

HOW TO READ YOUR: 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 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.

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.

Coliban WATER
ABN 96 549 082 360
TAX INVOICE

J Smith
1 Example St
BENDIGO VIC 3550

Service Address: 1 Example Street Bendigo VIC 3550
Classification: Household

Opening Balance	\$307.45
Total Payment Received up to 19 September 2021	CR \$307.45
Balance	\$0.00
Current Charges	
Water Service Fee	\$53.61
Water Consumption	\$93.25
Sewerage Service Fee	\$161.13
Total (Excl GST)	\$307.99
GST	\$0.00
Total (incl GST)	\$307.99
Total Amount Due	\$307.99

1300 363 200
www.coliban.com.au
Date of Issue: 20 September 2021
Next Scheduled Reading: 16 December 2021

Customer Number
C-00058817

Invoice Number
INV-0001156856

Amount Due
\$307.99

Pay By
18 October 2021

See over the page for payment options
Concession has not been applied
(refer over for eligibility).

Average daily usage in litres

Month	Average Daily Usage (litres)
Sep-20	~450
Dec-20	~450
Mar-21	~450
Jun-21	~450
Sep-21	~450

Av. Daily Use: 483 L/day
Av. Daily Cost: \$3.54

For information on the Victorian Government's *Target Your Water Use* program visit 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 for more information. We have transitioned to a new billing and customer support system. If you are currently registered to receive your bills via BPAY View, you will need to re-register with the new reference number that is located in the HOW TO PAY section on the last page of your bill.

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 visit 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-000052494

Meter Number	Previous Date	Previous Reading	Current Date	Current Reading
14W083181	22-06-2021	876	16-09-2021	918
From Date	To Date	Consumption (Kilolitres)	Rate per kL	Amount
22-06-2021	30-06-2021	4.34	\$ 2.2435	\$9.73
01-07-2021	16-09-2021	37.66	\$ 2.2178	\$83.52
		42.00		\$93.25

YOUR METER NUMBER

WATER SERVICE FEE


Service Number Size
SP-000052494 20mm
SP-000052494 20mm

Date From	Date To	Days	Rate per day	Amount
22-06-2021	30-06-2021	9	\$ 0.6227	\$5.60
01-07-2021	16-09-2021	78	\$ 0.6155	\$48.01
				\$53.61


SEWERAGE SERVICE FEE


Service Number
SP-000052494
SP-000052494


Date From	Date To	Days	Rate per day	Amount
22-06-2021	30-06-2021	9	\$ 1.8713	\$16.84
01-07-2021	16-09-2021	78	\$ 1.8499	\$144.29
				\$161.13

 **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.

Bill Code: 39156
Ref: 1000 0005 8817 3

Credit Card/Internet: Using BPoint
www.bpoint.com.au,
phone 1300 278 488 or 1300 BPOINT.
Bill Code: 39156
Ref: 1000 0005 8817 3

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 8817 3

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-00058817

Payment Reference Number
1000 0005 8817 3

Amount Due
\$307.99

Pay By

18 October 2021

Amount Being Paid

PAYMENT OPTIONS

Coliban Water offers many ways to pay your account.

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

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.

