

HOW TO READ YOUR: RESIDENTIAL WATER BILL

MINOR CHANGES TO THE LOOK OF YOUR WATER BILL

A NEW BILLING AND CUSTOMER SUPPORT SYSTEM

We switched over to our new billing and customer support system on Monday 6 July 2020.

This is the first stage of a broader project that will provide improved customer experience and greater self-service in the future.

There are a few things that have changed on your bill with the introduction of our new system, which have been highlighted below and over the page (*shown in orange*).

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.

NEXT SCHEDULED READING

The approximate date Coliban Water will next read your meter.

ACCOUNT NUMBER

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

INVOICE NUMBER

Your Customer Invoice Number now 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.

The first bill from the new billing system will not include your consumption graph, usually located above these figures. The graph will return to your account in your next bill from October 2020.

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.

Coliban WATER
 ABN 96 549 082 360
 TAX INVOICE

1300 363 200
www.coliban.com.au
 Date of Issue: 23 June 2020
 Next Scheduled Reading: 24 September 2020

Account Number **C-00058685**
 Invoice Number **INV-0000738797**
 Amount Due **\$294.09**
 Pay By **21 July 2020**

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

Av. Daily Use: 315 L/day
 Av. Daily Cost: \$3.23

For information on the Victorian Government's *Target Your Water Use* program visit www.targetyourwateruse.vic.gov.au

033
 J Smith
 1 Example Street
 BENDIGO VIC 3550

Service Address: 30 Saxby Drive Strathfieldsaye VIC 3551
 Classification: Household

Opening Balance	\$357.95
Total Payment Received up to 22 June 2020	CR \$357.95
Balance	\$0.00
Current Charges	
Water Service Fee	\$57.17
Water Consumption	\$65.11
Sewerage Service Fee	\$171.81
Total (Excl GST)	\$294.09
GST *	\$0.00
Total (Incl GST)	\$294.09
Total Amount Due	\$294.09

Permanent Water Saving Rules
 5 simple rules are in place at all times when water restrictions are not in force.

1. Trigger Nozzle: Anytime
2. Watering Systems: 6PM to 10AM
3. Public Spaces: 6PM to 10AM
4. Water Features: Recirculate
5. Hard Surfaces: High Pressure Device

To find out more visit www.coliban.com.au or call 1300 363 200 for further information

PAGE 1 OF 2

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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.

PAYMENT OPTIONS

Coliban Water offers many ways to pay your account.

Coliban Water Invoice Details

WATER CONSUMPTION FEE		Meter Number	Previous Date	Previous Reading	Current Date	Current Reading
Service Number: SP-000052413		14W083181	26-03-2020	681	25-06-2020	710
From Date	To Date	Consumption (Kilolitres)	Rate per kL	Amount		
26-03-2020	25-06-2020	29.00	\$ 2.2452	\$65.11		

WATER SERVICE FEE		Service Number	Size	Date From	Date To	Days	Rate per day	Amount
Service Number: SP-000052413		20mm		26-03-2020	25-06-2020	92	\$ 0.6215	\$57.17

SEWERAGE SERVICE FEE		Service Number	Date From	Date To	Days	Rate per day	Amount
Service Number: SP-000052413			26-03-2020	25-06-2020	92	\$ 1.8676	\$171.81

HOW TO PAY

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

BPAY: Contact your financial institution to pay from your savings, credit or cheque account.
Bill Code: 39156 Ref: 100058685

Credit Card/Internet: Using BPoint www.bpoint.com.au, phone 1300 276 468 or 1300 BPOINT.
Bill Code: 39156 Ref: 100058685

In Person: Australia Post outlets.

CentrePAY: Contact Centrelink to arrange regular deductions from your Centrelink payment, or contact us if you would like us to send you a form.
CentrePAY Reference Number: 555 057 363A

Mail: Tear off the Payment Slip and mail with payments@coliban.com.au to Coliban Water, PO Box 2770, Bendigo Delivery Centre, Vic 3554

PAYMENT SLIP
 Account Number: **C-00058685**
 Invoice Number: **INV-0000738797**
 Amount Due: **\$294.09**
 Pay By: **21 July 2020**
 Amount Being Paid:

3670000100058685000029409 PAGE 2 OF 2

YOUR METER NUMBER

PAYMENT OPTIONS

Please note the change to your BPAY and BPoint reference number. This will automatically redirect to the new number initially but will need to be updated in future.

FREQUENTLY ASKED QUESTIONS

Why have you changed to a new billing and customer support system?

Customers have told us they want more self-service options and to engage with us how and when they choose. This new platform will allow us to build on an improved customer experience, with plans to roll out additional features and functionality in the future.

What are the key changes for the bill?

- › Your *Customer Account Number* has changed from a 13 digit number to a 9 digit number and now begins with the letter C.
- › Your *Customer Invoice Number* will begin with the letters INV, followed by up to 10 digits.
- › If you pay via BPAY and BPoint, your reference number for payment has now changed. It will automatically redirect to the new reference number initially but will need to be updated in future.
- › The Water Usage Graph will return on all accounts from *October 2020*. Average Daily Usage and Average Daily Cost still appear.

Has the billing schedule changed also?

No. Customers will continue to be billed on the same schedule.

View our Urban Customer Charter for more details on fees and charges at www.coliban.com.au

Disclaimer: Information contained in this document was correct at the time of publication (July 2020). Bill example is for illustrative purposes only. Coliban Water reserves the right to alter information at any time. ©2020 Coliban Water.

