

How to read your Annual Service Account

We are committed to providing all our customers with the highest level of service. Part of that commitment is to listen carefully to your suggestions and to react accordingly. Your Annual Service Charges Account is an example of this. It incorporates suggestions received from our residential and commercial customers, together with your representatives on our statewide Customer Advisory Council. For our customers with special needs, we are happy to provide accounts in alternative formats upon request. Many of the main features of the account are highlighted on the right.

WATER CORPORATION

CITIZEN NAME
PO BOX 100 STREET NAME
SUBURB WA 6907

1 Annual Service Account
Issue Date 1 July 2009

2 ACCOUNT NUMBER 90 00000 12 3
PLEASE PAY \$786.55
PAYMENT DUE BY 31 JUL 2009

3 Account for HOUSE AT 100 STREET NAME SUBURB LOT 00

4 YOUR ACCOUNT SUMMARY

DESCRIPTION	PAYMENT DUE	AMOUNT
Annual Service Charges 1 July 2009 to 30 June 2010	31 July 2009	\$792.15
Prompt Payment Discount		\$5.60CR
TOTAL		\$786.55

5 TURN OVER FOR IMPORTANT INFORMATION, INCLUDING PAYMENT OPTIONS

Interest is charged on overdue amounts @ 14.51% p.a.
GST does not apply to this account.
Payments received after 4pm 30 June 2009 are not included on this account.

6 Payment Slip
100 STREET NAME SUBURB LOT 00
Account Number 90 00000 12 3
Enter Payment Amount
Payment Due By 31 July 2009

7

Are you moving or selling?
Please call us on 13 13 85

HAVE YOU APPLIED FOR A CONCESSION?
If not, and you are the owner and occupier of this property and hold a valid Concession Card, go to www.watercorporation.com.au or call 1300 659 951 to apply.

Enquiries 13 13 85
Payment Difficulties? 1300 659 752

Website: www.watercorporation.com.au
E-mail: cust_centre@watercorporation.com.au

Barcode: 9000000123

<00000022955> <066504> <000090048792507>

1. Annual Service Account
This area indicates what service you are being charged for. This account is for annual service charges for the property listed.

2. Account Number
This identifies your property. Please refer to this number when you contact us.

3. Mailing Address
This is the address to which the account has been sent.

4. Account Address
This is the address where the charges have been incurred.

5. Your Account Summary
Your current charges are shown here along with details of the payment due date and the amount due for any outstanding charges billed and not yet paid.

6. Payment Slip
You will need to detach this portion of the account if you are sending payment by mail.

7. Contact Information
If you need to contact us you will find our details here.

Annual Service Account

8 PAYMENT OPTIONS
To qualify for your preferred payment option you must pay the first instalment by 31 July 2009.

Payment Due By	Amount
ONE PAYMENT Includes discount of \$5.60 Includes amounts previously billed	Instalment due 31 July 2009 \$786.55
TWO PAYMENTS Includes amounts previously billed	1st instalment due 31 July 2009 \$396.10 2nd instalment due 31 December 2009 \$396.05 Total \$792.15
FOUR PAYMENTS Includes costs of \$6.40 Includes amounts previously billed	1st instalment due 31 July 2009 \$204.55 2nd instalment due 31 October 2009 \$198.00 3rd instalment due 31 December 2009 \$198.00 4th instalment due 31 March 2010 \$198.00 Total \$798.55

If the correct payment is not received by 31 July 2009, the two payment method will apply (interest is charged).

9 HOW YOUR ANNUAL SERVICE CHARGES HAVE BEEN CALCULATED

Water Residential	Service charge for 1 residence	\$200.40
Sewerage Residential	Based on the rateable value of \$10 660	\$524.45
Drainage Residential	Minimum charge for 1 residence	\$ 67.30
Total New Charges		\$792.15

CUSTOMER INFORMATION

Valuation Information
The rateable value (Gross Rental Value - GRV) is a figure provided by the Valuer General and is used to calculate your charges. It is generally based on the annual rental value of the property (if it were rented), or 5% of the vacant land value. An objection to GRV must be lodged with the Valuer General, 18 Mount St, Perth, within 60 days of issuing this account. Charges still need to be paid by the due date while the GRV is reviewed.

Customers with special needs
If you would like this account in an alternative format phone 13 13 85.
If you have a Telephone Typewriter (TTY) phone 1800 063 508 for enquiries.

10 WAYS TO PAY YOUR ACCOUNT

Direct Debit
To establish automatic payment of accounts from your nominated bank or financial institution, call 13 13 85 to make application over the phone.

Mail
Send your cheque made payable to 'Water Corporation' with your payment slip to:
WATER CORPORATION
PO BOX 1800, OSBORNE PARK DC, WA 6916

B-Pay
Contact your bank or financial institution to arrange payment.
Biller Code: 8805 * Ref: As per your Account Number

Internet*
Visit www.watercorporation.com.au to pay your account by Visa card or MasterCard.

POST Billpay
Pay in person at any Post Office.

Telephone*
Call 1300 366 067 to pay your account using your Visa card or MasterCard.

Centrepay
Use Centrepay to arrange regular deductions from your Centrelink payment. Call 1300 650 471 to request a Centrepay deduction.

* The MAXIMUM you can pay by credit card is \$5,000

8. Payment Options
To make paying this account easier, we offer a range of payment options. Select your preferred payment option and pay the first instalment by 31 July to qualify.

9. How Your Annual Service Charges Have Been Calculated
This shows how your account has been calculated. Visit our website at www.watercorporation.com.au for more detail on current charges.

10. Ways to Pay Your Account
For your convenience, we offer a range of ways to pay your account including Direct Debit, BPay, over the phone and online.