

What is a billing and customer support system?

A billing and customer support system is the technology we use to manage our customers' accounts. The system is used to generate water bills and to log any enquiries, services and interactions you have with Coliban Water.

Why do you need a new system?

Our new billing and customer support system is the first stage of a large-scale investment in business technology, the first of this nature for over 20 years.

Our new system will enable us to provide improved customer service, adapt to changing customer needs and deliver operational efficiencies.

How will new system impact me?

Our new system went live on Monday 6 July 2020. Customers may experience longer wait times for a few days after that date, as we adapt to the new system.

Customers may also notice small differences in bills generated by the new system.

What's different about the bills?

Bills and invoices generated by the new system look slightly different. The differences are:

- Customer Account Numbers have changed from a 13-digit number to a 9-digit number and now begin with the letter C. Customer Account Numbers are still at the top right-hand side of the bill.
- Customer Invoice Numbers will begin with the letters INV, followed by up to 10 digits. Invoice Numbers are located under the Customer Account Number.
- Information Statements reference numbers also begin with the letters INV, followed by up to 10 digits.
- Property Numbers now begin with the letters LOC, followed by up to 9 digits.
- If customers use BPAY and bpoint, please note the change in the **reference number** on the reverse of your bill. This will automatically redirect to the new reference number for some time but they will need to update this reference in future.
- The first bills generated in the new system for this next billing period (July, August and September) will not include the Water Usage Graph. This will return in your next bill. Average Daily Usage figure and Average Daily Cost will still appear.

Customers will continue be billed on the same schedule.

What are the benefits of the new system?

Customers have told us they want more self-service options and to engage with us how and when they choose.

Our new billing and customer support system will enable us to provide improved customer service, adapt to changing customer needs and deliver operational efficiencies.



We're working towards enabling customers to manage their account online and being able to:

- view current and past bills
- update address and contact details
- select preferred billing method – email or post
- set up a fortnightly or monthly payment plans
- register a concession to your account
- set up Direct Debit for your account
- submit a meter reading
- select preferred communication channels

We will inform customers when these additional features become available.

Can I check my water usage online?

Digital data loggers are currently being added to customers' water meters across the region through our Digital Metering Program. Data loggers record water usage for billing and data analysis.

Once the Digital Metering Program rollout is complete, we will be able to connect customers' water usage data with their accounts and give customers online access to monitor their water usage.

This instant access to water usage data will give customers a better understanding of their water usage and help them identify high consumption to save money and water.

Are my water bills going up to pay for the new system?

No. There is no increase in the average residential customer's annual water bill in our new fees and charges from 1 July this year.

We made a commitment to keep our prices lower than inflation in our five-year pricing plan, submitted to the Essential Services Commission in 2018.

We're now into the third year of our Pricing Submission and have continued to meet our commitment to keep prices lower than inflation.

Can I still use your website?

Our website and online forms on www.coliban.com.au continue to be available.

Who do I contact if I have further questions?

If you have any questions regarding your bill please see our Understand your bill page on our website, email coliban@coliban.com.au or call our Customer Support Team on 1300 363 200.

Faults, leaks and service difficulties can be reported anytime on 1300 363 200.

