

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

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 if applicable.

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 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.

Coliban WATER

ABN 96 549 082 360
TAX INVOICE

1300 363 200
www.coliban.com.au
Date of Issue: 26 June 2020
Next Scheduled Reading: 25 September 2020

Account Number **C-00085843**
Invoice Number **INV-0000741668**
Amount Due **\$501.63**
Pay By **24 July 2020**

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

Av. Daily Use: 118 L/day
Av. Daily Cost: \$6.08

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

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

Opening Balance	\$522.77
Total Payment Received up to 25 June 2020	CR \$543.91
Balance	CR \$21.14
Current Charges	
Rural Water Consumption	\$2.60
Modernised Water Service Fee	\$84.47
Infrastructure Modernised Network Charge	\$392.13
Infrastructure Modernised Headwork Charge	\$43.57
Total (Excl GST)	\$522.77
GST *	\$0.00
Total (Incl GST)	\$522.77
Total Amount Due	\$501.63

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.

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

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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		Meter Number	Previous Reading	Current Reading
Service Number	SP-000051724	1410031653	0	10
From Date	To Date	Consumption (Kilolitres)	Rate per KL	Amount
01-04-2020	24-06-2020	10.00	\$ 0.2603	\$2.60

MODERNISED WATER SERVICE FEE		Date From	Date To	Days	Rate per day	Amount
Service Number	SP-000051724	01-04-2020	26-06-2020	87	\$ 0.971	\$84.47

INFRASTRUCTURE MODERNISED NETWORK CHARGE		Date From	Date To	Days	Rate per day	Amount
Service Number		01-04-2020	26-06-2020	87	\$ 0.6090	\$392.13

INFRASTRUCTURE MODERNISED HEADWORK CHARGE		Date From	Date To	Days	Rate per day	Amount
Service Number	Entitlement	01-04-2020	26-06-2020	87	\$ 0.0676	\$43.57
	7400.00					

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: Contact your financial institution to pay from your savings, credit or cheque account.
Bill Code: 39156 Ref: 100085843

Credit Card/Internet: Using BPoint www.bpoint.com.au, phone 1300 276 468 or 1300 BPOINT.
Bill Code: 39156 Ref: 100085843

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-00085843

Invoice Number
INV-0000741668

Amount Due
\$501.63

Pay By
24 July 2020

Amount Being Paid

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YOUR METER NUMBER

LICENCE VOLUME

Water taken during billing period and related cost.

YOUR RURAL ENTITLEMENT

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 Rural 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.

