

Understanding your Busselton Water account

Our contact details.

BUSSELTON WATER

9781 0500
Enquiries, Faults & Emergencies (24/7)
Website: www.busseltonwater.wa.gov.au
ABN: 79 306 761 565

WATER SUPPLY TAX INVOICE/STATEMENT
Date of Issue: 12 May 2017
Next Reading: 02 Oct 2017

Your account number.
Account number: **11-0622-0050-01-7**
Invoice Number: 000000000

How much you need to pay and when your bill is due.
Amount Due: **\$83.75**
Pay By: **09 June 2017**

The property where we supply scheme water.
Mr J Citizen
1 Sample Avenue
Busselton WA 6280

Service Address: 1 Sample Ave, Busselton 6280
Classification: Residential

Opening Balance	\$87.45
Payment received on 25 Feb 2017	\$87.87 CR
Balance	\$0.42 CR
Current Charges	
Water Consumption Charge	\$32.67
Water Service Charge	\$51.10
Credit Card Surcharge Fee	\$0.38
GST on Credit Card Surcharge Fee	\$0.04
Less Rounding	\$0.02 CR
Total	\$84.17
Total Amount Due	\$83.75
Total includes GST of	\$0.04

The total of this water account (i.e. how much you need to pay)

Comparison between your previous water usage and current usage.

Your usage in kilolitres

Month	Usage (kL)
Jun 16	38
Oct 16	35
Feb 17	25
May 17	33

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

Important messages about our current programs and water conservation information.

TELL US WHAT YOU THINK - AND WIN!
Busselton Water's 2017 Customer Survey 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.
*Terms and Conditions apply.

COMPLETE BY 9 APRIL AND GO INTO THE DRAW TO SAVE \$300 OFF YOUR WATER BILL*

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Page 1 of 2

Invoice Number: 000000000

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.

You may be eligible for a pensioner discount.

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

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.

Total charges for providing water to your property.

The fixed charge per day for providing water to your property.

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

The different ways you can pay your account.

BUSSELTON WATER - ACCOUNT DETAILS

WATER CONSUMPTION		Previous		Current		Consumption		Amount
Service Number	Meter Number	Date	Reading	Date	Reading (Kilolitres)			
MS1714	EB0000001	07/02/17	467	12/05/17	500 S1	33.000 @ \$1.0100 /kL		\$32.67

WATER SERVICE CHARGE								Amount
Service No.	Size	Date From	Date To	Days	Rate			
MS1714	20mm	07/02/17	11/05/17	94	@ \$0.5436 per day			\$51.10

YOUR NEXT WATER USE IS PRICED AT

Next	67kL @ \$1.01 /kL (Step 1)
Next	200kL @ \$1.41 /kL (Step 2)
Next	150kL @ \$1.60 /kL (Step 3)
Next	200kL @ \$2.12 /kL (Step 4)
Next	300kL @ \$2.97 /kL (Step 5)
Thereafter	@ \$3.04 /kL (Step 6)

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

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.

EMERGENCY NOTIFICATION REGISTER Some customers may suffer health 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.busselltonwater.wa.gov.au for information on our commitments to you and your responsibilities, including information on water use, estimates, meter reading, complaints and review.

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

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

INTERNET: visit www.busselltonwater.wa.gov.au

PHONE: call 1300 276 468

Payment by credit card. Minimal payment amount \$20. A transaction fee of 0.481% will apply to payment made by credit card.

CENTREPAY: To arrange regular deductions from your Centrelink payment call (08) 9781 0500 to request 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: Bussellton Water, PO Box 57, Bussellton WA 6280.

Account No
11-0622-0050-01-7

Invoice No
000000000

Amount Due
\$33.75

Pay By
09 June 2017

*999

THIS IS A SAMPLE INVOICE ONLY.