

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:

- Availability charge: proportional to the water meter size, charged cents per day.
- 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.

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

How to read your bill

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

non-residential



How to read your water services bill

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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.

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.

Your postal address

Your current postal address. This address may be different from your premises address.

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.

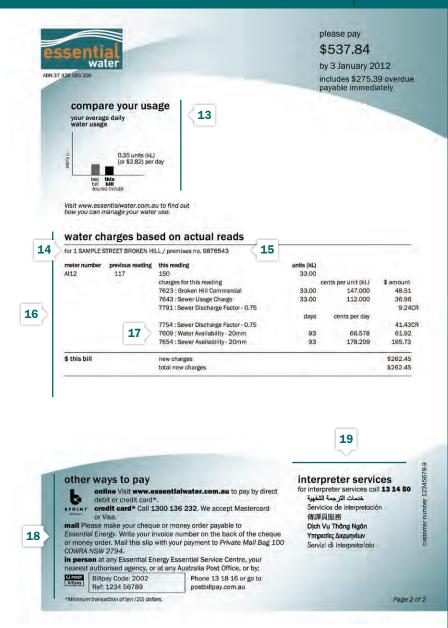
Your Customer Number

Please quote this number when making enquiries.

9 Bill enquiries

The number to call for any bill enquiries.





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.

19 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.

1 5 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.