

HOW TO READ YOUR: UNTREATED WATER SUPPLY 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 water usage charges.

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: 22 June 2020
Next Scheduled Reading: 19 January 2021

Account Number **C-00071183**
Invoice Number **INV-0000738358**
Amount Due **\$11.61**
Pay By **20 July 2020**

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

Av. Daily Use: 272 L/day
Av. Daily Cost: \$0.31

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

J Smith
1 Example Street
BORUNG VIC 3518

Service Address: 27-31 Bell Street Borung VIC 3518
Classification: Household

Opening Balance	CR \$16.73
Total Payment Received up to 21 June 2020	CR \$0.00
Balance	CR \$16.73
Current Charges	
Water Service Fee	\$28.64
Water Consumption	\$28.04
Concession Entitlement	CR \$28.34
Total (Excl GST)	\$28.34
GST *	\$0.00
Total (Incl GST)	\$28.34
Total Amount Due	\$11.61

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.

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 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-000049272		13W012562	21-07-2020	585	20-10-2020	610
WATER SERVICE FEE		From Date	To Date	Consumption (Kilolitres)	Rate per kL	Amount
Service Number Size SP-000049272 20mm		21-07-2020	20-10-2020	25.00	\$ 1.1217	\$28.04
Date From	Date To	Days	Rate per day	Amount		
21-07-2020	20-10-2020	92	\$ 0.3113	\$28.64		

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: Contact your financial institution to pay from your savings, credit or cheque account.
 Biller Code: 39156 Ref: 100071183

Credit Card/Internet: Using BPoint
 www.bpoint.com.au,
 phone 1300 276 468 or 1300 BPOINT.
 Biller Code: 39156 Ref: 100071183

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 your cheque to -
 Coliban Water
 PO Box 2770
 Bendigo Delivery Centre, Vic 3554

PAYMENT SLIP
 Account Number
C-00071183
 Invoice Number
INV-0000738358
 Amount Due
\$11.61
 Pay By
20 July 2020
 Amount Being Paid

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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.

