



# 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.

**1 Water Use Account**  
Issue Date 26 October 2010  
Bill ID 0071

**2 Bill ID**

**3 ACCOUNT NUMBER** 90 00000 00 0  
**PLEASE PAY** \$23.25  
**PAYMENT DUE BY** 23 Nov 2010

**4**  
A CUSTOMER  
10 STREET RD  
PERTH WA 6000

**5**  
Account for HOUSE AT 10 STREET ST PERTH LOT 999

**6 YOUR ACCOUNT SUMMARY**

| DESCRIPTION                                  | PAYMENT DUE      | AMOUNT         |
|--|------------------|----------------|
| Water Use Charges 22 Apr 2010 to 25 Oct 2010 | 23 November 2010 | \$23.25        |
| <b>TURN OVER FOR IMPORTANT INFORMATION</b>   | <b>TOTAL</b>     | <b>\$23.25</b> |

Interest is charged on overdue amounts @ 13.51% p.a.  
GST does not apply to this account.

**7 Payment Slip**  
10 STREET ST PERTH LOT 999  
**Account Number** 90 00000 00 0  
**Please Pay** \$23.25  
**Payment Due By** 23 November 2010

**8**  
Website: www.watercorporation.com.au  
E-mail: customer@watercorporation.com.au

<000002325> <066304> <000090052845177> >

- 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. Bill ID**  
This is a unique number for each account we send you. You may be asked to refer to this number when you contact us.
- 3. Account Number**  
This identifies your property. Please refer to this number when you contact us.
- 4. Mailing Address**  
This is the address to which the account has been sent.
- 5. Account Address**  
This is the address where the charges have been incurred.
- 6. 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.
- 7. Payment Slip**  
You will need to detach this portion of the account if you are sending payment by mail.
- 8. Contact Information**  
If you need to contact us you will find our details here.

**9 Graph**  
Property Water Use For Same Reading Period

**10 Meter Reading**  
METER READING DETAILS  
Meter Number BK0600000  
This Reading 25 Oct 2010 282  
Last Reading 22 Apr 2010 250  
Use (kL) 32

**11 Calculations**  
Total water used in 186 days was 32 kilolitres (1 kL = 1000 litres)  
Water Use 32 kL at \$0.726  
Total \$23.25

**12 Water Use Prices**  
YOUR NEXT WATER USE PRICED AT

| Use (kL)    | Price per Kilolitre |
|-------------|---------------------|
| next 118 kL | \$0.982/kL          |
| next 200 kL | \$1.237/kL          |
| next 150 kL | \$1.332/kL          |
| next 50 kL  | \$1.443/kL          |
| next 400 kL | \$1.795/kL          |
| over 918 kL | \$1.960/kL          |

**13 Reading Query**  
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.  
Hearing or speech impaired? Phone us via the National Relay Service on 133 677.

**14 Ways To Pay Your Account**  
WAYS TO PAY YOUR ACCOUNT  
Direct Debit  
Mail  
BPAY®  
POST Billpay  
Credit Card  
Centrepay

- 9. Graph**  
This gives you a comparison of your water use for the same time in previous years.
- 10. 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.
- 11. Calculations**  
This shows how your water use charges have been calculated and gives you the average amount of water use per day at the property for the period.
- 12. 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.
- 13. Reading Query**  
This gives you the steps to follow if you have reason to query your reading.
- 14. 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.