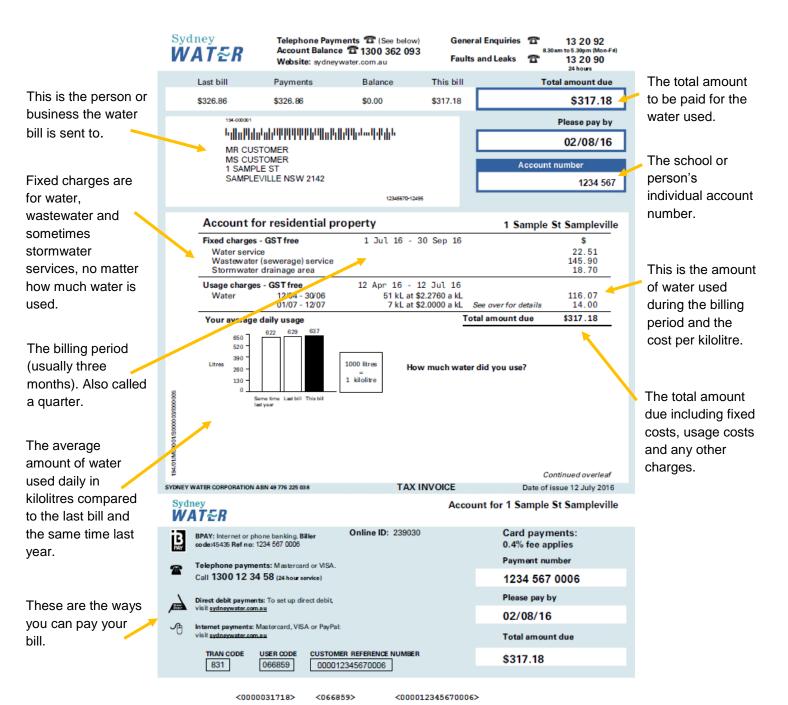


# How to read your water bill









This is the meter

The last meter

The water use in

water used in

The total amount of

kilolitres. Calculated

by adding water use

from each meter

together.

reading.

reading.

kilolitres.



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.

# Account for residential property

1 Sample St Sampleville

Page 2

## Water meter details

Meter Reading Period: 12 Apr 16 - 12 Jul 16 This Reading Meter No. Last Readiny Consumption (kL)

2342 ABCD1234 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
- 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.

Payment number Total amount due

**O>ost** billpay

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

1234 567 0006

\$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/ to change your address online.

Interpreter Service 13 14 50 

