

Amended Second Period Account

01 November 2009 to 28 February 2010

Issue Date 30-NOV-2009

13010112121022102303133100231213

034 / 11795

\$389.00

A GRANT
16 TAMPA ROAD
CAPE WOOLAMAI VIC 3925

31-DEC-2009

00051460005419

\$677.01

\$375.00

\$10.41

\$312.42

\$76.58

1300 720 711

Property Details 16 TAMPA ROAD CAPE WOOLAMAI

Payments made after 30 Oct will not appear on this account.

1800 24 90 90

ACCOUNT SUMMARY

Water Usage	(refer to reverse)	\$258.51
Less Pensioner Rebate		\$36.10
Less discount pursuant to High Water Usage Policy		\$145.83
Total Charges		\$76.58

Name: A GRANT

31-DEC-2009

Account No: 00051460005419

Property Details: 16 TAMPA ROAD CAPE WOOLAMAI

\$389.00

Billers Code: 93682
Ref: 00051460005419

Billpay Code: 0847
Ref: 5146 0005 419



*847 51460005419

Water Usage from 12-OCT-2009 to 21-OCT-2009

Meter Number	Last Reading	Current Reading	Usage
31779	873	881	8
31779	722	873	151

Access Charges from 01 November 2009 to 28 February 2010

Your total charges are for accessn to water and wastewater services as well as any other charges listed below.

One kilolitre (kL) equals 1,000 litres.

	Usage	Price per kL	Amount	
Block 1	33	\$1.2826	\$42.33	
Block 2	75	\$1.54	\$115.25	
Block 3	51	\$1.98	\$100.93	
Total	159		\$258.51	Total

CONCESSIONS ELIGIBILITY

Owners - you **must** live at the property to receive a concession.

Tenants - you can receive a concession on your water consumption account.

If you hold a Pensioner Concession Card, a Health Card, or a Veteran Gold Repatriation Card, you are entitled to claim a concession for your water and wastewater charges up to an annual cap. If you are eligible but not receiving a concession please contact us on 1300 720 711 to register. In doing so you will be authorising us to confirm your eligibility with Centrelink or the Department of Veteran Affairs.

PAYMENT ASSISTANCE

If you are experiencing difficulty with paying your account, please contact us on 1300 720 711 for a confidential discussion on how we can help you. There are a number of options available to you such as extension of time to pay, flexible payment plans, and State Government assistance such as the Utility Relief Grant.

ARE YOU MOVING?

Owners - When ownership of a property changes, liability for payment of charges remains with the owner recorded with us until a Notice of Acquisition is received.

Tenants - You are required to notify us at least 48 hours prior to moving in or out of a property so that a meter reading can be undertaken.

INTERPRETER & TTY SERVICE

If you require the assistance of an interpreter please telephone 13 14 50. Customers with TTY facility please call 13 36 77 and quote (03) 5956 4100.

HOW CAN WE HELP?

We are pleased to help you in any manner regarding our services - call us on 1300 720 711. In the unlikely event that we cannot resolve your issue, you may choose to call the Energy & Water Ombudsman (Victoria) on 1800 500 509.

INTEREST

We charge interest on accounts that are not paid by the Due Date on the Reminder Notice. Interest is applied from the day after the Due Date on the original account until the overdue amount is paid in full.