

Your North East Water account



North East Region Water Corporation ABN 97 364 605 415
NORTH EAST WATER
 104 Hovell Street
 Wodonga Vic 3690
 (PO Box 863, Wodonga 3689)
 Website: www.newater.com.au

Account Enquiries: 1300 361 633
 General Enquiries: 1300 361 622
 Emergencies 24 hours: 1300 361 644
 Fax: 02 6024 7454
 Email: nerwa@nerwa.vic.gov.au

TAX INVOICE
 *INDICATES TAXABLE SUPPLY

Consumer Number [REDACTED]

Total Due \$158.29
Due Date 15/10/2009

Approx. Next Reading 18/12/2009

Account Summary
QUARTERLY ACCOUNT ISSUED 17/09/2009
 Service Address: 4 [REDACTED] COURT WODONGA VIC

SERVICE CHARGES FROM 19/09/2009 TO 17/09/2009

Water Service Charge 20mm Wodonga (12 days @ 39.49c)	\$4.74
Water Service Charge 20mm Wodonga (79 days @ 43.87c)	\$34.88
Sewerage Service Charge Wodonga (91 days @ 61.3c)	\$55.78

VOLUME CHARGES FROM 18/06/2009 TO 17/09/2009

Water Usage Wodonga (6kL @ 113.19 c/kL)	\$6.79
Water Usage Wodonga (36kL @ 156.45 c/kL)	\$56.32

TOTAL \$158.29

Payment Summary

Last Account	\$179.60
Paid / Adjusted	-\$179.60
Balance	\$0.00
Total This Account	\$158.29

Amount Due \$158.29
Total Includes GST \$0.00

Compare your usage
 Your average daily usage in litres

Average usage cost in current period: \$0.69 per day.

Payment Slip
 Consumer Number [REDACTED]
Total Due \$158.29
Due Date 15/10/2009

To claim an automatic Pension or Concession Rebate, please call 1300 361 633 - see reverse for details

Your postal address

Your service address

Breakdown of water and sewerage service charges

Breakdown of water volume charges

Your meter details

Your consumer number

Total due and due date for payment

Last payment method

Summary of payments made and current balances

Usage graph from current and previous five quarters

Detachable payment slip with consumer number, total due and due date

Account Details

METER	CURRENT READING	PREVIOUS READING	USAGE (KLS)
99002974	17/09/2009 3531	18/06/2009 3489	42

PAYMENTS

20/07/2009	Payment BPAY 19/07/2009	-\$179.60
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Additional Information

PENSION REBATES AND CONCESSION ELIGIBILITY
 If you hold a Pension, Health Care Card or Repatriation Health Care Card (for all conditions) you may be entitled to a concession on water and sewerage charges. The following conditions apply: - the property must be your principal place of residence, the name & address on the card must match those on the account and the property must be used for residential purposes only. If you think you are an eligible card holder & you are not receiving concessions automatically on your account please telephone 1300 361 633. By claiming a concession you are authorising North East Water to confirm your eligibility with Centrelink or the Department of Veterans Affairs. The consent will be ongoing and can be revoked by contacting North East Water.

CHANGE OF OWNERSHIP/ADDRESS FOR SERVICE OF NOTICES
 North East Water must be notified of changes of address, ownership or occupancy. When ownership of a property changes, liability for payment of rates and charges remains with the owner recorded with North East Water until a "Notice of Disposition/Acquisition" is lodged by a vendor, solicitor or agent acting on the vendor's behalf.

PRIVACY INFORMATION
 North East Water is concerned for your privacy and only collects personal information that is necessary or desirable for the performance of our functions under the Water Act 1989. Should you require access to the information that is retained by North East Water please telephone 1300 361 633.

INTERPRETER SERVICES
 North East Water will provide access to an interpreter service provided by the Australian Government's Translating and Interpreting Services (TIS). To access the service please call 1300 361 633.

METER READING AND ACCESS TO WATER METERS
 We endeavour to read the water meter on the date shown on the bill. We also seek your cooperation in ensuring that fences, locked gates, dogs or other obstructions do not prevent our meter reader from reading the water meter. If safe and easy access to the water meter is not available an estimated account may be issued.

YOUR CHARGES EXPLAINED
 Water Usage: The charge for the amount of water used at the property, as recorded by your water meter.
 Water Service and Sewerage Service: The charge for North East Water to maintain water quality and to undertake maintenance & construction of water and sewer mains.

WATER AND SEWERAGE REBATE SCHEME FOR COMMUNITY SERVICE ORGANISATIONS
 Please contact North East Water on 1300 361 633 for further information.

RESIDENTIAL TENANTS
 Residential tenants in separately metered properties are liable for water usage. If you are a tenant you must give us 48 hours (2 business days) notice before vacating your property so that we can carry out a special meter reading and issue you with a final account. If you do not notify us that you are vacating your property you will be responsible for our charges until the meter is next read.

How to Pay

CREDIT CARD
 Telephone 13 16 16
 Visa or MasterCard accepted.

MAIL
 Send this slip with your cheque (no staples) to:
 North East Water
 PO Box 863,
 Wodonga Vic 3690

Internet
 Visit the North East Water website at: www.newater.com.au anytime to pay your invoice using your credit card (MasterCard or Visa).

In Person
 At any post office.
 Telephone 13 16 16
 Internet: postbillpay.com.au
 Payment by credit card is accepted.

Billpay Code: 0331
Reference: [REDACTED]

Centrepay
 To apply to have an agreed amount regularly deducted from your Centrelink payments please telephone 1300 361 633.

Direct Debit
 To arrange automatic payment of your account or to pay a regular nominated amount please telephone 1300 361 633.

Information on rebates, concessions, change of ownership, privacy, interpreter services, meter reading and charges

Payment options