water appliances but leave the meter's stop tap on.
2. Read your water meter. Write down the number.
3. Make sure no water is used over the next hour.
4. Once the hour is up, read your meter again.
5. If the two readings aren't the same, you may have a leak. Call a licensed plumber to investigate.





How to pay your water bill



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book
- find more information.



Contact information is at the end of this book.

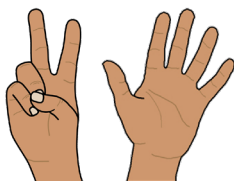
About this book



This book is from Wannon Water.



This book tells you how to pay your water bill.

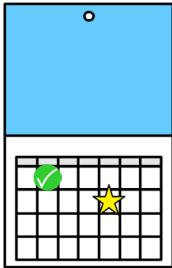


There are 5 ways you can pay your water bill.

1. Pay with direct debit

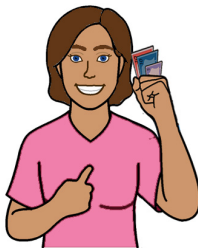


Direct debit means we take money out of your bank account when your water bill is due.

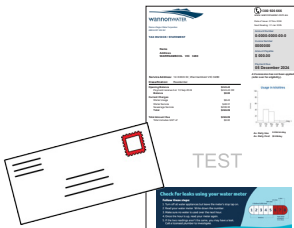


To pay with direct debit you must

- set it up before your water bill is due to be paid



- have enough money in your bank account to pay your bill.



We will still send you a bill so that you know how much money we take out of your account.

2. Pay with BPay



BPay means you pay online using a code that is on your water bill.



You can use BPay when you do your banking online.

To pay with BPay you need to use

R 9 5 3 X _ _ _

- our **biller code**

- your **account number**.

Our **biller code** is **39420**.



Your **account number** is the number on the top right corner of your water bill.



3. Pay with Centrepay

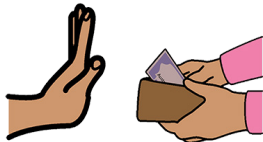
Centrepay is when you pay for your water bill with your Centrelink payments.



You must contact Centrelink if you want them to pay your bills directly.



You can go online and use your **myGov** account to set up Centrepay.



Centrepay is free for people who get Centrelink payments.



4. Pay with Post BillPay

Post BillPay is when you pay your bills through Australia post.



You can pay with Australia post

- by phone
- online
- in person at an Australia post office.



To pay by phone



Call 13 18 16

You can call anytime of the day.



You can pay with a credit card when you call.

To pay online

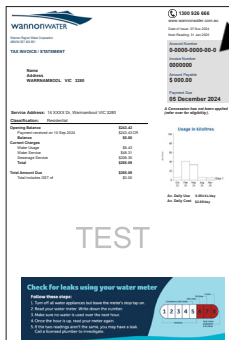


R 9 5 3 X _ _ _

To pay online with Post BillPay you need to use

- our **BillPay code**
- your **account number**.

Our **BillPay code** for is **0354**.



Your **account number** is at the top right corner of your water bill.



You can pay with your credit card or from another bank account that you choose.



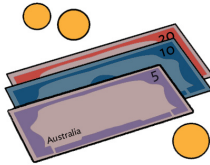
To pay from another bank account, you must sign up online to be a **Post BillPay** user.

Website postbillpay.com.au

To pay in person at a post office



You can go to an Australia post office to pay your water bill in person.



You can pay with

- cash
- money order.



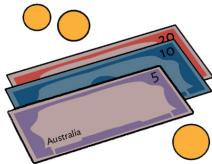
You **cannot** use a credit card at the Australia post office when you pay in person.

5. Pay in person at our office



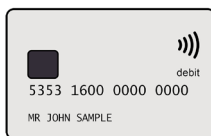
You can pay your water bill in person by coming into one of our offices.

We have friendly staff who can help you.

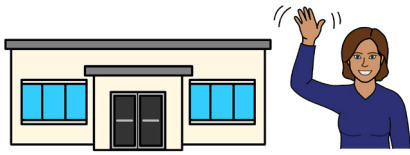


You can pay with

- cash
- credit card
- debit card.



Addresses of our offices



We have 3 offices that you can visit and talk to a staff member.

They are at

- 25 Gateway Road, Warrnambool
Postcode 3280
- 66 Gray Street, Hamilton
Postcode 3300
- 15 Townsend Street, Portland
Postcode 3305



More information

For more information contact Wannon Water.

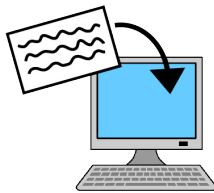


Call 1300 926 666



Website

wannonwater.com.au



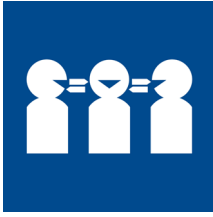
Email info@wannonwater.com.au

You can read the full report on our website.

Website

wannonwater.com.au/bills-accounts/pay-your-bill

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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