



# YOUR WATER ACCOUNT

## CHARITY PARTNERSHIP PROGRAM

Hunter Water promotes the work of three local charities per year. Here you will find details on their work in the community.

### Account number

Your account number at Hunter Water (the account the bill is charged to).

3216842312354689464621321656495462

### Name and postal address

The name and address the bill is addressed to.

MR JOE SURNAME  
94 SOMEWHERE STREET  
NEWCASTLE NSW 2300

### Property address

The property where the meter reading was taken.

16/19 EXAMPLE STREET NEWCASTLE  
LOT 16 PLAN 78600

PREV BAL	RECEIVED	BALANCE
\$177.13	\$321.12CR	\$143.99CR

### SUMMARY OF NEW CHARGES

Water Service	\$5.74
Sewer Service	\$191.78
Environment Improvement	\$12.40

### Charges

The breakdown of charges, adjustments or credits on your water bill.

**TOTAL DUE \$209.92**

Please pay your account by the due date to avoid interest charges

### Total amount due

The balance owing on your account.

### Payment options

The options to pay your bill including: BPay, Direct debit and in person.

### Payment slip

This is a tear off section you keep as a receipt if you pay in person at any post office.

PLEASE TURN OVER FOR FURTHER DETAILS

## DETAILS

DATE OF ISSUE	5 July 2014
DUE DATE	30 July 2014
ACCOUNT NUMBER	1204 477 995
TOTAL DUE	\$256.40

## HOW TO PAY



### BPAY

Contact your financial institution to pay your account directly from your savings or cheque account

Billers code:	747 717
Reference:	1204 0000 955



### DIRECT DEBIT

Call 1300 657 657 to apply



### CREDIT CARD VIA BPOINT

Phone BPOINT on 1300 276 468 or visit [hunterwater.com.au](http://hunterwater.com.au)  
Mastercard and Visa only

Billers code:	747 717
Reference:	1204 0000 955



### CENTREPAY

To pay using Centrepay, contact Centrelink and provide Hunter Water's CRN: 555052571V



### IN PERSON

Visit any Australia Post Office  
Credit cards not accepted



### MAIL

Hunter Water  
Locked Bag W102  
Sydney NSW 1292  
Do not staple cheque to payment slip



For credit: Hunter Water Corporation

## PAYMENT SLIP



Due date:  
**30 JUL 2014**

Account number  
1204 477 995

Total due  
**\$209.92**

TranCode	User Code	Customer Number
831	66551	00000000000000

**CUSTOMER INFORMATION**

**Have you updated your contact details? It is important we can get in touch with you. Update your information online or call us.**

**DEBT AND DISCONNECTION**

Interest is charged on overdue accounts. Services may be disconnected or restricted for non-payment. Call us to obtain a copy of the Code of Debt and Disconnection.

**PAYMENT ASSISTANCE**

Call us to discuss your payment options. Payment assistance may also be sought from participating community agencies.

**PENSIONER CONCESSION**

The NSW Government offers a pensioner concession to assist with your water account. Contact us to determine if you are eligible.

**CONTACT US**

HUNTER WATER ABN 46 228 513 446

**PHONE**

1300 657 657, 8am-5pm, Monday-Friday  
1300 657 000, 24 hours 7 days

**EMAIL**

enquiries@hunterwater.com.au

**WEB**

hunterwater.com.au

**POST**

PO Box 5171, HRMC, NSW 2310

**IN PERSON**

36 Honeysuckle Drive, Newcastle  
285 High Street, Maitland (council building)  
128 Main Road, Speers Point (council building)

**INTERPRETER SERVICES 131 450**

Per l'utilizzo di un servizio di interpretariato, si prega di telefonare al numero di cui sopra

За користење на преведувач услуга, ве молиме јавете се на бројот погоре

Für die Nutzung der Dolmetscher-Service, rufen Sie bitte die Nummer oben

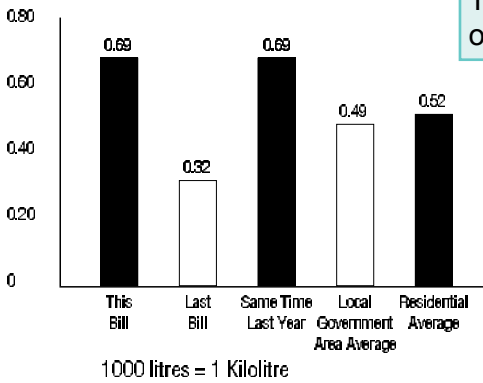
对于使用口译服务, 请致电以上号码

Για τη χρήση της υπηρεσίας διερμηνείας, παρακαλείστε να τηλεφωνήσετε στον αριθμό του παραπάνω

Your Average daily Water Usage in Kilotitres

**Average daily water usage graph**

The breakdown of charges, credits or adjustments on your water bill.

**Customer information**

This explains extra details/options for the payment process including information about pensioner concession, payment assistance, interest on overdue accounts and disconnection of services.

Meter Type	Meter No	Size	Date Read	Reading	Usage kL	Days	Daily Avg kL
Water	ZEB1270	020	26 07 2014	1699	84	122	0.69

**SERVICE CHARGES**

Water Service Charges are for period 01-07-2014 to 31-10-2014

Base Water Service Charge = \$5.74

Total Water Service Charges = \$5.74

Sewer Service Charges are for period 01-07-2014 to 31-10-2014

Environmental Improvement Charges are for period 01-07-2014 to 31-10-2014

**USAGE CHARGES**

Water Usage Charge are for period 27-03-2014 to 26-07-2014

Water Usage Charges - Tier 1 (66.10 kL at \$2.13 per kL) = \$140.79

Water Usage Charges - Tier 1 (17.90 kL at \$0.00 per kL) = \$38.13

**Breakdown of charges**

This shows the dates and amounts of your water usage, service charges and any credits or adjustments you may have.

**Contact details**

How to get in touch with Hunter Water.

**Interpreter details**

Assistance for non-English speaking customers.

REVERSE OF PAYMENT SLIP - PLEASE LEAVE BLANK