

November 2008

Renting?



Your rights and responsibilities

Coliban Water's accounts comprise of three charges:

1. A fixed charge for water service
2. A fixed charge for wastewater service and;
3. A charge for the amount of water you actually use.

The water consumption charge (3) is the 'user pays' component of your account and is calculated according to the amount of the water that passes through your water meter during each billing period.

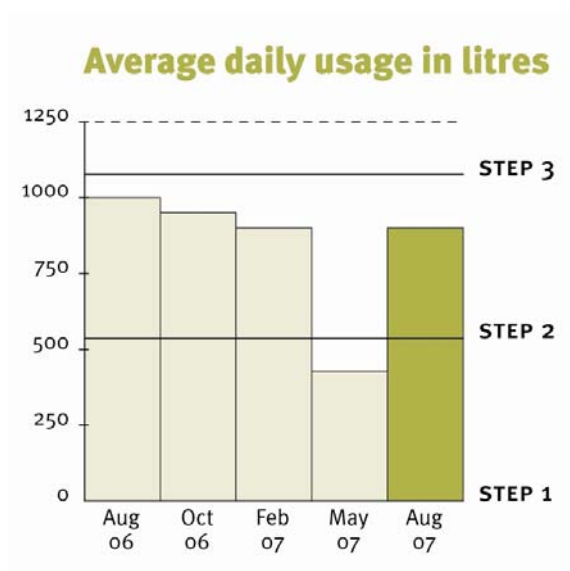
Step Tariff - 'user pay' system

Coliban Water uses a 3 step tariff system. This is calculated on a daily basis of 548 litres per day. The maximum daily consumption in each step per property is:

Step 1	0 to 0.548kL per day	(or 0 – 548 litres per day)
Step 2	0.549 to 1.096kL per day	(or 549 – 1,096 litres per day)
Step 3	1.097 or more kL per day	(or more than 1,097 litres per day)

We calculate your average daily water usage by dividing the total consumption for the property by the number of days in the billing period. Your daily average consumption will determine the proportion of your water usage that falls within each step of the tariff.

Below is an example of the graph you see on your Coliban Water account. This graph breaks down your water consumption into each applicable step.



Coliban Water

PO Box 2770 Bendigo
 Victoria 3554
 Tel: 1300 363 200
 Fax: 03 5434 1230
coliban@coliban.com.au

Who pays?

Tenant's Responsibilities

If you are renting a property that is separately metered, and you have an agreement with your landlord under the Residential Tenancies Act, then you are only responsible for the payment of your water consumption charge on the property.



The landlord is responsible for both the water service charge and the wastewater service charge. You will receive a quarterly account only for your water consumption. Your landlord will be billed separately for the service charges.

If the property you are renting is not separately metered, you cannot be billed for the water consumption or the service charges. These are the responsibility of the landlord.

NOTE: This includes flats and/or units supplied by a common meter.

Landlord's Responsibilities

If you own a separately metered rental property and you have an agreement with your tenant under the Residential Tenancies Act, then you are responsible for the payment of the water service charge and the wastewater service charge. A separate quarterly account will be sent to you for these fixed charges. The tenant is only responsible for their water consumption charge.

If the property is not separately metered then you are responsible for the payment of all charges.

NOTE: This includes flats and/or units supplied by a common meter.

As the landlord it is your responsibility to notify Coliban Water of your current mailing address

Moving in or out of a rental property

Moving in

As the tenant it is your responsibility to notify Coliban Water to arrange a meter reading at least 48 hours prior to you moving into a property. To arrange a meter reading, please contact one of our Customer Service Representatives on 1300 363 200.

You will need to provide us with your personal and property details. Arrangements will be made for the water meter to be read on an agreed date.

An account for any outstanding water consumption will then be billed to the previous tenant or the landlord. If you fail to notify Coliban Water that you are moving in, you may be billed from the last meter reading on record. When you move in, ensure a

residential tenant maintenance form is completed and returned to Coliban Water so that water can be supplied to you. If the form is not returned, your water supply may be disconnected. This process can be completed via phone or download the form from our website.

Moving Out

As the tenant, it is your responsibility to notify Coliban Water at least 48 hours before vacating a rental property to arrange a meter reading and to provide us with your forwarding address. If we are not informed prior to your departure from the rented property, you may be responsible for all water consumption charges incurred on the property up until the next meter reading.

For information on commercial tenancies phone 1300 363 200

Paying your account

Concessions

If you hold a Centrelink Concession or a Health Care card you may be entitled to a concession on your water consumption charges. Please call Coliban Water to register.

Quarterly Billing

Both tenants and landlords will receive their Coliban Water accounts on a quarterly basis. Quarterly accounts are designed to help you monitor your water consumption. If you would like to learn more about water conservation techniques around the home, please telephone our office for a brochure. Water conservation makes both economic and environmental sense.

Payment Assistance

If you are experiencing difficulty in paying your account, Coliban Water can offer advice and assistance. Please telephone Customer Service on **1300 363 200**

Any questions?

Should you require further information, advice, or assistance regarding your rights and responsibilities as a tenant or landlord please contact Coliban Water on 1300 363 200.

Disclaimer

Information contained in this document was correct at the time of printing (November 2008). Coliban Water reserves the right to alter information, as deemed necessary.
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