

Watercare Services Limited

info@water.co.nz
www.watercare.co.nz
Private Bag 94010
Auckland 2241

Customer service line
Mon to Fri 7.30am to 6pm
09 442 2222

Fault enquiries (24 hours)
09 442 2222
faults@water.co.nz
Free text 3130 to report a fault

Account number:

XXXXXX-XX

Invoice date:

19 Apr 20XX

GST number:

56-892-397

Due date:

10 May 20XX

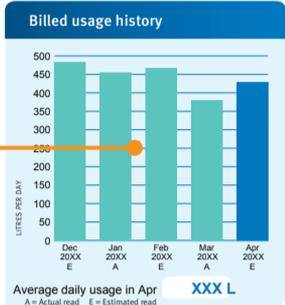
Total due:

\$ XX.XX

Joe Bloggs
1 Example Street
Auckland

Learn how our projects support sustainable growth in Auckland in our latest *Tapped In* newsletter.

Summary	
Property location	1 Example Street Auckland
Account type	Domestic
Previous statement	
Opening balance	\$ XX.XX
Payments received	\$ XX.XX or
Balance still owing	\$ 0.00
<i>If you recently made a payment, it will appear on your next bill.</i>	
Current charges <i>Refer overleaf for details</i>	
Water volumetric charges	\$ XX.XX
Wastewater volumetric charges	\$ XX.XX
Wastewater fixed charges	\$ XX.XX
Balance of current charges	\$ XX.XX
<i>All current charges include 15% GST: \$ X.XX</i>	
Total amount due	\$ XX.XX
<i>Any balance unpaid after the due date may incur an administration fee of \$8.00 or 1% of the overdue balance, per month or part of a month, whichever is greater.</i>	



WLSLAC54241320140000005618

Payment slip

PAY NOW

Please detach and return this slip when making a payment

Total amount to pay \$ XX.XX

Total amount paid

WLSLAC54241320140000005618

54 24 13 20 14 000000056 18 890

This is the property that the bill relates to.

This graph shows your average daily billed usage. Not all meters are read from the first to the end of the month. Check the back of your bill under 'Consumption details' to see the date when we read or estimated your meter.

This box tells you:

- Your Watercare account number, which is unique to this property and the account holder
- The date the invoice was generated
- The Watercare GST number
- The date your bill is due
- The amount owing on your account

This is the amount that is still left to pay on your account from the last bill.

These are the charges that have been added to your account this month. See the back of the bill for a breakdown of these charges.

This is the total amount owing on your account. It includes any credits or charges previously owing and charges for this month.

Our volumetric rates are charged per kilolitre (kL). One kL is equal to 1000 litres.

- Metered households have a fixed wastewater charge per meter, in addition to the volumetric charge.
- Fixed charges are your contribution to the maintenance of the wastewater network.
- Fixed wastewater charges are fixed between 1 July and 30 June each year.
- Each month you will get an apportioned amount based on the number of days in your billing period.
- Fixed charges where there is no meter include a fixed charge portion and an assumed volumetric portion.

This is your water meter number.

Your wastewater volume is calculated as a percentage of the water used.

Details

Charge details			
Item	Unit	Unit rate	Amount
Volumetric charges			
Water	XX.XX kL	\$X.XXX/kL	\$ XX.XX
Wastewater	XX.XX kL	\$X.XXX/kL	\$ XX.XX
Fixed charges			
Wastewater	28 days	\$XXX.XXX pa	\$ XX.XX
\$ XX.XX			

Consumption details			
Meter no.	Consumption period	This reading	Last reading
X17A123456	28 days	XXXX	XXXX
		Estimate	Actual
		XXXX	XXXX
Consumption			
Water		XX.XXXL	
Wastewater	@78.50%	XX.XXXL	

Usage comparison

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	0	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.

What else should I know?

Water and wastewater charges
Our website has information on water and wastewater charges as well as other charges, such as special meter-reading costs.

Water leaks
If your bill is higher than usual, you may have a water leak. If you repair leaks promptly you may be eligible for a leak allowance. Information about how to check for leaks is available on our website.

Water meter readings
The volume charges on your bill may be based on actual or estimated water meter readings. Estimated readings take into account your household's recent water consumption.

If the estimate differs from your actual consumption, your next bill will be adjusted automatically.

Customer contract
By receiving our water and wastewater services, you are deemed to have accepted our customer contract. A copy of the contract is available on our website.

E-billing
Sign up for e-billing to receive your bills quickly by email. You can register on our website. Search for 'paperless billing'. You can have bills, sent to multiple email addresses, including tenants.

Having difficulty paying?
Please contact us on 09 442 2222. Assistance is also available from the Water Utility Consumer Assistance Trust: www.waterassistance.org.nz

Disclaimer
This bill excepts errors and omissions and may be subject to final adjustment and corrections. For more information about any of the above charges or services, visit www.watercare.co.nz.

How can I pay?

To find out more about your payment options, visit www.watercare.co.nz and search for 'ways to pay'. Remember to quote your Watercare account number as the reference when making any payment, so it is automatically allocated to your account. Please allow a minimum of two working days for the payment to appear on your account.

Pushpay mobile app
Use your mobile to pay the amount owing any time, on or before the due date, and manage recurring payments. Payments are taken from your bank account or credit card.

Direct debit
We'll take the amount owing from your bank account on the due date.

Credit card
With a recurring credit card payment we'll take the amount owing from your credit card account on the due date. You can also make a one-off credit card payment on our website or by phoning us.

Automatic payment
Pay a fixed amount each week, fortnight or month. If there is still an amount owing when you receive your bill, you can adjust your next payment to cover the shortfall by the due date.

Internet/phone banking
Log onto your bank's website or phone your bank each month to pay the amount owing before the due date. Most banks have Watercare set up as a pre-loaded payee for internet banking. If your bank doesn't, you will need these details:
Bank account name: Watercare Services Limited
Bank: BNZ
Bank account number: 02-0192-0115055-02
Your reference/Watercare account number: XXXXXX-XX

Other ways to pay
Make a cheque out to 'Watercare Services Limited' and post it to us with your payment slip in the reusable envelope sent with this bill; or pay in person at any PostShop or BNZ branch. Please allow a minimum of five working days for cheque payments to appear on your account.

The volumetric charge pays for the collection and treatment of your wastewater discharge. The wastewater volume is calculated as a percentage of the water used.

Your volumetric charges are calculated from an actual reading or from an estimate based on past usage. If the estimate is different from your actual usage, your next bill will be adjusted automatically.

This graph compares your household's average daily water consumption with average household water use in Auckland. It is handy for tracking your efficiency.