

# Your Water Account Explained

**City Administrative Centre**  
 Bridge Road Nowra NSW Australia 2541  
 Phone: 02 4429 3214  
 water@shoalhaven.nsw.gov.au

We send our customers four (4) Water Accounts each year.  
 This guide gives you information to help understand your bill, your water usage, and the assistance we offer.



Mr & Mrs Citizen  
 123 ABC Street  
 NOWRA NSW 2541

Total of all new charges

Date of Issue: 22/01/2021  
 Account No: 60XXXXX  
 Property Id: XXXXX

Quote this number when you contact us

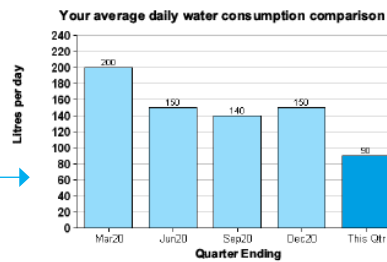
Any amounts owing from previous accounts

Balance Brought Forward: \$0.00 + New Charges: \$299.25 = Amount Due: \$299.25  
 Please Pay By: 19/02/2021

Total charges owing

Current Daily Interest Rate on Overdue Amounts is 0% per annum.

A comparison of how much water you used this period compared to previous account periods



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

Your Water Account type

**Reading Period** 91 Days  
 6/10/2020 to 05/01/2021

How many days between reads

**Approximate Date of Next Read**  
 05/04/2021

These are the ways you can pay your bill

**News for You**  
 Read the latest news from your water utility visit us online [www.shoalwater.nsw.gov.au](http://www.shoalwater.nsw.gov.au) or call us direct 44293214

**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  
 \*2146 60XXXXXX

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

**Direct Debit**  
 Please complete & return the form on our website

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

Property Id XXXXX Name Mr & Mrs Citizen

**BPAY** Biller Code: 858639  
 Ref: 60XXXXXX

BPAY® this payment via Internet or phone banking from your cheque, savings, debit or transaction account. More info: [www.bpay.com.au](http://www.bpay.com.au)  
**BPAY View®** - View and pay this bill using internet banking

**BPAY View Registration No.**  
 Please enter the BPAY Reference number (next to the BPAY Logo on your notice)

For emailed notices: [shoalhavenwater.notices.com.au](mailto:shoalhavenwater.notices.com.au)  
 Reference No: 19531A7E

All payment options require this reference number

Want the convenience of your Accounts sent via email? Sign up using these details

Continue to understand the reverse side of your Water Account

When you flip your Water Account over, you will find a breakdown of all the water and sewerage service charges applicable to your property.

**Meter Detail and Reading**

<b>Meter No</b> 18WXXXXXX	<b>Present Reading</b> 596	<b>Previous Reading</b> 562	<b>Usage (kL)</b> 34
		<b>Total Consumption</b>	<b>34</b>

kL = 1,000 litres

How much water you have used this period

**Water Charges**

<b>Description</b> Water Usage	<b>kL</b> 34		<b>Charge/kL</b> 1.75	<b>Charge</b> 59.50
<b>Description</b> Water Availability - 20mm	<b>Quantity</b> 1	<b>Period</b> 1 Jan to 31 Mar 2021	<b>Annual Charge</b> \$83.00	<b>Charge</b> 20.75
<b>Total Water Charges</b>				<b>\$80.25</b>

Your fixed charges - this varies according to what services you have access to

Your usage charges - the volume of water used multiplied by charge / kL

**Sewer Charges**

<b>Description</b> Sewer Availability - 20mm	<b>Quantity</b> 1	<b>Period</b> 1 Jan to 31 Mar 2021	<b>Annual Charge</b> \$876.00	<b>Charge</b> 219.00
<b>Total Sewer Charges</b>				<b>\$219.00</b>

**Total New Charges** \$299.25 ← Total of all current charges

For further information relating to your Water Account

**Contact Us**

02 4429 3214  
water@shoalhaven.nsw.gov.au