



# How to read your water bill

This is the person or business the water bill is sent to.

Fixed charges are for water, wastewater and sometimes stormwater services, no matter how much water is used.

The billing period (usually three months). Also called a quarter.

The average amount of water used daily in kilolitres compared to the last bill and the same time last year.

These are the ways you can pay your bill.

The total amount to be paid for the water used.

The school or person's individual account number.

This is the amount of water used during the billing period and the cost per kilolitre.

The total amount due including fixed costs, usage costs and any other charges.

**Sydney WATER** Telephone Payments (See below) **Account Balance 1300 362 093** Website: sydneywater.com.au  
 General Enquiries 13 20 92 (8.30 am to 5.30 pm (Mon-Fri))  
 Faults and Leaks 13 20 90 (24 hours)

Last bill	Payments	Balance	This bill	Total amount due
\$326.86	\$326.86	\$0.00	\$317.18	<b>\$317.18</b>

194-000001  
 MR CUSTOMER  
 MS CUSTOMER  
 1 SAMPLE ST  
 SAMPLEVILLE NSW 2142  
 12345670-12495

Please pay by **02/08/16**  
 Account number **1234 567**

**Account for residential property** 1 Sample St Sampleville

Fixed charges - GST free	1 Jul 16 - 30 Sep 16	\$	
Water service		22.51	
Wastewater (sewerage) service		145.90	
Stormwater drainage area		18.70	
<b>Usage charges - GST free</b>	<b>12 Apr 16 - 12 Jul 16</b>		
Water	12/04 - 30/06 01/07 - 12/07	51 kL at \$2.2760 a kL 7 kL at \$2.0000 a kL See over for details	116.07 14.00
<b>Your average daily usage</b>		<b>Total amount due \$317.18</b>	

How much water did you use?  
 Litres: 650, 520, 390, 260, 130, 0  
 Same time last year: 622  
 Last bill: 629  
 This bill: 637  
 1000 litres = 1 kilolitre

SYDNEY WATER CORPORATION ABN 48 776 225 038 **TAX INVOICE** Date of issue 12 July 2016

**Sydney WATER** Online ID: 239030  
 BPAY: Internet or phone banking. Biller code:45436 Ref no: 1234 567 0006  
 Telephone payments: Mastercard or VISA. Call 1300 12 34 58 (24 hour service)  
 Direct debit payments: To set up direct debit, visit sydneywater.com.au  
 Internet payments: Mastercard, VISA or PayPal: visit sydneywater.com.au

Card payments: 0.4% fee applies  
 Payment number: 1234 567 0006  
 Please pay by: 02/08/16  
 Total amount due: \$317.18

TRAN CODE: 831 USER CODE: 066859 CUSTOMER REFERENCE NUMBER: 000012345670006

**Account for residential property**

1 Sample St Sampleville

**Water meter details**

**Meter Reading Period:** 12 Apr 16 - 12 Jul 16

Meter No.	This Reading	Last Reading	Consumption (kL)
ABCD1234	2342	2284	58

Total water used in 91 days was 58 kilolitres

**Customer information**

- The Independent Pricing and Regulatory Tribunal (IPART) has determined new prices for service and usage charges. The water usage price will be \$2.00 a kL from 1 July 2016. For more information about price changes visit [sydneywater.com.au](http://sydneywater.com.au)
- We may give a concession to pensioners with a Pensioner Concession Card, a Department of Veterans' Affairs Gold Card (TPI/TTI, War Widow/Widower or EDA) or who receive a Department of Veteran's Affairs intermediate rate pension.
- If you are having difficulty paying your bill, we can help. We have flexible payment options to help you plan your payments. We may offer payment extensions, a regular payment arrangement, the Payment Assistance Scheme (PAS) and the BillAssist customer assistance program. **Call us on 13 20 92.**
- A late payment fee of \$4.21 (plus GST) or interest; whichever is higher may be charged on overdue amounts. The current interest rate is 5.75% a year.
- Hearing impaired customers can phone via NRS for a TTY service on **13 36 77**, quoting **13 20 90**.
- We may exchange contact information with local councils to ensure your bills get to you.

**Faults and Leaks (available 24 hours)**

Please ring 13 20 90 in cases of service difficulty and emergency.

194011M000011500000400000006



POSTbillpay: Use cash, cheque or debit card at any Australia Post Office

Payment number

1234 567 0006

Total amount due

\$317.18



**Mail payments:** Return slip and cheque (no staples) payable to Sydney Water. Send to: **Sydney Water** PO Box 339 Silverwater NSW 2128



**Centrepay payments:** call Centrelink to arrange regular Centrepay deductions. Centrepay Reference No.: 555 052 086C

**Changing your mailing address?**

Please ring general enquiries or visit [sydneywater.com.au/SW/accounts-billing/](http://sydneywater.com.au/SW/accounts-billing/) to change your address online.

**Interpreter Service 13 14 50**

إذا كنت تحتاج إلى مترجم، يرجى الاتصال بالرقم أعلاه  
 如果您需要華語員的協助，請致電以上的號碼。  
 Αν χρειάζεστε διαμετρητή, τηλεφωνήστε στον παραπάνω αριθμό.  
 Se vi serve un interprete, telefonate al numero indicato sopra.  
 통역사가 필요하시면 위의 번호로 전화하십시오.  
 Nếu quý vị cần thông dịch viên, hãy gọi đến số trên đây.

A list of meters on the property. There may be more than one.

Information about water charges and services offered by Sydney Water.

Information for customers who have leaks or faults.

Information about how and where to pay your bill.

This is the meter reading.

The last meter reading.

The water use in kilolitres.

The total amount of water used in kilolitres. Calculated by adding water use from each meter together.