

HOW TO READ YOUR: SCHEME 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.

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

DATE OF ISSUE

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

INVOICE NUMBER
Your Scheme 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.
With the switch over to the new system your payment installment number will begin at 1. If you would like more information on previous payments to your account please call us on 1300 363 200.

PAY BY
Date by which payment is to be received.

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

Coliban WATER
ABN 96 549 082 360
SCHEME TAX INVOICE
1300 363 200
www.coliban.com.au
Date of Issue: 24 Jun 2020

Scheme Account Number: **C-00000015**
Scheme Invoice Number: **INV-0000737040**
Amount Payable: **\$20.00**
Pay By: **23 September 2020**

J Smith
1 Example St
DUNOLLY VIC 3472

Scheme Address: 1 Example St Dunolly VIC 3472

Opening Balance:	\$1,240.00
Total Payment Received up to 23 Jun 2020 :	\$0.00
Balance:	\$1,240.00
Current Charges	
Instalment Charge:	\$20.00
Total:	\$20.00
Total Amount Due:	\$20.00

Scheme Instalment No: 2
Next Instalment: December 2020

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

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

Details of payments made to Coliban Water and closing balance.

Date	Description	Debits	Credits	Balance
29/09/05	Opening Balance	\$1,240.00		\$1,240.00
23/06/20	Closing Balance			\$1,240.00

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: Contact your financial institution to pay from your savings, credit or cheque account.
Bill Code: 39156 Ref: 100000015
Credit Card/Internet: Using BPoint www.bpoint.com.au, phone: 1300 276 466 or 1300 BPOINT.
Bill Code: 39156 Ref: 100000015
In Person: Australia Post outlets.
Barcode/Value

Centrelink: Contact Centrelink to arrange regular deductions from your Centrelink payment, or contact us if you would like us to send you a form.
Centrelink Reference Number: 555 057 363A
Mail: Tear off the Payment Slip and mail with your cheque to -
Coliban Water
PO Box 2770
Bendigo Delivery Centre, Vic 3554



PAYMENT SLIP

Scheme Account Number:
C-00000015

Scheme Invoice Number:
INV-0000737040

Amount Payable:
\$20.00

Pay By:
23 September 2020

Amount Being Paid:

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.

