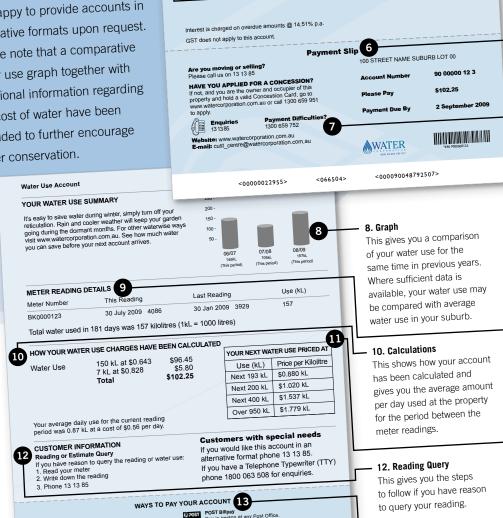# How to read your Water Use Account

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 Water Use Account is an example of this. It incorporates suggestions received from our residential and non-residential customers to make the accounts easier to read and understand. For our customers with special needs, we are happy to provide accounts in alternative formats upon request. Please note that a comparative water use graph together with additional information regarding the cost of water have been included to further encourage water conservation.

## Sample Account (front)

**① WATER** CORPORATION

**Water Use Account**

Issue Date — 5 August 2009

CITIZEN NAME
PO BOX 100 STREET NAME
SUBURB WA 6907

**②**
| ACCOUNT NUMBER | 90 00000 12 3 |
| PLEASE PAY | $102.25 |
| PAYMENT DUE BY | 2 SEP 2009 |

**③** (Mailing address)

**④** Account for HOUSE AT 100 STREET NAME SUBURB LOT 00

**⑤ YOUR ACCOUNT SUMMARY**

| DESCRIPTION | PAYMENT DUE | AMOUNT |
|---|---|---|
| Water Use Charges 30 Jan 2009 to 30 July 2009 | 2 September 2009 | $102.25 |
| | TOTAL | $102.25 |
| TURN OVER FOR IMPORTANT INFORMATION | | |

Interest is charged on overdue amounts @ 14.51% p.a.
GST does not apply to this account.

**⑥ Payment Slip** — 100 STREET NAME SUBURB LOT 00

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.

| Account Number | 90 00000 12 3 |
| Please Pay | $102.25 |
| Payment Due By | 2 September 2009 |

**⑦** Enquiries 13 13 85
Payment Difficulties? 1300 659 752
Website: www.watercorporation.com.au
E-mail: cust_centre@watercorporation.com.au

**WATER** CORPORATION ABN 28 003 434 917

*90 9000000123*

<00000022955>    <066504>    <000090048792507>

## Sample Account (back)

Water Use Account

**YOUR WATER USE SUMMARY**

It's easy to save water during winter, simply turn off your reticulation. Rain and cooler weather will keep your garden going during the dormant months. For other waterwise ways visit www.watercorporation.com.au. See how much water you can save before your next account arrives.

**⑧** Graph:
| 06/07 145kL (This period) | 07/08 105kL (This period) | 08/09 157kL (This period) |

**⑨ METER READING DETAILS**

| Meter Number | This Reading | Last Reading | Use (kL) |
|---|---|---|---|
| BK0000123 | 30 July 2009  4086 | 30 Jan 2009  3929 | 157 |

Total water used in 181 days was 157 kilolitres (1kL = 1000 litres)

**⑩ HOW YOUR WATER USE CHARGES HAVE BEEN CALCULATED**

| Water Use | | |
|---|---|---|
| 150 kL at $0.643 | $96.45 | |
| 7 kL at $0.828 | $5.80 | |
| **Total** | **$102.25** | |

**⑪ YOUR NEXT WATER USE PRICED AT**

| Use (kL) | Price per Kilolitre |
|---|---|
| Next 193 kL | $0.880 kL |
| Next 200 kL | $1.020 kL |
| Next 400 kL | $1.537 kL |
| Over 950 kL | $1.779 kL |

Your average daily use for the current reading period was 0.87 kL at a cost of $0.56 per day.

**⑫ CUSTOMER INFORMATION**
Reading or Estimate Query
If you have reason to query the reading or water use:
1. Read your meter
2. Write down the reading
3. Phone 13 13 85

**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.

**⑬ 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 1600, 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

## Explanatory notes

**1. Water Use Account**
This area indicates what service you are being charged for. This account is for water use 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.

**8. Graph**
This gives you a comparison of your water use for the same time in previous years. Where sufficient data is available, your water use may be compared with average water use in your suburb.

**9. Meter Reading**
This shows the meter number for the property, the dates of current and previous readings and the reading taken. The difference between the last reading and the most recent reading is the amount of water used in kilolitres.

**10. Calculations**
This shows how your account has been calculated and gives you the average amount per day used at the property for the period between the meter readings.

**11. Water Use Prices**
During the water use year, the price per kilolitre of water increases in tiers. Here we show you what your next water use is priced at.

**12. Reading Query**
This gives you the steps to follow if you have reason to query your reading.

**13. 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.

**WATER** CORPORATION
www.watercorporation.com.au

13 13 85 Account Enquiries
13 10 39 Waterwise Helpline
1800 063 508 TTY Users

13 13 95 Technical Enquiries
13 13 75 Faults, Emergencies and Security
Email cust_centre@watercorporation.com.au
Website www.watercorporation.com.au