



Your Water Account Explained

We send our customers four (4) water accounts each year.

This guide provides information to help understand your bill, your water usage, and the assistance we offer.

Our contact details

Water Account Enquiries
Tel: (02) 4429 3214
Email: water@shoalwater.nsw.gov.au
Web: www.shoalwater.nsw.gov.au

Council General Enquiries
PO Box 42 Nowra NSW 2541
Tel: (02) 4429 3111
Email: council@shoalwater.nsw.gov.au
Web: www.shoalwater.nsw.gov.au

Total of all new charges

Mr & Mrs Citizen
123 ABC Street
NOWRA NSW 2541

020

Any amounts owing from previous accounts

Balance Brought Forward **\$0.00**

+

New Charges **\$369.00**

=

Amount Due \$369.00

Please Pay By **31/05/2024**

Quote this number when you contact us

Property ID **XXXXX**

Total charges owing and due date

Graph showing your average daily water consumption comparison for each quarter

Current Daily Interest Rate on Overdue Amounts is 9% per annum.

Your average daily water consumption comparison

Quarter Ending	Litres per day
Jun23	~640
Sep23	~560
Dec23	~600
Mar24	~610
This Qtr	~630

Property Details

(Res) Single Dwelling/Vac Land
Lot X DP XXXXXX
123 Citizen Street NOWRA

Reading Period 86 Days
23/01/2024 to 18/04/2024

Approximate Date of Next Read
17/07/2024

Your property details and water account type

How many days between reads

These are the ways you can pay your bill

GO GREEN. GO ELECTRONIC.
Receive your Water Account via email

Register now at shoalwater.enotices.com.au with below eNotice reference number or scan QR code

PAYMENT OPTIONS

Payment by Phone
Call 1300 004 431 to pay by credit card & follow the prompts.
Please note: this is an automated service.

Post Billpay
Pay in store at Australia Post

Centrepay
To pay using Centrepay, contact Centrelink and provide Shoalwater CRN 555071469B and your BPAY Ref. No.

Direct Debit
Please complete & return the form on our website

BPAY
Billers Code: 858639
Ref: 60XXXXXX

BPAY® this payment via internet or phone banking from your cheque, savings, debit, credit card or transaction account. More info: www.bpay.com.au
BPAY View® - View and pay this bill using internet banking.
BPAY View Registration No.
Please enter the BPAY Reference number

Sign up for eNotices by using the unique reference number or by scanning the QR code

This is your payment Reference Number

The reverse side of your water account shows a detailed breakdown of all the water and sewerage charges applicable to your property.

Your water usage is calculated by taking the present reading from the previous reading.

kL = 1,000 litres

volume of water used

Your water and sewer availability charges are fixed amounts that reflect what services you have access to.

These charges are billed quarterly based on the current financial year fees.

Your water usage charge is based on the volume of water used multiplied by the charge per kilolitre (kL).

This refers to the quarter in which your meter was read. i.e this example is the April to June quarter.

Total of all current charges

Meter Detail and Reading				
Meter No	Present Reading	Previous Reading	Usage (kL)	
01WXXXXXX	2614	2560	54	
		Total Consumption	54	
Water Charges				
Description	kL	Charge/kL	Charge	
Water Usage	54	\$2.00	108.00	
Description	Quantity	Period	Annual Charge	Charge
Water Availability - 20mm	1	1 Apr to 30 Jun 2024	\$88.00	22.00
		Total Water Charges		\$130.00
Sewer Charges				
Description	Quantity	Period	Annual Charge	Charge
Sewer Availability - 20mm	1	1 Apr to 30 Jun 2024	\$956.00	239.00
		Total Sewer Charges		\$239.00
		Total New Charges		\$369.00

Need help?

Call us on (02) 4429 3214 or visit our website for information on Concessions and Assistance.

Never lose a bill again!

Sign up and receive your water account by email.

- 1 Using your smart phone, scan the QR Code on the latest copy of your water account.
- 2 Enter your email address.
- 3 Click on the yellow Sign Up button then follow the prompts.