



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

You'll find a range of payment options on your water account. To make your bill payment easier, you can arrange a direct debit by calling **13 23 91** or by going to essentialwater.com.au

If you are having difficulty paying your water bill please call us on **13 23 91** to discuss your options. These include pay-as-you-go plans, as well as our Essential Support Program which can provide residential, farming and small business customers with long term payment solutions.

Further information

For more information, call **13 23 91** or visit essentialwater.com.au

A guide to our sewerage charges

Non-residential customers are charged two different types of sewerage charges according to the New South Wales Government Best Practice Water and Sewerage Guidelines:

1. **Availability charge: proportional to the water meter size, charged cents per day.**
2. **Sewer usage charge: rated on the amount of water usage (kL) through your water meter.**

A Sewer Discharge Factor (SDF) is applied to both your availability charge and sewer usage charge. The Sewer Discharge Factor (SDF) is a number between 0.15 and 0.95 increasing in 0.05 increments and is dependent on your business type.

- **Your SDF is typically the ratio of your estimated volume discharged into the sewer system compared to your total water consumed – reflecting the impact of your water use on the sewerage system.**

The New South Wales Government Best Practice Water and Sewerage Guidelines provide a list of recommended sewer discharge factors for different business types.

In section 14 of your bill you are charged the entire sewer availability and sewer usage charge. In the line under each of these separate charges there is a credit for the difference between the entire charge and your sewer discharge factor.

For example a small retail shop with a SDF of 0.95 will be separately credited five per cent of the charges – this means the business only pays 95 per cent of each charge.

If you would like to discuss your individual sewer discharge factor please call us on **13 23 91**.

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.

non-residential



Essential Energy trading as Essential Water



How to read your water services bill

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- 1 Total amount payable**
The amount you need to pay, which is the amount of your account balance at the time your bill was produced.
- 2 Payment due by**
The date by which your account should be paid.
- 3 Overdue amount**
Any unpaid amount, from previous bills which has passed the due date and is unpaid at the time your current bill was produced.
- 4 Your postal address**
Your current postal address. This address may be different from your premises address.
- 5 Account summary**
A breakdown of costs for your bill, including any adjustments, GST, overdue amounts or credits from previous bills, plus details of your last account. GST applies only to items supplied in addition to your main water services.
- 6 Total new charges**
The amount that has accrued to your account for your usage since your last bill.
- 7 How to pay**
The most convenient ways to pay your water account. Other payment methods are listed on the back of your bill.
- 8 Your Customer Number**
Please quote this number when making enquiries.
- 9 Bill enquiries**
The number to call for any bill enquiries.

essential water
ABN 37 428 185 226

TAX INVOICE
invoice no. 2222222

please pay **\$537.84**
by 3 January 2012
includes \$275.39 overdue payable immediately

customer number **12345678-9**

bill enquiries **13 23 91**

supply interruptions **13 20 80**

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

account summary invoice date 02/12/11

BALANCE LAST BILL	\$275.39
we received	\$0.00
overdue - payable immediately	\$275.39
THIS WATER BILL	
1 Sample Street Broken Hill	
93 days water supply from 30/08/2011 to 01/12/2011	
water charges	\$262.45
total new charges	\$262.45
+ overdue from last bill	\$275.39
total this bill	\$537.84

see back for details ▶

amount paid \$

essential water
ABN 37 428 185 226

please pay **\$537.84**
by 3 January 2012
includes \$275.39 overdue payable immediately

compare your usage
your average daily water usage
0.35 units (kL) (or \$2.82) per day

water charges based on actual reads
for 1 SAMPLE STREET BROKEN HILL / premises no. 9876543

meter number	previous reading	this reading	units (kL)	cents per unit (kL)	\$ amount
A112	117	150	33.00		
		charges for this reading			
		7623 : Broken Hill Commercial	33.00	147.000	48.51
		7643 : Sewer Usage Charge	33.00	112.000	36.96
		7791 : Sewer Discharge Factor - 0.75			9.24CR
			days	cents per day	
		7754 : Sewer Discharge Factor - 0.75			41.43CR
		7609 : Water Availability - 20mm	93	66.578	61.92
		7654 : Sewer Availability - 20mm	93	178.209	165.73
\$ this bill		new charges			\$262.45
		total new charges			\$262.45

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: 1234 56789
Phone 13 18 16 or go to postbillpay.com.au

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 12345678-9

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- 10 Supply interruptions**
The number to call if you experience any power interruptions.
- 11 Info online**
Essential Water's website, for any queries you have.
- 12 Customer assistance**
Information about government rebates and other financial assistance.

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- 13 Average daily usage graph**
A graph showing your water usage in kilolitres (kL). This compares your current usage with your previous usage.
- 14 Premises address**
The address the water is being provided.
- 15 Premises no.**
The number we allocate to the address the water is being provided.
- 16 Charges for this bill**
A breakdown of the charges for your water usage, sewer usage, water availability and sewer availability and any rebates.
- 17 Sewer Discharge Factor**
A number applied to both your availability charge and usage charge, depending on your business type. See overleaf for further information.
- 18 Other ways to pay**
Other ways you can pay your water account.
- 19 Interpreter services**
The number to call for translator services in the languages listed.