

# HOW TO READ YOUR: UNTREATED WATER SUPPLY 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](mailto: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 water usage charges.

**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.



ABN 96 549 082 360  
TAX INVOICE

J Smith  
1 Example St  
BORUNG VIC 3518

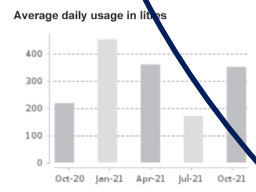
Service Address: 1 Example Street Borung VIC 3518  
Classification: Household

Opening Balance	\$21.89
Total Payment Received up to 3 October 2021	CR \$21.89
<b>Balance</b>	<b>\$0.00</b>
<b>Current Charges</b>	
Water Service Fee	\$25.23
Water Consumption	\$32.15
Concession Entitlement	CR \$28.68
<b>Total (Excl GST)</b>	<b>\$28.70</b>
GST	\$0.00
<b>Total (incl GST)</b>	<b>\$28.70</b>
<b>Total Amount Due</b>	<b>\$28.70</b>

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

Customer Number  
**C-00071315**  
Invoice Number  
**INV-0001256480**  
Amount Due  
**\$28.70**  
Pay By  
**1 November 2021**

See over the page for payment options  
Concession has been applied.



Av. Daily Use: 354 L/day  
Av. Daily Cost: \$0.35  
For information on the Victorian Government's Target Your Water Use program visit [www.targetyourwaterus.vic.gov.au](http://www.targetyourwaterus.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](http://www.ewov.com.au) for more information. Your property is provided with water on a Supply by Agreement basis. Untreated Water Supply. Not suitable for drinking or food preparation without further treatment.

*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](mailto:coliban@coliban.com.au) visit [www.coliban.com.au](http://www.coliban.com.au)

# HOW TO READ YOUR: UNTREATED WATER SUPPLY BILL

## 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-000049353


Meter Number	Date	Previous Reading	Date	Current Reading
13W012562	15-07-2021	681	04-10-2021	710
From Date	To Date	Consumption (Kilolitres)	Rate per kL	Amount
15-07-2021	04-10-2021	29.00	\$ 1.1088	\$32.15

#### WATER SERVICE FEE


Service Number Size  
SP-000049353 20mm


Date From	Date To	Days	Rate per day	Amount
15-07-2021	04-10-2021	82	\$ 0.3077	\$25.23


**YOUR METER NUMBER**

 **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 0007 1315 1

**Credit Card/Internet:** Using BPoint  
www.bpoint.com.au,  
phone 1300 278 488 or 1300 BPOINT.  
**Bill Code:** 39156  
**Ref:** 1000 0007 1315 1

In Person: Australia Post outlets



36701000000713151000002870

**Centrepay:** Contact Centrelink or Coliban Water to arrange regular deductions from your Centrelink payment.

**Centrepay Reference Number:** 555 057 363A  
**Account Reference ID:** 1000 0007 1315 1

**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-00071315**

Payment Reference Number  
**1000 0007 1315 1**

Amount Due  
**\$28.70**

Pay By

**1 November 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](http://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.*

