

HOW TO READ YOUR: RURAL WATER BILL (MODERNISED SYSTEM)

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 outlet fees, infrastructure charge, service fee (channel, pipeline, storage) and rural water consumption.

YOUR WATER SUPPLY IS UNTREATED
It is not suitable for drinking or food preparation without further treatment.

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 Hwy
Faraday VIC 3451

Service Address: 1 Example Highway Faraday VIC 3451
Classification: Household

| | |
|---|-----------------|
| Opening Balance | \$620.61 |
| Total Payment Received up to 3 October 2021 | CR \$620.61 |
| Balance | \$0.00 |
| Current Charges | |
| Rural Water Consumption | \$5.13 |
| Modernised Water Service Fee | \$96.23 |
| Infrastructure Modernised Network Charge | \$361.69 |
| Infrastructure Modernised Headwork Charge | \$40.16 |
| Total (Excl GST) | \$503.21 |
| GST | \$0.00 |
| Total (Incl GST) | \$503.21 |
| Total Amount Due | \$503.21 |

1300 363 200
www.coliban.com.au
Date of Issue: 4 October 2021
Next Scheduled Reading: 3 January 2022

Customer Number
C-00108319

Invoice Number
INV-0001256477

Amount Due
\$503.21

Pay By
1 November 2021

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

Average daily usage in litres

Av. Daily Use: 198 L/day
Av. Daily Cost: \$4.98

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

Untreated Water Supply. Not suitable for drinking or food preparation without further treatment. Licences are maintained on the water register. Most of the information in the water register is available to the public either on-line - www.waterregister.vic.gov.au - or through formal Freedom of Information requests.

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, channel access fee and infrastructure charges are detailed in full. Details also include meter readings and the number of days within the billing period.

PAYMENT OPTIONS

Coliban Water offers many ways to pay your account.

Coliban Water Invoice Details

RURAL WATER CONSUMPTION FEE
 Service Number: SP-000051805

| Meter Number | Previous Date | Previous Reading | Current Date | Current Reading |
|--------------|---------------|------------------|--------------|-----------------|
| 1410031653 | 26-06-2021 | 0 | 04-10-2021 | 20 |

| From Date | To Date | Consumption (Kilolitres) | Rate per kL | Amount |
|------------|------------|--------------------------|-------------|--------|
| 26-06-2021 | 30-06-2021 | 0.99 | \$ 0.2601 | \$0.25 |
| 01-07-2021 | 04-10-2021 | 19.01 | \$ 0.2571 | \$4.88 |
| | | 20.00 | | \$5.13 |

MODERNISED WATER SERVICE FEE

| Service Number | Date From | Date To | Days | Rate per day | Amount |
|----------------|------------|------------|------|--------------|---------|
| SP-000051805 | 27-06-2021 | 30-06-2021 | 4 | \$ 0.9730 | \$3.89 |
| SP-000051805 | 01-07-2021 | 04-10-2021 | 96 | \$ 0.9618 | \$92.34 |
| | | | | | \$96.23 |

INFRASTRUCTURE MODERNISED NETWORK CHARGE

| Entitlement | Date From | Date To | Days | Rate per day per ML | Amount |
|-------------|------------|------------|------|---------------------|----------|
| 7400.00 | 16-07-2021 | 04-10-2021 | 81 | \$ 0.6034 | \$361.69 |

INFRASTRUCTURE MODERNISED HEADWORK CHARGE

| Entitlement | Date From | Date To | Days | Rate per day per ML | Amount |
|-------------|------------|------------|------|---------------------|---------|
| 7400.00 | 16-07-2021 | 04-10-2021 | 81 | \$ 0.0670 | \$40.16 |

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.
 Biller Code: 39156
 Ref: 1000 0010 8319 0

Credit Card/Internet: Using BPoint
 www.bpoint.com.au,
 phone 1300 278 468 or 1300 BPOINT.
 Biller Code: 39156
 Ref: 1000 0010 8319 0

Centrepay: Contact Centrelink or Coliban Water to arrange regular deductions from your Centrelink payment.
 Centrepay Reference Number: 555 057 363A
 Account Reference ID: 1000 0010 8319 0

Mail: Tear off the Payment Slip and mail with your cheque to:
 Coliban Water
 PO Box 2770
 Bendigo Delivery Centre, Vic 3554

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

Other Information:
 Receive your bill electronically: You can now receive your bill electronically 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.

HOW TO PAY (continued)

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.
 Biller Code: 39156
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 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.
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IN PERSON: Australia Post outlets

Barcode: 36701000001083190000050321

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YOUR METER NUMBER

LICENCE VOLUME

Water taken during billing period and related cost.

INFRASTRUCTURE CHARGES

These are shown in ML per day (1ML = 1,000 kL)

YOUR RURAL ENTITLEMENT

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.

