

# HOW TO READ YOUR: NON-RESIDENTIAL WATER BILL

Following a switch to our new billing and customer support system in 2020, we are continuing with a broader project to provide improved customer experience and greater self-service in the future. If you have any questions regarding your bill, please call our Customer Support Team on **1300 363 200**, email [coliban@coliban.com.au](mailto:coliban@coliban.com.au) or visit our [Understand your Bill](#) page on our website.

**SERVICE ADDRESS**  
The charges on this account are for this address.

**BALANCE**  
The amount shown on your last account. Shows all payments made since the last account issued.

**CURRENT CHARGES**  
A summary of current charges which may include water consumption as well as water and sewerage service fees, a sewerage volumetric charge and trade waste service fee.

**NEXT SCHEDULED READING**  
The approximate date Coliban Water will next read your meter.

**CUSTOMER NUMBER**  
Here is your Customer Account Number—a 9 digit number beginning with letter C.

**INVOICE NUMBER**  
Your Customer Invoice Number starts with the letters INV, followed by up to 10 digits.

**AMOUNT DUE**  
Shows your total amount of current and outstanding charges.

**PAY BY**  
Date by which payment is to be received.

**AVERAGE DAILY USAGE/COST**  
Itemises daily usage and costs for services. Includes a consumption graph to show your water usage for each quarter.

**Invoice Details:**  
**Coliban WATER**  
 ABN 96 549 082 360  
 TAX INVOICE  
 Smith Pty Ltd  
 Shop 5, Example Lane  
 Bendigo VIC 3550  
 Service Address: Shop 5 Example Lane Bendigo VIC 3550  
 Classification: Non-Household  
 1300 363 200  
 www.coliban.com.au  
 Date of Issue: 16 September 2021  
 Next Scheduled Reading: 15 December 2021  
 Customer Number: **C-00057623**  
 Invoice Number: **INV-0001256080**  
 Amount Due: **\$228.64**  
 Pay By: **14 October 2021**  
 See over the page for payment options. Concession has not been applied (refer over for eligibility).  
 Average daily usage in litres:  
 Bar chart showing usage for Sep-20, Dec-20, Mar-21, Jun-21, Sep-21.  
 Av. Daily Use: 45 L/day  
 Av. Daily Cost: \$2.57  
 For information on the Victorian Government's Target Your Water Use program visit [www.targetyourwateruse.vic.gov.au](http://www.targetyourwateruse.vic.gov.au)  
 Please contact us on 1300 363 200 if you have a concern about your sewer or water service. If we are unable to resolve your concern you can contact the Energy and Water Ombudsman (Victoria) on freecall 1800 500 509. Please refer to [www.ewov.com.au](http://www.ewov.com.au) for more information.  
 We are now sending SMS reminders before your water bill is due, or if we haven't received a payment.  
 If you need help managing your account, please call our Account Solutions Team on 5434 1308 to arrange a payment plan.  
 General enquiries phone 1300 363 200 email [coliban@coliban.com.au](mailto:coliban@coliban.com.au) visit [www.coliban.com.au](http://www.coliban.com.au)  
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## ACCOUNT DETAILS

Water usage and service charges are detailed in full. Details also include meter readings, service size and the number of days within the billing period.

### Coliban Water Invoice Details

#### WATER CONSUMPTION FEE

Service Number  
SP-000044710

Meter Number	Previous Date	Previous Reading	Current Date	Current Reading
14015345	19-06-2021	303	15-09-2021	307
From Date	To Date	Consumption (Kilolitres)	Rate per kL	Amount
19-06-2021	30-06-2021	0.54	\$ 2.2435	\$1.21
01-07-2021	15-09-2021	3.46	\$ 2.2178	\$7.67
		4.00		\$8.88

#### WATER SERVICE FEE

Service Number Size  
SP-000044710 20mm  
SP-000044710 20mm

Date From	Date To	Days	Rate per day	Amount
19-06-2021	30-06-2021	12	\$ 0.6227	\$7.47
01-07-2021	15-09-2021	77	\$ 0.6155	\$47.40
				\$54.87

#### SEWERAGE SERVICE FEE

Service Number  
SP-000044710  
SP-000044710

Date From	Date To	Days	Rate per day	Amount
19-06-2021	30-06-2021	12	\$ 1.8713	\$22.45
01-07-2021	15-09-2021	77	\$ 1.8499	\$142.44
				\$164.89

#### SEWERAGE VOLUME FEE

Service Number  
SP-000044710  
SP-000044710

Dis Fac	Date From	Date To	Volume	Rate per kL	Amount
95.00	19-06-2021	30-06-2021	0.00	\$ 0.9735	\$0.00
95.00	01-07-2021	15-09-2021	0.00	\$ 0.9623	\$0.00
					\$0.00


## YOUR METER NUMBER

## INDUSTRY DISCHARGE FACTOR


Discharge factors are a site specific percentage for all non-residential properties. This only applies to sewer volume, and also noting the free discharge allowance of 230kL/year.


## PAYMENT OPTIONS


Coliban Water offers many ways to pay your account.

 **Receive your bill electronically:** You can now receive your bill electronically using BPAY View. For more information on how to pay using BPAY View or BPOINT, visit our website.

 **Change of Address:** If your postal address has changed, please contact us within 14 days.

 **Concessions:** If you think you may be eligible for a concession please contact us. Centrelink Pension, Healthcare Card and Department of Veteran Affairs Gold Cards may be eligible. In contacting us you are authorising us to confirm your eligibility with Centrelink or DVA. This consent is ongoing until you contact us or revoke it.

 **Payment Difficulties:** Please contact us about a payment arrangement or to discuss rebates and concessions.

 **Interpreter Service:** If you are hearing or speech impaired or need an interpreter call Telephone Interpreter Service (TIS) on 13 14 50.

### HOW TO PAY

**Direct Debit:** Fill out an online form on our website or contact us.

**BPAY/BPAY View:** Contact your financial institution to pay from your savings, credit or cheque account.

**Billers Code:** 39156  
**Ref:** 1000 0005 7623 6

**Credit Card/Internet:** Using BPoint  
www.bpoint.com.au,  
phone 1300 278 488 or 1300 BPOINT.  
**Billers Code:** 39156  
**Ref:** 1000 0005 7623 6

**In Person:** Australia Post outlets.



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**Centrepay:** Contact Centrelink or Coliban Water to arrange regular deductions from your Centrelink payment.

**Centrepay Reference Number:** 555 057 363A  
**Account Reference ID:** 1000 0005 7623 6

**Mail:** Tear off the Payment Slip and mail with your cheque to -

Coliban Water  
PO Box 2770  
Bendigo Delivery Centre, Vic 3554



### PAYMENT SLIP

Customer Number  
**C-00057623**

Payment Reference Number  
**1000 0005 7623 6**

Amount Due  
**\$228.64**

Pay By

**14 October 2021**

Amount Being Paid

## PAYMENT OPTIONS

Please note your BPAY and BPoint reference number and use this when paying your bill online.

View our fees and charges online at [www.coliban.com.au](http://www.coliban.com.au)

*Disclaimer: Information contained in this document was correct at the time of publication (October 2021). Bill example is for illustrative purposes only. Coliban Water reserves the right to alter information at any time. ©2021 Coliban Water.*

