



Evaluate your water usage

Essential Water's bill provides valuable information, from your average daily consumption to the average daily cost of your water use. However, this only tells you how much water has been used, not where it has gone.

To help evaluate how much water your appliances and daily activities use and to identify ways to make water savings visit essentialwater.com.au. If you don't have internet access, call **13 23 91** for our 'bucketfuls of water saving ideas' brochure.

Payment options

You'll find a range of payment options on your water account. To make your bill payment easier, you can arrange a direct debit by calling **13 23 91** or by going to essentialwater.com.au

If you are having difficulty paying your water bill please call us on **13 23 91** to discuss your options. These include pay-as-you-go plans, as well as our Essential Support Program which can provide residential, farming and small business customers with long term payment solutions.

Further information

For more information, call **13 23 91** or visit essentialwater.com.au

A guide to our sewerage charges

Non-residential customers are charged two different types of sewerage charges according to the New South Wales Government Best Practice Water and Sewerage Guidelines:

1. **Availability charge: proportional to the water meter size, charged cents per day.**
2. **Sewer usage charge: rated on the amount of water usage (kL) through your water meter.**

A Sewer Discharge Factor (SDF) is applied to both your availability charge and sewer usage charge. The Sewer Discharge Factor (SDF) is a number between 0.15 and 0.95 increasing in 0.05 increments and is dependent on your business type.

- **Your SDF is typically the ratio of your estimated volume discharged into the sewer system compared to your total water consumed – reflecting the impact of your water use on the sewerage system.**

The New South Wales Government Best Practice Water and Sewerage Guidelines provide a list of recommended sewer discharge factors for different business types.

In section 14 of your bill you are charged the entire sewer availability and sewer usage charge. In the line under each of these separate charges there is a credit for the difference between the entire charge and your sewer discharge factor.

For example a small retail shop with a SDF of 0.95 will be separately credited five per cent of the charges – this means the business only pays 95 per cent of each charge.

If you would like to discuss your individual sewer discharge factor please call us on **13 23 91**.

We're here
to help.

Essential Service Centre

Broken Hill
160 Beryl Street

How to read your bill

*A guide to
Essential Water's
easy to use
bill design.*

non-residential



For general enquiries call **13 23 91**
essentialwater.com.au

Essential Energy trading as Essential Water



How to read your water services bill

Page 1

- 1 **Total amount payable**
The amount you need to pay, which is the amount of your account balance at the time your bill was produced.
- 2 **Payment due by**
The date by which your account should be paid.
- 3 **Overdue amount**
Any unpaid amount, from previous bills which has passed the due date and is unpaid at the time your current bill was produced.
- 4 **Your postal address**
Your current postal address. This address may be different from your premises address.
- 5 **Account summary**
A breakdown of costs for your bill, including any adjustments, GST, overdue amounts or credits from previous bills, plus details of your last account. GST applies only to items supplied in addition to your main water services.
- 6 **Total new charges**
The amount that has accrued to your account for your usage since your last bill.
- 7 **How to pay**
The most convenient ways to pay your water account. Other payment methods are listed on the back of your bill.
- 8 **Your Customer Number**
Please quote this number when making enquiries.
- 9 **Bill enquiries**
The number to call for any bill enquiries.



ABN 37 428 185 226

026

00099

123456789

123456789

TAX INVOICE

invoice no. 2222222

please pay

\$537.84

by 3 January 2012

includes \$275.39 overdue payable immediately

customer number

12345678-9

bill enquiries

13 23 91

supply interruptions

13 20 80

info online

www.essentialwater.com.au

5

account summary

invoice date 02/12/11

BALANCE LAST BILL

\$275.39

we received

\$0.00

overdue - payable immediately

\$275.39

THIS WATER BILL

1 Sample Street Broken Hill

93 days water supply from 30/08/2011 to 01/12/2011

water charges

\$262.45

total new charges

\$262.45

+ overdue from last bill

\$275.39

total this bill

\$537.84

see back for details

6

6



ABN 37 428 185 226

123456789

123456789

POST

2002 123456789

SAMPLE PTY LTD

customer assistance

financial difficulties

If you have financial difficulties call us on 13 23 91.

Essential Support

Helping customers in times of hardship - call 13 23 91 for assistance.

Telephone & Internet Banking* - BPAY®

Contact your financial institution to pay from your cheque, savings or credit card account. When prompted, enter the reference number from the BPAY box. More info www.bpay.com.au

®Registered to BPAY PTY LTD ABN 69 079 137 518. *Minimum transaction of ten (10) dollars.


other ways to pay on the back

amount paid \$

.

7

7



ABN 37 428 185 226

026

00099

123456789

123456789

please pay

\$537.84

by 3 January 2012

includes \$275.39 overdue payable immediately

13

compare your usage

your average daily water usage

0.35 units (kL) (or \$2.82) per day

last bill

this bill

BILLING CYCLES

Visit www.essentialwater.com.au to find out how you can manage your water use.

14

water charges based on actual reads

for 1 SAMPLE STREET BROKEN HILL / premises no. 9876543

meter number

previous reading

this reading

units (kL)

cents per unit (kL)

\$ amount

AI12

117

150

33.00

charges for this reading

7623 : Broken Hill Commercial

33.00

147.000

48.51

7643 : Sewer Usage Charge

33.00

112.000

36.96

7791 : Sewer Discharge Factor - 0.75

9.24CR

days

cents per day

41.43CR

7754 : Sewer Discharge Factor - 0.75

93

66.578

61.92

7609 : Water Availability - 20mm

93

178.209

165.73

7654 : Sewer Availability - 20mm

93

178.209

165.73

\$ this bill

new charges

\$262.45

total new charges

\$262.45

16

16

17

17

19

19

18

18

other ways to pay

online

Visit www.essentialwater.com.au to pay by direct debit or credit card*.

credit card*

Call 1300 136 232. We accept Mastercard or Visa.

mail

Please make your cheque or money order payable to Essential Energy. Write your invoice number on the back of the cheque or money order. Mail this slip with your payment to Private Mail Bag 100 COWRA NSW 2794.

in person

at any Essential Energy Essential Service Centre, your nearest authorised agency, or at any Australia Post Office, or by;

Billpay Code: 2002

Ref: 1234 56789

Phone 13 18 16 or go to postbillpay.com.au

interpreter services

for interpreter services call 13 14 50

خدمات الترجمة الشفهية

Services de interprétation

傳譯員服務

Dịch Vụ Thông Ngôn

Υποστήριξη Διασύνταξης

Servizi di interpretariato

customer number 12345678-9

Page 2 of 2

- 10 **Supply interruptions**
The number to call if you experience any power interruptions.
- 11 **Info online**
Essential Water's website, for any queries you have.
- 12 **Customer assistance**
Information about government rebates and other financial assistance.

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- 13 **Average daily usage graph**
A graph showing your water usage in kilolitres (kL). This compares your current usage with your previous usage.
- 14 **Premises address**
The address the water is being provided.
- 15 **Premises no.**
The number we allocate to the address the water is being provided.
- 16 **Charges for this bill**
A breakdown of the charges for your water usage, sewer usage, water availability and sewer availability and any rebates.
- 17 **Sewer Discharge Factor**
A number applied to both your availability charge and usage charge, depending on your business type. See overleaf for further information.
- 18 **Other ways to pay**
Other ways you can pay your water account.
- 19 **Interpreter services**
The number to call for translator services in the languages listed.