

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

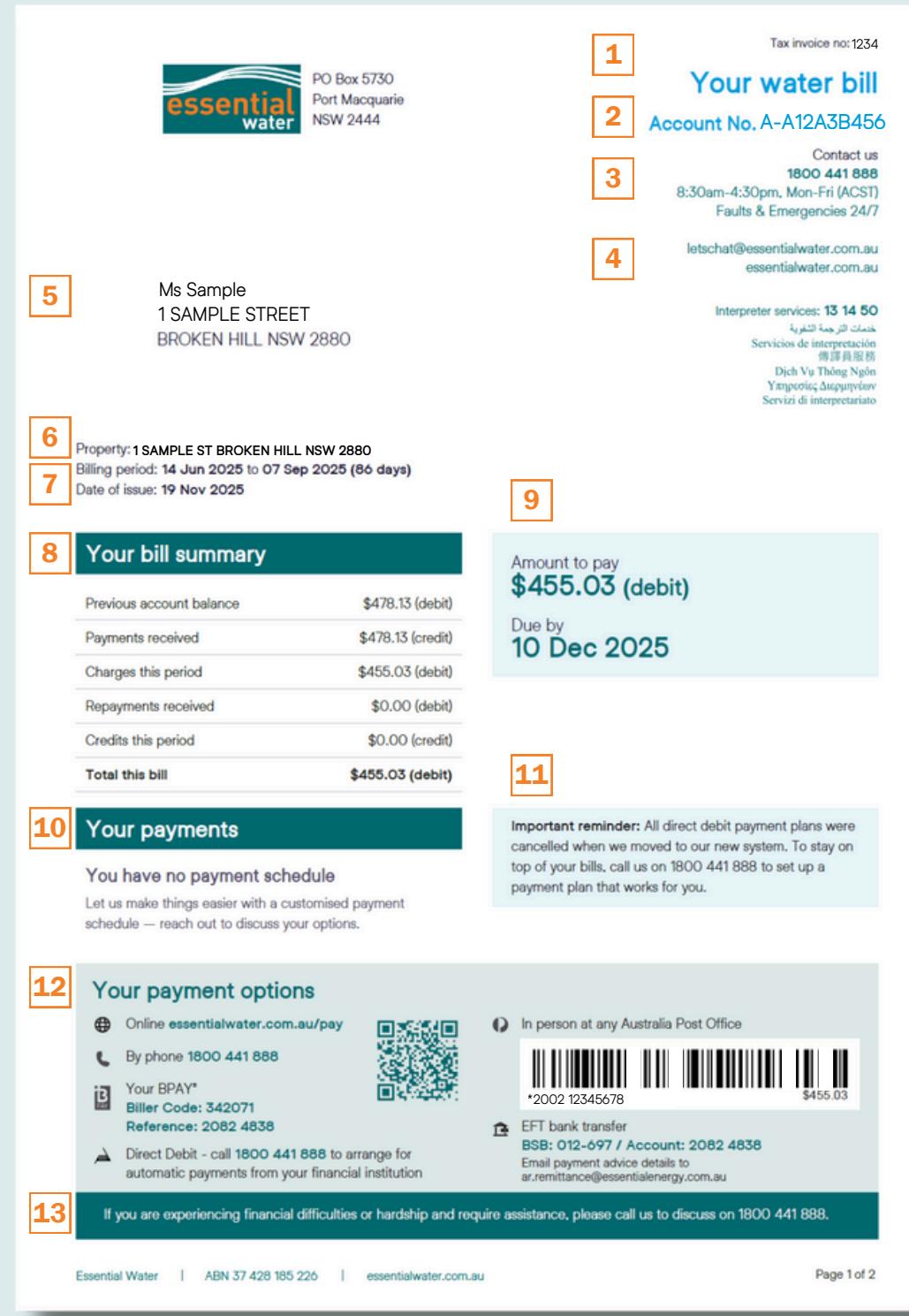
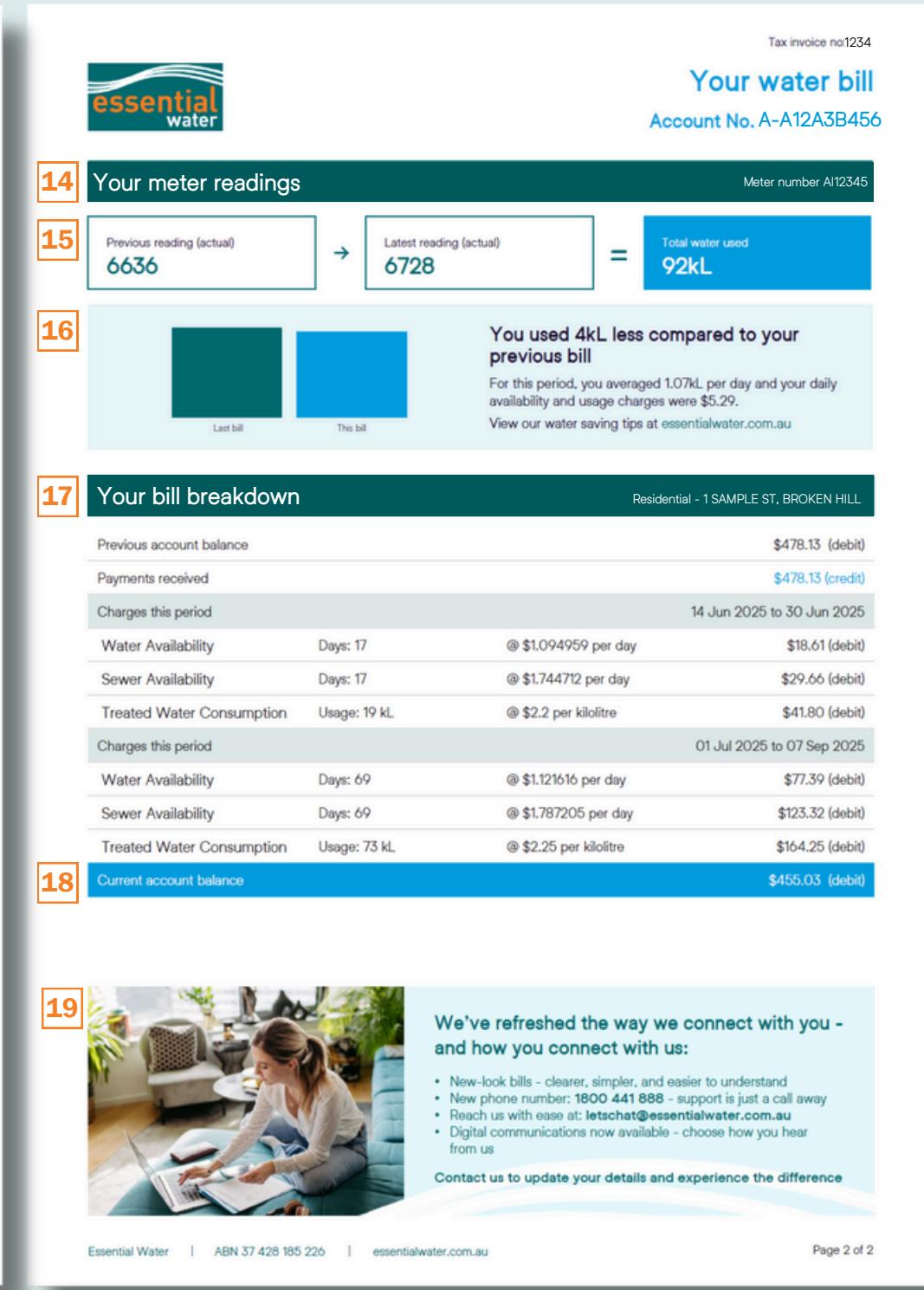
We'll include any news or important updates here for your information.

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.

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