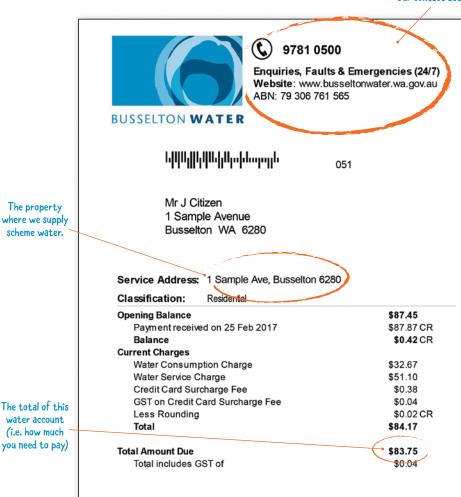
Understanding your **Busselton Water account**

Our contact details.



WATER SUPPLY TAX INVOICE/STATEMENT

Date of Issue: 12 May 2017 Next Reading: 02 Oct 2017

Account number 11-0622-0050-01-7

Invoice Number 00000000

Amount Due \$83.75

09 June 2017

Your usage in kilolitres 20

Av. Daily Use Av. Daily Cost Last year Current period Current period 0.306 kL/day 0.351 kL/day \$0.90/day

> Important messages about our current programs and water conservation

information.

TELL US WHAT YOU THINK COMPLETE BY 9 APRIL AND GO INTO THE DRAW TO SAVE \$300 OFF YOUR **Busselton Water's 2017 Customer Survey** WATER BILL is now open - and we'd love your feedback. Visit www.busseltonwater.wa.gov.au to complete the survey online, or pick up a copy from our Administration Building at 1 Fairbairn Road Busselton.

T:33 - 10052017

The property

scheme water.

water account

(i.e. how much

Page 1 of 2

Invoice Number: 00000000

Your account

How much you need to pay and when your bill is due.

number.

Comparison between your previous water usage and current usage.

The start of the billing period

The end of the billing period

Your water consumption charged at the tiered rate.

Total charges for the amount of water you have used.

This charge is split over your three accounts throughout the year. We send you an account in February, June and October.

Water use is charged at a tiered rate between \$1.01 and \$3.04 per kL depending on your total usage for the financial year. The more you use, the more you pay.

WATER CONSUMPTION Service Meter

Number Number MS1714 BB0000001

Previous Date Reading 07/02/17 467

Current Consumption Reading (Kilolitres) Date 12/05/17

BUSSELTON WATER - ACCOUNT DETAILS

500 S1 33.000 @\$1.0100 /kL

\$32.67

Amount

WATER SERVICE CHARGE

Service No. MS1714 20mm

Next

YOUR NEXT WATER USE IS PRICED AT

Next 200kL @ \$2.12 /kL (Step 4)

67kL @ \$1.01 /kL

200kL @ \$1.41 /kL

Next 150kL @ \$1.60 /kL

Next 300kL @ \$2.97 /kL

Thereafter @ \$3.04 /kL

Date From

(Step 1)

(Step 2)

(Step 3)

(Step 5)

(Step 6)

volume steps are reset beek to step 1 on the 1st July each year.

Date To 11/05/17 Days

Rate @ \$0.5436 per day

Amount \$51.10

The fixed charge per day for providing

water to your

property.

Total charges

for providing

water to your

property.

You may be eligible for a pensioner discount.

Detatch and bring this slip with you if paying in person or post it with your cheque.

HEARING OR SPEECH IMPAIRED? Customers can phone us via the National Relay Service on 133 677 and ask for (08) 9781 0500.

PENSIONER AND SENIOR CONCESSION If you have a Centrelink Pension, a Commonwealth Seniors Health card, Rates Concession card or State Seniors card, you may be eligible for a concession on future water bills.

or business impacts if there is a sudden loss of scheme water supply. If this relates to you register your details by calling (08) 9781 0500. PENALTIES If payments are not received by the due date as shown

on the account, penalty interest will be applied to overdue balances. The current penalty interest rate is 11.88% per annum

OUR COMMITMENT TO YOU We are committed to resolving issues as quickly as possible. If you are not satisfied with the resolution, you may contact the Energy and Water Ombudsman on 1800 754 004.

Visit www.busseltonwater.wa.gov.au for information on our commitments to you and your responsibilities, including information on water use, estimates, meter reading, complaints and review.

EMERGENCY NOTIFICATION REGISTER Some customers may suffer heal PAYMENT DIFFICULTIES Please call us on (08) 9781 0500.

> METER READING A meter reading outside of your normal cycle can be requested for a fee

METER TEST To arrange a meter test following a review, please call us on 9781 0500. Please note that a fee will apply. For more information, visit our website.

HOW TO PAY



Biller Code: 807776 Ref: 1106 2200 5001 7

BPAY: Call your bank, credit union or building society to make this payment from your cheque, savings or credit card.



Biller Code: 807776 Ref: 1106 2200 5001 7

INTERNET: visit www.busseltonwater.wa.gov.au PHONE: call 1300 276 468

by credit card. Minimal payment amount \$20. 0.481% will apply to payment made by credit card.



CENTREPAY: To grange regular deductions from your Cen. link payment call (08) 9781 0500 to a Centrepay deduction.

DIRECT DEBIT: To establish automatic payments of accounts from your nominated bank or financial institution call (08) 9781 0500.

PAY BY MAIL: Pay by cheque/money order. Detach the bottom portion of the account and make cheque payable to: Busselton Water, PO Box 57, Bussel WA 6280

Account No.

11-0622-0050-01-7

Invoice No

00000000

punt Due

3.75

09 June 2017



*999

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Invoice Number: 00000000

THIS IS A SAMPLE INVOICE ONLY

We can help if you are having , trouble paying your bill.

The different ways you can pay your account.