

有关您的南澳水务局账单

南澳水务局是为180万南澳居民提供用水的领先的水力服务提供商。我们一直和社区共同协作，提供安全、清洁的饮用水并提供可靠的污水处理服务超过165年。

该文件提供了有关您的水费账单以及如何付款的关键信息。您可能需要在阅读时对照您的账单。您还可以在我们的网站上找到更多详细信息。

sawater.com.au/mybill

有关您水费账单的一般信息

每三个月我们会给您寄一份账单，其中包含通水费以及供水、用水和污水处理的费用。

每个人的水费账单都是不同的。如果您是业主，您要支付全部账单。如果您是租客，您需要和房东商量您需要支付多少。



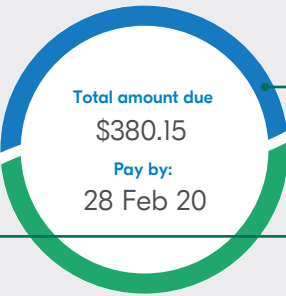


J CITIZEN
EXAMPLE ST
SOUTH SUBURB SA 5001

SA Water ABN 69 336 525 019
250 Victoria Square/Tarntanyangga
Adelaide SA 5000

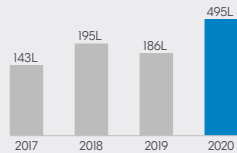
Customer Service
Adelaide-based Customer Care Centre
1300 SA WATER
(1300 729 283)
customercare@sawater.com.au
www.sawater.com.au

SA Water, the leading provider of water services for around 1.7 million South Australians, has been working together with the community to supply safe, clean drinking water and a dependable sewerage service for more than 160 years.



Your water use snapshot

Your average daily water use compared with the same quarter in previous years. To see how you compare to similar households visit www.sawater.com.au/mybill.



Your average daily cost for this quarter
\$3.42

Your account

Account no. 06 00078 00 7
Invoice date 14 Oct 20
Residential EXAMPLE ST SOUTH SUBURB

Account summary

Previous balance	\$342.60
Amount paid	⊖ \$342.60
New charges	⊕ \$380.15
Current balance	⊖ \$380.15

Fees may apply for late payment.

Thinking of going digital?

Save paper and get your bill by email.



Make the switch at sawater.com.au/switch

如何读懂您的南澳水务局账单

1. 我们的联系方式：

如果在理解您的账单，或了解供水和污水处理服务方面您需要帮助，可以给我们打电话。如果您需要口译员，请拨打 131 450 并说明您需要的语种。如果您在听或说方面需要帮助，请拨打 1800 555 600，使用全国中继服务来联系我们。如果您有任何问题，还可以在线联系我们的客服小组。sawater.com.au/online-enquiry

2. 您所欠的费用以及付款截止日期：

这是您需要支付的费用以及在何时之前需要付款。您必须在此日期前支付您的水费账单。您可以支付账单的方式有很多。如果您需要帮助，可以询问我们。

3. 您的用水历史：

该图表把这个账单结算期内您每天的用水量与去年同期进行了对比。通过以下网址，您可以把您的用水量和相似家庭进行比较 sawater.com.au/mybill

4. 您的账号：

您的账号是您账户的专门号码，当您因任何问题联系我们时应提供该号码。

5. 供水和服务地址：

这是使用供水和污水处理服务的地址。

6. 您的账户概况：

这概括了您最近的付款，包括目前应支付的费用。如果您设置了自动扣款，您将会看到下一次扣款日期。如需对您的付款、账单和用水量进行跟踪，可访问 mySA Water 的网站 my.sawater.com.au。

7. 收费明细:

您在这里将看到更多的费用信息，包括为您的家供水和污水处理方面的收费，您的用水量以及每千升（1000立升）的收费。

有时候我们没办法读到您的水表。在这种情况下，我们会告诉您，您的账单是估计用量。我们在估计您账单时会看您之前的用水情况。如果您不放心，您可以查看您的水表并打电话告诉我们您的水表读数。如果您愿意，可以拍下您水表读数的照片并在网上告知我们

sawater.com.au/submit-meter-read

如果您持有帮助节省水费和排污费的优惠卡，您将可以在此看到相关信息。如需了解有关优惠卡的更多信息，请访问 sa.gov.au/concessions。

8. 您的合计收费:

这是此账单的应付总金额。

9. 关于账户持有人的信息

您将在此看到一些更多信息，有关您的房产是如何估价的，以及该估价对您的供水费意味着什么。如果您是业主，您的通水费和供水费是基于您的房产价值。

10. 如何支付您的账单

为了方便您支付账单，我们提供了一系列付款方式选择，包括网上支付，亲自在柜台支付，通过电子邮件或电话支付。您可以在下一页了解更多信息。

Property value
You may object to the valuation referred to in this notice by writing served personally or by post to the Valuer-General within 60 days after the date of service of this notice.
But note:
(a) If you have previously received a notice or notices under the Water Industry Act 2012 referring to the valuation and informing you of a 60 day objection period, the objection period is 60 days after service of the first such notice;
(b) You may not object to the valuation if the Valuer-General has already considered an objection by you to that valuation.
The Valuer-General may extend the 60 day objection period where it can be shown there is reasonable cause by a person entitled to make an objection to a valuation.
A written objection to valuation must set out the full and detailed grounds for objection. Objections can be submitted via an online form at sa.gov.au/landservices, or email objection to LsgObjections@sa.gov.au with all valuation enquiries to 1300 653 346.
Customer charter
Read our Standard Customer Contract and Customer Charter at www.sawater.com.au.
Change of your address
Change your postal address online via mySAWater or at www.sawater.com.au. If ownership of your property changes, please refer all settlement queries to your conveyancer.
Concessions
Eligible concession card holders or people assessed as being on a low income may be able to claim a remission on water and sewerage rates. Visit sa.gov.au/concessions or call 1800 307 758 to find out more.
Payment assistance
If you are unable to pay your bill by the 'pay by' date, you can request an extension or setup a payment arrangement by calling 1300 SA WATER (1300 729 283) or with mySAWater.
Interpreter services
If you require an interpreter, please call 131 450 and request the language you need.
*Υπηρεσία Διερμηνείας τηλέφωνου στο 131 450
Servizio interpreti: per favore chiama 131 450
दुर्भाषिया सेवा: कृपया 131 450 पर फोन करें
Cần Dịch Vụ Thông Ngôn, xin gọi cho số 131 450
传译服务：请拨打电话 131 450
خدمة الترجمة الشفهية: يرجى الاتصال على الرقم 131 450
خدمات ترجمه: خواهشمند است تا با شماره تلفن 131 450 تماس حاصل نمائید

Water
Quarterly meter reading of water use in kilolitres (kL) and the supply charge.

Meter(s)	Previous reading	Current reading	Use
M31103275	27 Sep 19 1218	16 Jan 20 1263	45kL
Total reading(s)			45kL

Proposed next read between 02 Apr 20 and 15 Apr 20

Charge Type	Period	Water use	Price	Charge
Water use	27 Sep 19 to 16 Jan 20 (91 days)	45kL	45.00kL at \$3.413	\$153.59
Supply charge	01 July 20 to 30 Sept 20	Property value: \$480,000 at 17.125 cents per \$1000		\$82.20
Total Water				\$235.79
Sewerage				
Access charge	01 July 20 to 31 Mar 20	Property value: \$480,000 at 30.075 cents per \$1000 The quarterly charge for sewerage services (access to mains network, removal and treatment) is based on the property value as determined by the Valuer-General.		\$144.36
Total Sewerage				\$144.36
Total				\$380.15
Total GST of this invoice				\$0.00

Paying your bill

B **PAY** Biller code: 8888
Ref: 0600078007

Telephone and Internet Banking — BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More information at bpay.com.au.

Paying online
Pay online at www.sawater.com.au/paynow for a range of options. Have your account number and credit card details to hand.

Paying by phone
Call 1300 SA WATER (1300 729 283) and pay by phone using your Visa/Mastercard 24/7.

Payment slip

Total amount due	\$380.15
Pay by date	15 Sept 20
Account no.	06 00078 00 7
Invoice date	05 Feb 20


For credit: SA Water
Trancode: 831 User code: 009915 Customer ref no: 0600078007


SA Water

<0000038015> <009915> <000060007800018> >


如何支付您的账单

为了方便您支付账单，我们提供了多种付款方式的选择：


 **BPay (电子付费):** 您可以使用账单上提供的收款人编码 (Biller Code) 和参考号码网上付费。请联系您的银行或金融机构并从您的支票账户、存款账户、借记账户、信用卡或交易账户付款。更多信息请参看 [Bpay bpay.com.au](https://www.bpay.com.au)

 **网上付费:** 您可以访问我们的网站并在线支付您的水费账单 [sawater.com.au/paynow](https://www.sawater.com.au/paynow) 请准备好您的账号以及借记卡或信用卡信息。

 **电话付款:** 随时致电1300 650 870并使用您的 **Visa/Mastercard** 信用卡进行电话付费。

 **自动扣款:** 请致电 1300 SA WATER (1300 729 283) 设置自动扣款或在 mySAWater [my.sawater.com.au](https://www.my.sawater.com.au) 注册以自助设置自动扣款。

 **通过邮寄或支票付款:** 邮寄您的付款单和支票 / 汇票到南澳水务局，地址是 GPO Box 4682 Melbourne Victoria 3001.

 **亲自到柜台付款:** 您可以带着您的水费账单去邮局或联邦银行分行支付。有些联邦银行的分行，包括小规模快捷分行，并不提供账单处理。

 **Centrepay:** 您可以从您的 Centrelink 账户支付您的水费账单。您可访问 Centrelink 网站 [servicesaustralia.gov.au/centrelink](https://www.servicesaustralia.gov.au/centrelink) 了解更多信息。

在付款问题上获得帮助

如果您在支付水费账单上需要帮助，可以给我们打电话。需要帮助的情况包括：您需要更多时间安排付款，您无法付款或您在付款时遇到问题。

我们明白，有时候很难应付家庭开销，因此，如果您面临短期或长期的经济困难，请告知我们，这样我们能帮助您重回正轨。请在办公时间致电 **08 7424 1650** 给我们的付款帮助小组(周一至周五上午8.30至 下午5.00)。

您可在我们的网站上找到有关帮助支付账单方面的更多信息 [sawater.com.au/paymenthelp](https://www.sawater.com.au/paymenthelp)

