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Account for strata unit

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Water meter details Meter Reading Period: 12 Mar 20 - 11 Jun 20 Meter No. This Reading Last Reading Consum BTJD3137 38 29

Consumption (kL) 9

Total water used in 92 days was 9 kilolitres

Customer information

- New pricing will take effect from 1 July 2020. As soon as the Independent Pricing and Regulatory Tribunal (IPART) finalises the prices, we will post them on our web site at **sydneywater.com.au/ourprices**
- We're securing the future of Greater Sydney's water supply. Water usage charges have increased from \$2.11 to \$2.24 a kL as water is now being supplied from the Sydney Desalination Plant. The Independent Pricing & Regulatory Tribunal (IPART) sets our prices. For more information, visit sydneywater.com.au/ ourprices.
- We've introduced water restrictions to help save water. To find out what you can and can't do, visit **sydneywater.com.au/restrictions**.
- From 27 March 2020, the water usage charge will decrease from \$2.24 to \$2.11 a kL as the Sydney Desalination Plant is no longer supplying water for drought response. The Independent Pricing & Regulatory Tribunal (IPART) sets our prices. For more information, visit sydneywater.com.au/ourprices.
- We may give a concession to pensioners with a Pensioner Concession Card, a Department of Veterans' Affairs Gold Card (TPI/TTI, War Widow/Widower or EDA) or who receive a Department of Veterans' Affairs intermediate rate pension. For more information visit sydneywater.com.au/pensionrebates
- Further information on the Customer Contract, including rebates for service interruptions, is available at **sydneywater.com.au/contract**. In most cases, Sydney Water will apply a service interruption rebate automatically to your next bill and you do not need to take any action.
- If you are having difficulty paying your bill, we can help. We have flexible payment options to help you plan your payments. We may offer payment extensions, a regular payment arrangement, the Payment Assistance Scheme (PAS) and the BillAssist customer assistance program. **Call us on 13 20 92**.
- A late payment fee of \$0.00 (including \$0.00 GST) or interest, whichever is higher, may be charged on overdue amounts. The current interest rate is 0.00% a year.
- Hearing impaired customers can phone via NRS for a TTY service on **13 36 77**, quoting **13 20 90**.



Nếu quý vị cần thông dịch viên, hãy gọi đến số trên đây.



Account for strata unit

U 20/12-20 Garnet St Rockdale

Customer information

 We collect and use your personal information so we can contact you about your account, service outages and interruptions. If necessary, we may exchange contact information with local councils to ensure your bills get to you. For more information about how we handle your personal information, visit sydneywater.com.au/privacy.

Faults and Leaks (available 24 hours)

Please ring 13 20 90 in cases of service difficulty and emergency.

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