

How to read your water services bill



- 1 **Tax invoice no.**
This is a unique reference number for your bill.
- 2 **Account no.**
Please quote this number when making enquiries.
- 3 **Contact us**
Call us to speak to our Broken Hill based water specialists about your bill or notify us of a leak or blockage.
- 4 **Email and website**
Send us your enquiry via email, or visit our website for more information.
- 5 **Your postal address**
This is where we send your mail. This may be different from the address of the property receiving the water service.
- 6 **Property address**
This is the serviced property that this bill relates to.
- 7 **Billing period and date of issue**
This is the time period that this bill relates to, including the number of days included, and the date the bill is effective from.
- 8 **Bill summary**
Here you'll find an overview of your previous bill payments and current charges, including any adjustments.
- 9 **Amount to pay**
The total amount payable by you and by when.
- 10 **Your payments**
If you have a customised payment plan, the details will appear here.
- 11 **Important reminder**
We'll include any news or important updates here for your information.
- 12 **Your payment options**
This provides you information on all the convenient ways you can pay your bill.
- 13 **Financial hardship**
If you require assistance with your bill payments due to financial difficulties, please call us.

PO Box 5730
Port Macquarie
NSW 2444

Tax invoice no:1234

Your water bill

Account No. A-A12A3B456

Contact us
1800 441 888
8:30am-4:30pm, Mon-Fri (ACST)
Faults & Emergencies 24/7

letschat@essentialwater.com.au
essentialwater.com.au

Interpreter services: 13 14 50
خدمات الترجمة الشفوية
Servicios de interpretación
傳譯員服務
Dịch Vụ Thông Ngôn
Υποστήριξη Διασύνδεσης
Servizi di interpretariato

Ms Sample
1 SAMPLE STREET
BROKEN HILL NSW 2880

Property: 1 SAMPLE ST BROKEN HILL NSW 2880
Billing period: 14 Jun 2025 to 07 Sep 2025 (86 days)
Date of issue: 19 Nov 2025

8 Your bill summary

Previous account balance	\$478.13 (debit)
Payments received	\$478.13 (credit)
Charges this period	\$455.03 (debit)
Repayments received	\$0.00 (debit)
Credits this period	\$0.00 (credit)
Total this bill	\$455.03 (debit)

9 Amount to pay
\$455.03 (debit)
Due by
10 Dec 2025

11 Important reminder: All direct debit payment plans were cancelled when we moved to our new system. To stay on top of your bills, call us on 1800 441 888 to set up a payment plan that works for you.

10 Your payments

You have no payment schedule
Let us make things easier with a customised payment schedule — reach out to discuss your options.

12 Your payment options

Online essentialwater.com.au/pay

By phone 1800 441 888

Your BPAY*
Billers Code: 342071
Reference: 2082 4838

Direct Debit - call 1800 441 888 to arrange for automatic payments from your financial institution

In person at any Australia Post Office

*2002 12345678 \$455.03

EFT bank transfer
BSB: 012-697 / Account: 2082 4838
Email payment advice details to
ar.remittance@essentialenergy.com.au

13 If you are experiencing financial difficulties or hardship and require assistance, please call us to discuss on 1800 441 888.

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Tax invoice no:1234

Your water bill

Account No. A-A12A3B456

Meter number A112345

14 Your meter readings

15 Previous reading (actual) 6636 → Latest reading (actual) 6728 = Total water used 92kL

16 You used 4kL less compared to your previous bill
For this period, you averaged 1.07kL per day and your daily availability and usage charges were \$5.29.
View our water saving tips at essentialwater.com.au

17 Your bill breakdown Residential - 1 SAMPLE ST, BROKEN HILL

Previous account balance		\$478.13 (debit)
Payments received		\$478.13 (credit)
Charges this period		14 Jun 2025 to 30 Jun 2025
Water Availability	Days: 17	@ \$1.094959 per day \$18.61 (debit)
Sewer Availability	Days: 17	@ \$1.744712 per day \$29.66 (debit)
Treated Water Consumption	Usage: 19 kL	@ \$2.2 per kilolitre \$41.80 (debit)
Charges this period		01 Jul 2025 to 07 Sep 2025
Water Availability	Days: 69	@ \$1.121616 per day \$77.39 (debit)
Sewer Availability	Days: 69	@ \$1.787205 per day \$123.32 (debit)
Treated Water Consumption	Usage: 73 kL	@ \$2.25 per kilolitre \$164.25 (debit)
18 Current account balance		\$455.03 (debit)

19 We've refreshed the way we connect with you - and how you connect with us:

- New-look bills - clearer, simpler, and easier to understand
- New phone number: 1800 441 888 - support is just a call away
- Reach us with ease at: letschat@essentialwater.com.au
- Digital communications now available - choose how you hear from us

Contact us to update your details and experience the difference

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- 14 **Meter no.**
This is a unique number for your water meter.
- 15 **Your meter readings**
Here you will see your previous and current meter readings, including the amount of water used in this period. We'll also show whether the reading is an actual or estimated reading.
- 16 **Usage comparison**
You can use this information to compare your average water usage per day, comparing previous periods and the current period.
- 17 **Your bill breakdown**
This is a detailed breakdown of the water and sewer services and usage charges. You'll find the number of days and the cost per litre. This also includes any payments received from the previous period, and the current balance of your account.

If you are eligible to receive a pension rebate, you'll find the information in this section.
- 18 **Current account balance**
This is calculated including all previous payments, the current usage charges, and the balance payable for this period.
- 19 **Information panel**
Refer to this section on your bill to read news and updates relating to Essential Water and the services we provide our community.

Further information

If you have any questions about your water services bill or require more information, please call our Essential Water team on **1800 441 888** or email us at letschat@essentialwater.com.au