

Your water bill is packed with useful information

We've designed the bill to make it easy for you to understand.

Check out the features:

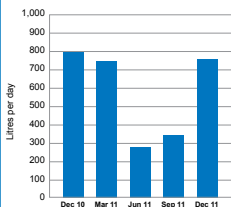
- The front page has a summary of what you paid in the past along with what you owe now. Any adjustments since your last bill are shown here. (see Figure 1)
- The front page has a graph that allows you to compare your recent water usage with the same period last year. If your usage has gone up significantly for no obvious reason, you may have a leak. To find out if this is the case, you could conduct a leak test using your water meter. You can find out how to do this at www.watercare.co.nz. (see Figure 2)
- The back page has a table that compares your home's usage with households of a similar size. If you have a swimming pool or a garden that you water regularly, your usage may be above average. (see Figure 3)
- The back page has full details about your current charges as well as information on your payment options.
- Water is measured in kL or kilolitres. 1kL is 1,000 litres and is the same as 1m³ of water.

What do I owe?

Opening Balance	\$53.48
Payments	\$54.00
Adjustments	\$0.00
<hr/>	
Balance	\$0.52CR
<hr/>	
This account	\$69.29
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Total Amount due	\$68.79

Figure 1

What has my usage been?



Average daily usage in this billing period **756L**

Figure 2

Average Daily Consumption in Litres per Day*

• The droplet shows you where your household falls

Household size	Lower limit of band	Upper limit of band
1 person	135	224
2 people	225	401
3 people	402	555
4 people	556	687
5 people	688	797
6 people	798	884

* these figures are based on average usage according to the 2008 BRANZ Water use in Auckland Households Study and are indicative only. If your usage puts you into a household bracket with more people than are currently residing in your household your usage is more than average. Outdoor usage, for example an irrigation system, will influence your consumption towards the upper end of the band.

Figure 3

If you have any queries about your water bill, email us at info@water.co.nz or call us between 7.30am and 6pm on (09) 442 2222. There is a lot of useful information on our website: www.watercare.co.nz.

Frequently asked questions

Why am I receiving a bill from Watercare?

We provide water and wastewater services to homes and businesses in Auckland. We are owned by the Auckland Council.

Where can I get information on water and wastewater charges?

Our website has up-to-date information on water and wastewater charges. Information on other charges, such as special meter-reading costs, is also here. Visit www.watercare.co.nz.

Why does my bill not include wastewater charges?

You pay either Auckland Council or Watercare for wastewater services. If you live in an area that was previously served by Manukau Water or Metrowater, you are billed by us. If you live in an area that was previously served by Rodney District Council, the volumetric or fixed volumetric component of your wastewater charges is billed by us. Otherwise, you are billed by the Auckland Council.

How can I pay my bill?

There are lots of convenient payment methods to pick from. You'll find these outlined on the back page of the bill. The easiest method is direct debit. Each time a bill is raised, you will receive a copy of it and the account will be paid automatically. You can download a direct debit form at www.watercare.co.nz or call us on (09) 442 2222 to request one.

My home uses more water than an average household with the same number of people. Why is this?

There are a number of possibilities. You may water your garden a lot or top-up a swimming pool. Alternatively, you may have a leaking tap, toilet, appliance or pipe. To find out if this is the case, you could conduct a leak test using your water meter. You can find out how to do this by visiting our website: www.watercare.co.nz.

You can reduce your water use by:

- Fixing leaks, including dripping taps
- Taking quick showers rather than having baths
- Turning off the tap while brushing your teeth or shaving
- Watering the garden in the morning or evening to minimise evaporation
- Waiting until there is a full load before running the washing machine or dishwasher
- Using water efficient appliances

For more tips about using water wisely, visit our website: www.watercare.co.nz.