



# WATER AND SEWERAGE YOUR BILL

**1300 0 UNITY (1300 086 489)**  
 Emergencies and faults 24 Hours, 7 days  
 Account enquiries 7am-6pm Mon-Fri

**unitywater.com**  
 ABN 89 791 717 472

|                   |  |
|-------------------|--|
| Account number    | 89276  |
| Payment reference | 0000 8927 60   |
| Property          | Emerald Springs, Unit 27/1<br>Poinsettia Ct, MOOLOOLABA, QLD |

|  |                                       |
|--|---------------------------------------|
| Bill number                            | 7118277131                            |
| Billing period                         | 08 Aug 2018<br>97 days to 12 Nov 2018 |
| Issue date                             | 15 Nov 2018                           |
| Approximate date of next meter reading | 11 Feb 2019                           |

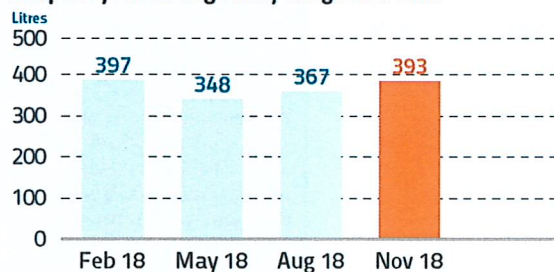
## Your account activity

|                                   |          |   |          |                          |          |                                |          |   |
|-----------------------------------|----------|---|----------|--------------------------|----------|--------------------------------|----------|---|
| Your last bill<br><b>\$302.48</b> | <b>-</b> | Payments/<br>adjustments<br><b>\$302.01</b> | <b>=</b> | Balance<br><b>\$0.47</b> | <b>+</b> | New charges<br><b>\$368.05</b> | <b>=</b> | Overdue amount<br><b>\$0.46</b>           |
|                                   |          |   |          |                          |          |                                |          | Total due <sup>#</sup><br><b>\$368.52</b> |
|                                   |          |   |          |                          |          |                                |          | New charges due <b>17 Dec 2018</b>        |

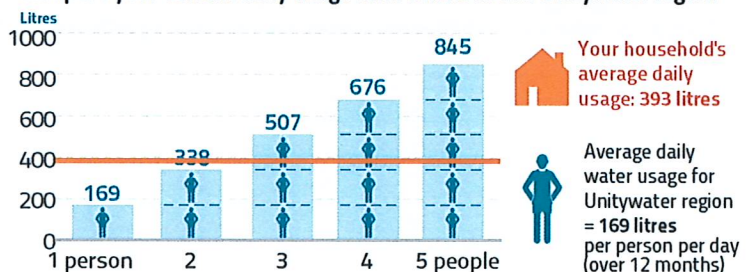
11% interest per annum, compounding daily, will apply to any amount not paid by the due date

# Includes overdue amount

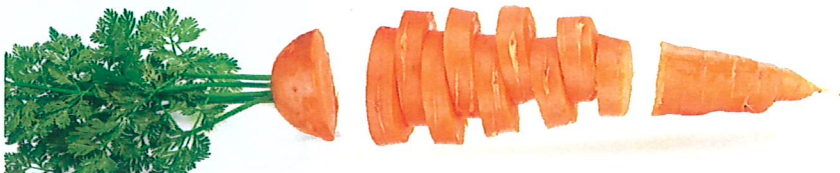
### Compare your average daily usage over time



### Compare your current daily usage with others in the Unitywater region



## CHOP UP YOUR BILL



With Smoothpay you can cut your bill into smaller bite-sized pieces fortnightly or monthly, interest free.

Chop, chop!

Go to [unitywater.com/chop](http://unitywater.com/chop)

Find out more in the enclosed flyer **SmoothPay**

## Easy ways to pay For other payment options - see over

**BPAY**  
 Biller Code: 130393  
 Ref: 0000 8927 60  
 Contact your bank or financial institution to pay from your cheque, savings, debit, credit card or transaction account.  
 Find out more at [bpay.com.au](http://bpay.com.au)  
 © Registered to BPAY Pty Ltd ABN 69 079 137 518

**DIRECT DEBIT**  
 Direct Debit  
 Login to My Account at [unitywater.com](http://unitywater.com) to set up automatic payments from your bank account or credit card or call us for assistance.

**SmoothPay**  
 Smooth out your bill payments across the year with regular fortnightly or monthly payments, interest free.  
 Find out more at [unitywater.com/smoothpay](http://unitywater.com/smoothpay)

## Your account details

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## Water meter details 1 kilolitre (kL) = 1000 litres (L)

| Meter ID   | Previous read date | Previous reading (kL) | Current read date | Current reading (kL) | Usage (kL)  | Property share % | Total usage (kL) | No. of days | Average daily usage (L) |
|--|--------------------|-----------------------|-------------------|----------------------|-------------|------------------|------------------|-------------|-------------------------|
| UE170049HD   | 7 Aug 18           | 4178                  | 12 Nov 18         | 5628                 | 1450        | 2.63             | 38.1             | 97          | 392.8                   |
| <b>Total water usage</b>   |                    |                       |                   |                      | <b>1450</b> |                  | <b>38.1</b>      | <b>97</b>   | <b>392.8</b>            |
| <b>Total sewerage usage (waste and greywater) = 90% of water usage</b> |                    |                       |                   |                      |             |                  | <b>34.29</b>     | <b>97</b>   | <b>353.5</b>            |

## Activity since last bill

|                               |                              |                            |
|-------------------------------|------------------------------|----------------------------|
| <b>Last bill</b>              |                              | \$302.48                   |
| <b>Payments / adjustments</b> |                              |                            |
| 19 Sep 2018                   | Interest Charges 11% 5 days  | \$0.46                     |
| 19 Sep 2018                   | CBA BPAY BPAY 19/09/2018     | -\$302.48                  |
| 15 Nov 2018                   | Interest Charges 11% 57 days | \$0.01                     |
| <b>Account balance</b>        |                              | <b>\$0.47</b> <sup>①</sup> |

## Water and Sewerage Charges

Lot 30 Plan GTP103889 Installation ID 1252270

| State Bulk Water Price | Period                 | kL/day | x Days | x Price/kL |          |
|------------------------|------------------------|--------|--------|------------|----------|
| State Govt Bulk Water  | 08 Aug 18 to 12 Nov 18 | 0.3928 | 97     | \$2.785    | \$106.11 |

This is how much Unitywater pays to purchase water from the State Government, and is passed on to customers at cost.

### Unitywater (local government distributor-retailer price)

| Variable Usage Charges   | Period                 | kL/day | x Days | x Price/kL  |                 |
|--------------------------|------------------------|--------|--------|-------------|-----------------|
| Water up to 822 L/day    | 08 Aug 18 to 12 Nov 18 | 0.3928 | 97     | \$0.667     | \$25.41         |
| Sewerage up to 740 L/day | 08 Aug 18 to 12 Nov 18 | 0.3535 | 97     | \$0.667     | \$22.87         |
| Fixed Access Charges     | Period                 | x No.  | x Days | x Price/day |                 |
| Water Access 20mm        | 08 Aug 18 to 12 Nov 18 | 1      | 97     | \$0.703     | \$68.21         |
| Sewerage Access          | 08 Aug 18 to 12 Nov 18 | 1      | 97     | \$1.499     | \$145.45        |
| <b>Water subtotal</b>    |                        |        |        |             | <b>\$199.73</b> |
| <b>Sewerage subtotal</b> |                        |        |        |             | <b>\$168.32</b> |

**New water and sewerage charges** **\$368.05** <sup>②</sup>

**Total Due\* = ① + ②** **\$368.52**  
\*Includes Overdue Amount (11% interest per annum, compounding daily, is being charged on this amount) **\$0.46**

## Important information

### Payment assistance

If you are having difficulty paying, please call Unitywater as soon as you receive your bill and before its due date to discuss how we can help.

### Changing contact details

Login to My Account at [unitywater.com](http://unitywater.com) for quick, easy changes online 24/7 or call us during business hours.

### Pensioners

If you own and live at your property and have an eligible concession card, you may apply for a pensioner rebate. Please call Unitywater or fill out our easy online form at [unitywater.com/pensioner](http://unitywater.com/pensioner)

### Credit card payments

Only MasterCard and Visa are accepted. A credit card surcharge may apply to your payment. Learn more at [unitywater.com/creditcard](http://unitywater.com/creditcard)

### Interest on overdue amounts

Interest of 11% per annum, compounding daily, will apply to any amount not paid by the due date.

### Interpreter service 13 14 50

当您需蒙口译员时，请致电 13 14 50。  
اتصل على الرقم 13 14 50 عندما تكون بحاجة إلى مترجم فوري.  
Khi bạn cần thông ngôn, xin gọi số 13 14 50  
통역사가 필요하시면 13 14 50 으로 연락하십시오.  
Cuando necesite un intérprete llame al 13 14 50

### Privacy policy

We've updated our privacy policy so that we can deliver improved services with trusted partners. Visit [unitywater.com/privacy](http://unitywater.com/privacy)

**International calls**  
+ 61 7 5431 8333

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Caboolture QLD 4510  
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## More payment options



**Credit card by phone or online**  
To make a one-off credit card (Visa or MasterCard only) payment call 1300 047 763 or go to [unitywater.com](http://unitywater.com). A credit card surcharge may apply.  
Ref: 0000 8927 60 Maximum \$10,000



**In person, by phone or online**  
**Billpay Code: 4028**  
Ref: 0000 8927 60  
Pay in person at any post office, call 13 18 16, or go to [postbillpay.com.au](http://postbillpay.com.au)



**Cheques by mail**  
Send this portion with your cheque payable to: Unitywater, Locked Bag 2, Maroochydore BC QLD 4558



\*4028 0000892760 00036852

|                        |                    |
|------------------------|--------------------|
| Account number         | 89276              |
| Payment reference      | 0000 8927 60       |
| Overdue amount         | <b>\$0.46</b>      |
| Total due <sup>#</sup> | <b>\$368.52</b>    |
| New charges due        | <b>17 Dec 2018</b> |

<sup>#</sup> Includes overdue amount