

Evaluate your water usage

Essential Water's bill provides valuable information, from your average daily consumption to the average daily cost of your water use. However, this only tells you how much water has been used, not where it has gone.

To help evaluate how much water your appliances and daily activities use and to identify ways to make water savings visit essentialwater.com.au. If you don't have internet access, call **13 23 91** for our 'bucketfuls of water saving ideas' brochure.

Payment options

A range of payment options are outlined in your water bill. If you would like to arrange a direct debit for hassle free payment, visit essentialwater.com.au or call **13 23 91** and we will send you a direct debit request form. If you are experiencing difficulty paying your water bill please call us on **13 23 91** to discuss payment options available to you. These include pay as you go plans. We also offer an Essential Support program specifically designed to assist customers in times of hardship.

Essential Support is about providing residential, farming and small business customers with long term payment solutions – not just short term fixes.

What to do if you feel your account may be incorrect:

If for any reason, you feel that your account is incorrect, we want to hear from you. You can raise your concerns:

- Over the phone on **13 23 91**
- In person at our Broken Hill Essential Service Centre located at 160 Beryl Street
- In writing to Essential Water, PO Box 718, Queanbeyan NSW 2620.

Essential Water will investigate your concerns and keep you informed of progress. However these investigations can sometimes be quite lengthy so we appreciate your patience and understanding.

An investigation may involve:

- Visiting your premises and taking a check read of your meter. A check read may incur a charge if it demonstrates your bill is accurate
- Visiting your premises and testing the meter. If the meter is found to be inaccurate by more than 3% Essential Water will replace the meter. If the meter is found to be accurate a charge may apply.

What if I am not satisfied with the solution offered by Essential Water?

Developing a solution will be a mutual process between you and Essential Water. If you are not happy with the proposed solution, please let us know so that we can do everything possible to resolve your concerns. This process may involve clarifying issues, providing further explanation, correcting an error or offering a different payment plan.

However if, after giving Essential Water the opportunity to resolve the situation, you are still not satisfied you may choose to contact the Energy and Water Ombudsman NSW (EWON).

EWON can independently review issues relating to the supply of water services, disputed accounts, customer service, restriction and most other matters requiring dispute resolution. EWON can investigate your concerns and try to negotiate a settlement. You can contact EWON by phoning **1800 246 545** or visiting their website www.ewon.com.au EWON's service is free.

Further information

If you have any questions or require more information please call an essential service adviser on **13 23 91** or visit essentialwater.com.au

We're here to help.

For general enquiries call **13 23 91**
essentialwater.com.au

How to read your bill

A guide to Essential Water's easy to use bill design.

residential



Essential Energy trading as Essential Water



How to read your water services bill

Page 1

- 1 Total amount payable**
The amount you need to pay. It includes the amount of your account balance at the time your current bill was produced. If you have an overdue amount it is listed just below.
- 2 Payment due by**
The date your bill should be paid by.
- 3 Overdue amount**
The unpaid amount which has passed the due date from previous bills and remains unpaid at the time the current bill was produced.
- 4 Your postal address**
Your current postal address. This address may be different from your billing address.
- 5 Account summary**
A breakdown of costs for your bill, including any adjustments, overdue amounts or credits from previous bills. GST applies only to items supplied in addition to your main water services.
- 6 Pension rebate**
If you receive a pensioner's water and sewer rebate, the amount is shown here.
- 7 How we would prefer you to pay**
This lists the most convenient ways to pay your water service account. Other ways to pay are listed on the back of the bill.
- 8 Bill enquiries**
The number to call for any queries regarding your bill.
- 9 Your Customer Number**
Please quote this number when making enquiries.

essential water
ABN 37 428 185 226

TAX INVOICE
invoice no. 28299999

please pay **\$385.31**
by 6 January 2012
includes \$30.32 overdue

customer number **18888-8**

bill enquiries **13 23 91**

supply interruptions **13 20 80**

info online **www.essentialwater.com.au**

MR SAMPLE
1 SAMPLE STREET
BROKEN HILL NSW 2880

account summary invoice date 09/12/11

BALANCE LAST BILL	\$210.32
We received by instalments	\$180.00CR
overdue	\$30.32
THIS WATER BILL	
1 Sample Street Broken Hill	
92 days water supply from 06/09/2011 to 07/12/2011	
water charges	\$398.97
government energy rebate	\$43.98CR
total new charges	\$354.99
+ overdue from last bill	\$30.32
total this bill	\$385.31

see back for details ▶

essential water

please pay **\$385.31**

direct debit Call **13 23 91** to arrange for payments to be made from your bank, credit union or building society account.

BPAY Biller Code: 524298
Reference: 1488 8888

Telephone & Internet Banking* - **BPAY®** Contact your financial institution to pay from your cheque, savings or credit card account. When prompted, enter the reference number from the BPAY box. More info www.bpay.com.au

*Registered to BPAY PTY LTD ABN 69 079 137 518. *Minimum transaction of ten (10) dollars.

other ways to pay on the back ▶

POST 2002 148888 MR SAMPLE

customer assistance **12**

financial difficulties If you have financial difficulties call us on **13 23 91**.

Essential Support Helping customers in times of hardship - call **13 23 91** for assistance.

amount paid \$

essential water
ABN 37 428 185 226

please pay **\$385.31**
by 6 January 2012
includes \$30.32 overdue

compare your usage
your average daily water usage

same time last year this bill BILLING CYCLES

Visit www.essentialwater.com.au to find out how you can manage your water use.

water charges based on actual reads
for 1 SAMPLE STREET BROKEN HILL / premises no. 11111

meter number	previous reading	this reading	units (kL)	cents per unit (kL)	\$ amount
01W111111	4169	4298	129.001		
charges for this reading					
7600 : Broken Hill - Residential			103.23	147.000	151.75
7600 : Broken Hill - Residential - step 2			25.77	268.000	69.06
days					
7600 : Water Availability - 20mm			92	66.578	61.25
7608 : Sewer Availability			92	127.076	116.91
charges and rebates					
7739 : Water Pensioner Rebate					21.99CR
7740 : Sewer Pensioner Rebate					21.99CR
\$ this bill					
new charges					\$354.99
total new charges					\$354.99

other ways to pay

online Visit www.essentialwater.com.au to pay by direct debit or credit card*.

credit card* Call **1300 136 232**. We accept Mastercard or Visa.

mail Please make your cheque or money order payable to Essential Energy. Write your invoice number on the back of the cheque or money order. Mail this slip with your payment to Private Mail Bag 100 COWRA NSW 2794.

in person at any Essential Energy Essential Service Centre, your nearest authorised agency, or at any Australia Post Office, or by:

Billpay Code: 2002
Ref: 1488 8887

Phone 13 18 16 or go to postbillpay.com.au

*Minimum transaction of ten (10) dollars.

interpreter services for interpreter services call **13 14 50**

خدمات الترجمة الشفهية
Servicios de interpretación
傳譯員服務
Dịch Vụ Thông Ngôn
Υπηρεσίες Διερμηνείας
Servizi di interpretariato

customer number 1488887

Page 2 of 3

- 10 Supply interruptions**
The number to call if you experience any supply interruptions.
 - 11 Info online**
Essential Water's website address for any queries you have.
 - 12 Customer assistance**
Information about forms of financial assistance.
- ## Page 2
- 13 Average daily usage graph**
A bar graph showing your water usage in kilolitres (kL). You can use it to compare your current usage with usage from your previous bills.
 - 14 Charges for this bill**
A detailed breakdown of the charges for your water usage and any GST.
 - 15 Premises address**
The address where the service is provided.
 - 16 Premises no.**
The number we allocate to the address where the service is provided.
 - 17 Other ways to pay**
Lists the otherways that you can pay your water bill.
 - 18 Interpreter services**
Contact details for translator services in the listed languages.