



Urban Utilities
ABN 86 673 835 011

Account Enquiries 13 26 57
Faults and Emergencies 13 23 64
www.urbanutilities.com.au

Water and Sewerage Quarterly Account

QUUR16_A4B/E-1/S-1/I-1/
RAFEGA SUPER PROPERTY PTY LTD
22 PRUNDA CCT
WELLINGTON POINT QLD 4160

Property Location: 212
45 SHAKESPEARE STREET
COORPAROO 4151

Customer reference number	10 1080 1480 0000 3
Bill number	1080 1480 22
Date issued	24/05/2022
Total due	\$281.16
Current charges due date	30/06/2022

Your water usage

Water usage (kL)	13
Days charged	104

Average daily water usage (litres)

Current period	125
Same period last year	226

Account Summary Period 03/02/2022 - 17/05/2022

Your Last Account

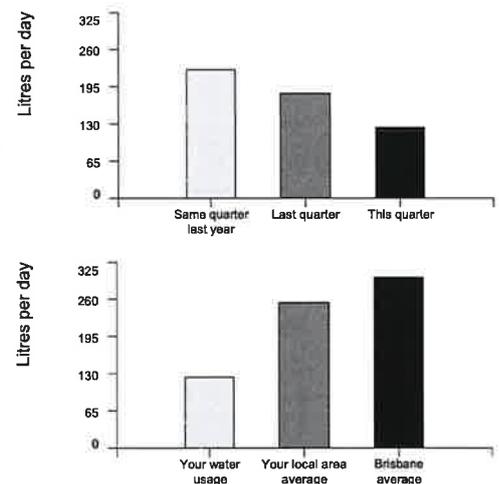
Amount Billed	\$271.09
Amount Paid	\$271.09CR

Your Current Account

Balance	\$0.00
Current Charges	\$281.16

Total Due \$281.16

If full payment is not received by the due date, a compounding interest of 8.03% per annum will accrue daily on any amount owing.



AFFECTED BY EXTREME WEATHER OR FLOODS AND EXPERIENCING DIFFICULTY PAYING BILLS? WE'RE HERE TO HELP.

Scan for more information on our Urban Assist program.



Direct debit
To arrange automatic payment from your bank account, visit www.urbanutilities.com.au/directdebit



Telephone and internet banking – BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, credit card, debit or transaction account.
BPAY View® View and pay this bill using internet banking. More info: www.bpay.com.au
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Internet
Pay your account online using MasterCard or Visa credit card at www.urbanutilities.com.au/creditcard
Payment by credit card will incur a 0.51% surcharge. We accept Mastercard or Visa credit cards.

Payment options



By phone
Call 1300 123 141 to pay your account using your MasterCard or Visa card*.



Mail
Tear off this slip and return with your cheque payment to Queensland Urban Utilities PO Box 963, Parramatta, NSW 2124



In person
Pay in person at Australia Post with cash, cheque, money order, debit card or any branch of the Commonwealth Bank with cash or cheque.



By Mobile - Download the free Sniip® mobile app, create your account and scan the circular QR code over the page to pay. Sniip payments can be used with Visa and MasterCard cards*. Sniip is not available for iPads or tablets.

Amount paid

Date paid

Receipt number

YOUR CHARGES for 03/02/2022 - 17/05/2022 (104 days)

Customer ref. no. **10 1080 1480 0000 3**

Your meter readings

Serial Number	Read Date	Reading	Usage	Comment
ADB2022797	03/02/2022	73		
	18/05/2022	86	13kL	

212
45 SHAKESPEARE STREET
COORPAROO 4151



Your usage was 13 kilolitres.

That's an average of 125 litres per day.

WE'RE HERE TO HELP

As an essential service provider, we're here to help during challenging times. If your property was affected by extreme weather or floods earlier this year and you're experiencing difficulty paying your bills, please get in touch with us to discuss your circumstances. We'll work with you to get you back on track again. Scan below for more information on our Urban Assist program.



INTERPRETER SERVICE 13 14 50

当您需蒙口译员时，请致电 13 14 50。
تصل 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
Quando necessita un interprete chiama al 13 14 50

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Tear off slip and return with your cheque payment to PO Box 963, Parramatta, NSW 2124. See reverse for payment options.



Water and Sewerage Account
In Person / Mail Payment Advice
Name: **RAFEGA SUPER PROPERTY PTY LTD**



Billers Code: 112144
Ref: 10 1080 1480 0000 3



Commonwealth Bank
Commonwealth Bank of Australia
ABN 48 123 123 124
240 Queen Street, Brisbane, QLD



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BPAY View® - View and pay this bill using internet banking.
To use the QR code, use the reader within your mobile banking app.
More info: www.bpay.com.au



*4001 101080148000003



Date
Cash
Teller Stamp & Initials
Cheques

Current charges due date
30/06/2022

For Credit **Urban Utilities**
Trans Code User ID

Customer Reference No.

831 066840 101080148000003

Total Due **\$ 281.16**

+757+



Pay a Bill via BPAY®

Internet Banking Receipt Details

Receipt Number
S 4495 7939

Date
25/05/2022

Time
11:55 AM AEST

Schedule Details

Schedule frequency
Once-Only

Payment date
29/06/2022

Pay from
CASH Connect 650 660 131

Pay to
112144

URBAN UTILITIES

Biller alias
URBAN UTILITIES

Customer Reference Number
1010 8014 8000 003

Amount
\$281.16

Payer name
Peta Raftery

We are happy to confirm that your Scheduled Payment set up is now complete. Scheduled Payments are processed before the start of business. Please ensure sufficient funds are available no later than 6.00am the day the payment is due. Please allow at least two working days for payments to be received. Scheduled payments that fall on a public holiday will be processed the next business day. An email notification will be sent to your email address petalouise70@hotmail.com when the scheduled payment is made.

**Water and Sewerage
Quarterly Account**

QUUR86_A4B/E-1/S-1/I-1/

RAFEGA SUPER PROPERTY PTY LTD
22 PRUNDA CCT
WELLINGTON POINT QLD 4160

Property Location: 212
45 SHAKESPEARE STREET
COORPAROO 4151

Customer reference number	10 1080 1480 0000 3
Bill number	1080 1480 20
Date issued	08/11/2021
Total due	\$282.11
Current charges due date	15/12/2021

Your water usage

Water usage (kL)	18
Days charged	96

Average daily water usage (litres)

Current period	188
Same period last year	212

Account Summary Period 30/07/2021 - 02/11/2021

Your Last Account

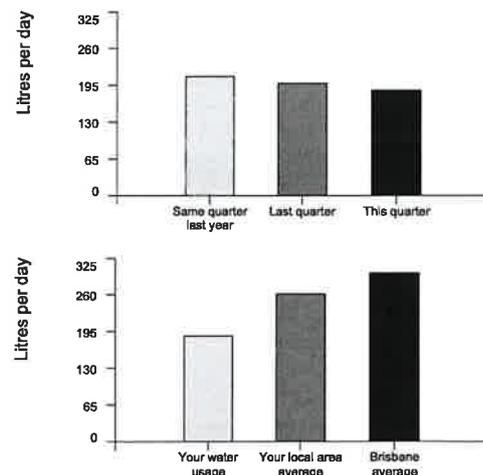
Amount Billed	\$252.02
Amount Paid	\$251.69CR

Your Current Account

Balance	\$0.00
Current Charges	\$282.11

Total Due \$282.11

If full payment is not received by the due date, a compounding interest of 8.03% per annum will accrue daily on any amount owing.



**WATER RESTRICTIONS ARE PART OF OUR PLAN
AS OUR DAM LEVELS CONTINUE TO DROP.**

Find out more at urbanutilities.com.au/restrictions

Payment options



Direct debit
To arrange automatic payment from your bank account, visit www.urbanutilities.com.au/directdebit



Telephone and internet banking – BPAY®
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More info: www.bpay.com.au

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Amount paid

Date paid

Receipt number

YOUR CHARGES for 30/07/2021 - 02/11/2021 (96 days)

Customer ref. no. 10 1080 1480 0000 3

Your meter readings

Serial Number	Read Date	Reading	Usage	Comment
ADB2022797	30/07/2021	38		
	03/11/2021	56	18kL	

212
45 SHAKESPEARE STREET
COORPAROO 4151

 Your usage was 18 kilolitres.

That's an average of 187 litres per day.



WATER-SAVVY SUMMER GARDENS

Did you know that reducing outdoor water use is the primary focus of water restrictions.

You can still achieve sustainable green spaces with careful preparation and plant choice.

To learn more, visit urbanutilities.com.au/savewater

INTERPRETER SERVICE 13 14 50

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 اتصل على الرقم 13 14 50 عندما تكون بحاجة إلى مترجم فوري.
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 Quando necessita um intérprete ligue al 13 14 50
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Water Usage

State bulk water price

The amount per kilolitre that we pay the State Government for treated water.

State Bulk Water Charge 2021/22	11.81kL @ \$3.231000/kL	\$38.15
State Bulk Water Charge 2021/22	6.19kL @ \$3.231000/kL	\$19.99

Urban Utilities distributor-retailer price

The amount per kilolitre we charge to maintain water quality and deliver this to your property.

Tier 1 usage 2021/22	11.81kL @ \$0.818000/kL	\$9.66
Tier 1 usage 2021/22	6.19kL @ \$0.838000/kL	\$5.18
Subtotal		\$72.98

Water Services

Urban Utilities water service charge

The amount we charge to maintain the water network.

Water service charge 2021/22	63 days	\$40.13
This charge is for the period 30/07/2021 to 30/09/2021		
Water service charge 2021/22	33 days	\$21.38
This charge is for the period 01/10/2021 to 02/11/2021		
Subtotal		\$61.51

Sewerage Services

Urban Utilities sewerage service charge

Sewerage service charge 2021/22

Sewerage service charge 2021/22	63 days	\$96.57
This charge is for the period 30/07/2021 to 30/09/2021		
Sewerage service charge 2021/22	33 days	\$51.05
This charge is for the period 01/10/2021 to 02/11/2021		
Subtotal		\$147.62

Water usage \$72.98

Water services \$61.51

Sewerage services \$147.62

Your total charges 30/07/2021 - 02/11/2021 \$282.11

Tear off slip and return with your cheque payment to PO Box 963, Parramatta, NSW 2124. See reverse for payment options.



Water and Sewerage Account
 In Person / Mail Payment Advice
 Name: RAFEGA SUPER
 PROPERTY PTY LTD

BPAY Biller Code: 112144
 Ref: 10 1080 1480 0000 3



BPAY® this payment via Internet or phone banking.
 BPAY View® - View and pay this bill using internet banking.
 To use the QR code, use the reader within your mobile banking app.
 More info: www.bpay.com.au

Commonwealth Bank
 Commonwealth Bank of Australia
 ABN 48 123 123 124
 240 Queen Street, Brisbane, QLD



Date
 Cash
 Cheques

Current charges due date
 15/12/2021



*4001 101080148000003



Teller Stamp & Initials

For Credit **Urban Utilities**
 Trans Code User ID

Customer Reference No.

831 066840 101080148000003

Total Due

\$ 282.11

+757+

George

Pay a Bill via BPAY®

Internet Banking Receipt Details

Receipt Number
S 4355 4249

Date
08/11/2021

Time
01:56 PM AEST

Schedule Details

Schedule frequency
Once-Only

Payment date
15/12/2021

Pay from
CASH Connect 650 660 131

Pay to
112144

URBAN UTILITIES

Billier alias
URBAN UTILITIES

Customer Reference Number
1010 8014 8000 003

Amount
\$282.11

Payer name
Peta Raftery

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Urban Utilities
ABN 86 673 835 011

Account Enquiries 13 26 57
Faults and Emergencies 13 23 64
www.urbanutilities.com.au

Water and Sewerage Quarterly Account

QUUR39_A4B/E-1/S-1/I-1/

RAFEGA SUPER PROPERTY PTY LTD
22 PRUNDA CCT
WELLINGTON POINT QLD 4160

Property Location: 212
45 SHAKESPEARE STREET
COORPAROO 4151

Customer reference number	10 1080 1480 0000 3
Bill number	1080 1480 19
Date issued	04/08/2021
Total due	\$251.69
Current charges due date	12/09/2021

Your water usage

Water usage (kL)	17
Days charged	85

Average daily water usage (litres)

Current period	200
Same period last year	292

Account Summary Period 06/05/2021 - 29/07/2021

Your Last Account

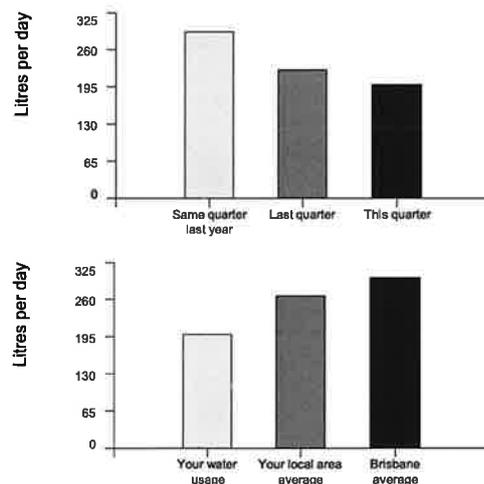
Amount Billed	\$158.67
Amount Paid	\$159.00CR

Your Current Account

Balance	\$0.33CR
Current Charges	\$252.02

Total Due \$251.69

If full payment is not received by the due date, a compounding interest of 8.03% per annum will accrue daily on any amount owing.





How low can you go?

Meet Henry, our very own H2O hero, and take his water saving challenge now!



SCAN ME



Direct debit
To arrange automatic payment from your bank account, visit www.urbanutilities.com.au/directdebit



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BPAY View® View and pay this bill using internet banking.
More info: www.bpay.com.au
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Payment options



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Amount paid

Date paid

Receipt number

YOUR CHARGES for 06/05/2021 - 29/07/2021 (85 days)

Customer ref. no. **10 1080 1480 0000 3**

Your meter readings

Serial Number	Read Date	Reading	Usage	Comment
ADB2022797	06/05/2021	21		
	30/07/2021	38	17kL	

212
45 SHAKESPEARE STREET
COORPAROO 4151

Water Usage

State bulk water price

The amount per kilolitre that we pay the State Government for treated water.

State Bulk Water Charge 2020/21	11.20kL @ \$3.122000/kL	\$34.96
State Bulk Water Charge 2021/22	5.80kL @ \$3.231000/kL	\$18.73

Urban Utilities distributor-retailer price

The amount per kilolitre we charge to maintain water quality and deliver this to your property.

Tier 1 usage 2020/21	11.20kL @ \$0.818000/kL	\$9.16
Tier 1 usage 2021/22	5.80kL @ \$0.818000/kL	\$4.74
Subtotal		\$67.59

Water Services

Urban Utilities water service charge

The amount we charge to maintain the water network.

Water service charge 2020/21	56 days	\$35.67
This charge is for the period 06/05/2021 to 30/06/2021		
Water service charge 2021/22	29 days	\$18.47
This charge is for the period 01/07/2021 to 29/07/2021		
Subtotal		\$54.14

Sewerage Services

Urban Utilities sewerage service charge

The amount we charge to remove and treat sewage from your property.

Sewerage service charge 2020/21	56 days	\$85.84
This charge is for the period 06/05/2021 to 30/06/2021		
Sewerage service charge 2021/22	29 days	\$44.45
This charge is for the period 01/07/2021 to 29/07/2021		
Subtotal		\$130.29

Water usage

\$67.59

Water services

\$54.14

Sewerage services

\$130.29

Your total charges 06/05/2021 - 29/07/2021

\$252.02



Your usage was 17 kilolitres.

That's an average of 200 litres per day.

My bill seems higher than my previous two bills. Why?

Your current bill may seem higher than your previous two bills, but there's a 'simple' explanation.

Your last two bills were likely lower than usual due to our Simpler Billing initiative. One had no services charges and the other covered a shorter than usual services charges period.

Your current bill, by comparison, covers a normal services charges period. So, while it may seem higher than your previous two bills, it's likely just a return to a normal total due.

Visit urbanutilities.com.au/simpler for more information.

Interpreter service 13 14 50

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تصل على الرقم 13 14 50 عندما تكون بحاجة إلى مترجم فوري.

Khi bạn cần thông ngôn, xin gọi số 13 14 50

필요사항이 있으시면 13 14 50 으로 연락하십시오

Quando necessita um intérprete ligue ao 13 14 50

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Water and Sewerage Account
In Person / Mail Payment Advice
Name: RAFEGA SUPER
PROPERTY PTY LTD



Biller Code: 112144
Ref: 10 1080 1480 0000 3



Commonwealth Bank
Commonwealth Bank of Australia
AGN 48 123 123 124
240 Queen Street, Brisbane, QLD



BPAY* this payment via Internet or phone banking.
BPAY View* - View and pay this bill using internet banking.
To use the QR code, use the reader within your mobile banking app.
More info: www.bpay.com.au



*4001 101080148000003



Date
Cash
Teller Stamp & Initials
Cheques

Current charges due date
12/09/2021

For Credit **Urban Utilities**
Trans Code User ID

Customer Reference No.

831

066840

101080148000003

\$

251.69

+757+



Pay a Bill via BPAY®

Internet Banking Receipt Details

Receipt Number
S 4285 7346

Date
04/08/2021

Time
12:48 PM AEST

Schedule Details

Schedule frequency
Once-Only

Payment date
10/09/2021

Pay from
CASH Connect 650 660 131

Pay to
112144

URBAN UTILITIES

Biller alias
URBAN UTILITIES

Customer Reference Number
1010 8014 8000 003

Amount
\$251.69

Payer name
Peta Raftery

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