



# 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@shoalhaven.nsw.gov.au  
Web: www.shoalwater.nsw.gov.au

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

**Water Account**

Shoalhaven City Council ABN 59 855 182 344

Total of all new charges

Mr & Mrs Citizen  
123 ABC Street  
NOWRA NSW 2541

020

Date of Issue: 03/05/2024  
Account No: 60XXXXX  
Property ID: XXXXX

Quote this number when you contact us

Any amounts owing from previous accounts

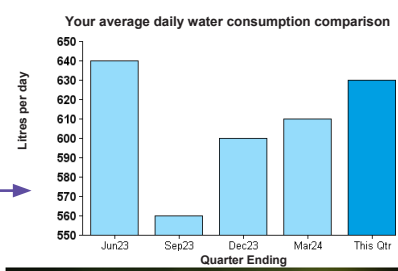
Balance Brought Forward	\$0.00	+	New Charges	\$369.00	=	Amount Due	\$369.00
-------------------------	--------	---	-------------	----------	---	------------	----------

Please Pay By: 31/05/2024

Total charges owing and due date

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

Graph showing your average daily water consumption comparison for each quarter



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

Your property details and water account type

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

How many days between reads

**Approximate Date of Next Read**  
17/07/2024

**GO GREEN. GO ELECTRONIC.** Register now at shoalhavenwater.enotices.com.au with below eNotice reference number or scan QR code

Receive your Water Account via email

2146 60XXXXX

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

These are the ways you can pay your bill

**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 & provide Shoalhaven Water 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

This is your payment Reference Number

To find more payment options or how to receive your water accounts electronically visit www.shoalwater.nsw.gov.au Note: Some payment options will incur a surcharge.

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

Usage (kL) 54  
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.

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

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

Total of all current charges

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

**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.