



## About your SA Water bill

SA Water is the leading provider of water services for more than 1.8 million South Australians. We have been working together with the community to supply safe, clean drinking water and a dependable sewerage service for more than 165 years.

This document provides key information about your water bill and how to pay. You might like to have your bill with you as you read this. You can also find more detailed information on our website [sawater.com.au/mybill](http://sawater.com.au/mybill).

### General information about your water bill

Every 3 months we send you a bill which can include charges for the access, supply and use of water and sewerage.

Everyone gets a different water bill. If you are a homeowner you pay the whole bill. If you are a tenant, you'll need to talk to your landlord about how much you need to pay.



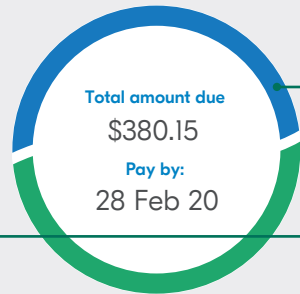


J CITIZEN  
EXAMPLE ST  
SOUTH SUBURB SA 5001

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

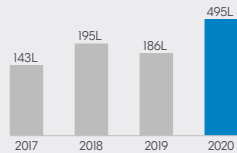
**Customer Service**  
Adelaide-based Customer Care Centre  
1300 SA WATER  
(1300 729 283)  
customercare@sawater.com.au  
www.sawater.com.au

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](http://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        |
| <b>Current balance</b> | ⊖ <b>\$380.15</b> |

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](http://sawater.com.au/switch)

## How to read your SA Water bill

### 1. Our contact details:

If you need help understanding your bill, water or sewer service you can call us. If you need an interpreter, please call **131 450** and ask for the language you need. If you need help to speak or listen, call us using the National Relay Service on **1800 555 600**. You can also contact our Customer Care team online if you have any questions [sawater.com.au/online-enquiry](http://sawater.com.au/online-enquiry).

### 2. The amount you owe and when to pay it by:

This is the amount you need to pay and when to pay by. You must pay your water bill by this date. There are lots of ways to pay your bill. If you need help, you can ask us.

### 3. Your water use history:

This graph compares how much water you used per day during this bill period, compared to the same time last year. You can compare your usage to similar homes here [sawater.com.au/mybill](http://sawater.com.au/mybill).

### 4. Your account number:

Your account number is specific to your account, and you should quote it when you contact us with any questions.

### 5. Supply and service address:

This is the address the water and sewerage services are supplied to.

### 6. Your account summary:

This is a summary of your recent payments, including the current balance that is due to be paid. If you have direct debit set up, you will see the next direct debit date. To track your payments, bills and water usage, visit mySAWater [my.sawater.com.au](http://my.sawater.com.au).

#### 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 notes:

- 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;
- 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](http://sa.gov.au/landservices), or email objection to [LsgObjections@sa.gov.au](mailto: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](http://www.sawater.com.au)

#### Change of your address

Change your postal address online via mySAWater or at [www.sawater.com.au](http://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](http://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 τηλέφωνο 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   |
| <b>Total reading(s)</b> |                  |                 | <b>45kL</b> |

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 |  | \$144.36 |
| 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. |                         |                                                      |  |          |

**Total Sewerage** ⊕ \$144.36

**Total** ⊖ \$380.15

Total GST of this invoice \$0.00

7

8

9

10

## 7. Detailed fees and charges:

This is where you'll find more information about how much it costs to supply water and sewerage to your home, how much water you have used and how much it costs per kilolitre (1,000 litres).

Sometimes we can't read your water meter. If we can't, this is where we tell you we have estimated your bill. When we estimate your bill we look at your previous water use. If this worries you, you can check your meter and call us to give us your meter reading. If you prefer, you can take a photo of the numbers on your meter and tell us your meter reading online [sawater.com.au/submit-meter-read](http://sawater.com.au/submit-meter-read).

If you have a concession to help with the cost of water and sewerage, you will see the information about it here. For more information on concessions, visit [sa.gov.au/concessions](http://sa.gov.au/concessions).

## 8. Your total fees and charges:

This is the total amount due for this bill.

## 9. Information for account holders:

This is where you'll find more information on how your property is valued and what that means to your supply charges. If you are a homeowner, your access and supply charges are based on your property value.

## 10. How to pay your bill:

We've made it easy for you to pay your bill with a range of options including online, in person, by mail and phone. You can read more about them on the next page.

#### 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](http://bpay.com.au)

#### Paying online

Pay online at [www.sawater.com.au/paynow](http://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.

#### Direct debit

Call us on 1300 SA WATER (1300 729 283) or sign up to mySAWater and switch to eBills and view, pay and manage your account online. Visit [www.sawater.com.au/directdebit](http://www.sawater.com.au/directdebit) to learn more.

#### Paying by mail

Post your payment slip and cheque/money order to SA Water GPO Box 4682 Melbourne Victoria 3001.

#### Paying in person

Pay at a Commonwealth Bank branch (excluding Express Branches) or Australia Post - no credit cards accepted. You can also visit us at SA Water House.

#### 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**










For more payment options, including extensions, visit [www.sawater.com.au](http://www.sawater.com.au) or call 1300 SA WATER (1300 729 283). \*Registered to BPAY Pty Ltd ABN 69 079 137 518

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## How to pay your bill

We've made it easy for you with a number of options to pay your bill:

-  **BPay:** You can pay online using the Biller Code and Reference number supplied on your bill. Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. Find out more information at Bpay [bpay.com.au](https://bpay.com.au).
-  **Paying online:** You can visit our website and pay your water bill online [sawater.com.au/paynow](https://sawater.com.au/paynow). Have your account number and debit or credit card details with you.
-  **Paying by phone:** Call **1300 650 870** and pay by phone using your Visa/Mastercard anytime.
-  **Direct debit:** To set up direct debit call us on 1300 SA WATER (1300 729 283) or sign up to mySAWater [my.sawater.com.au](https://my.sawater.com.au) to set up a direct debit yourself.
-  **Pay by mail or cheque:** Post your payment slip and cheque/money order to SA Water GPO Box 4682 Melbourne Victoria 3001.
-  **Pay in person:** You can take your water bill into the post office or a Commonwealth Bank branch for help to pay. Some Commonwealth Bank branches cannot manage bills, including small express branches.
-  **Centrepay:** You can pay your water bill from your Centrelink payments. You can visit Centrelink [servicesaustralia.gov.au/centrelink](https://servicesaustralia.gov.au/centrelink) for more information.

## Getting help for payments

You can call us if you need help to pay your water bill. Times you can call us include when you need more time to pay, if you cannot pay, or if you have problems when you try to pay.

We understand that sometimes it's hard to meet household expenses, so if you are experiencing short or long-term financial difficulties, please talk to us so we can help you get back on track. Please call our Payment Assistance Team on **08 7424 1650** during business hours (8.30am to 5.00pm Monday to Friday).

You can find more information about help paying your bill on our website [sawater.com.au/paymenthelp](https://sawater.com.au/paymenthelp).