



City West Water™

S & W PERERA FAMILY PCT PTY LTD
32 SCHAFER DRIVE
DONCASTER EAST VIC 3109



My account number is

1251 7305 4125

Invoice No.	T543853413
Service Address	31 Brigalow Drive Truganina Lot 185 Plan 617332
Issue Date	14 Jul 2020
Water Faults & Emergencies (24 hours)	132 642
Enquiries & Support (8.30am-5.00pm Mon-Fri) Credit Card Payments & Balances (24 hours)	131 691
Interpreter Service	9313 8989
Mail Cheques	GPO Box 1152, Melbourne Vic 3001
General Mail	Locked Bag 350, Sunshine Vic 3020

City West Water Corporation

ABN 70 066 902 467

citywestwater.com.au

Account summary

	PREVIOUS BILL	\$150.24
	RECEIVED	\$150.24
	BALANCE FORWARD	\$0.00
	NETWORK CHARGES	\$115.85
	OTHER CHARGES	\$105.10
	PLEASE PAY	\$220.95

Annual Parks Charge

Each year from 1 July we collect the Parks Charge on behalf of the Department of Environment, Land, Water and Planning. These funds help Parks Victoria support the management and maintenance of Melbourne's most iconic parks, trails, zoos and waterways.

Visit citywestwater.com.au/parksvic to find out more.

Discover
your
parks!



Details of charges - Residential

Previous Bill

Previous Bill \$150.24

Payments Received

19/05/2020 -\$150.24

BALANCE FORWARD \$0.00

Network Charges

	Charge Period	Charge \$
Water Network Charge	(01/07/2020 to 30/09/2020)	\$52.70
Sewerage Network Charge	(01/07/2020 to 30/09/2020)	\$63.15

TOTAL NETWORK CHARGES \$115.85

Other Charges

	Net annual value (NAV) [^]	Rate in NAV \$	Minimum	Charge \$
Waterways & Drainage Charge (01/07/2020 to 30/09/2020)				\$26.08
Annual Parks Charge [^] (01/07/2020 to 30/06/2021)	\$4,284	0.004710	\$79.02	\$79.02

[^]The NAV is based on 1990 dollar equivalents

TOTAL OTHER AUTHORITIES' CHARGES \$105.10

FINAL TOTAL, PLEASE PAY THIS AMOUNT \$220.95

Visit citywestwater.com.au/charges or call 131 691 for more details about these charges.

Our prices 2020-21

From 1 July 2020 our prices will change in line with annual inflation rates and adjustments approved by the Essential Services Commission (the independent regulator of the water industry). To learn more about our price changes, visit citywestwater.com.au/prices

Waterways & Drainage Charge

We collect this charge on behalf of Melbourne Water to help protect our rivers and creeks and improve drainage and flood management. Customers in rural areas are charged at a lower rate to reflect the reduced services compared to urban customers. Learn more at MelbourneWater.com.au/wwdc

Annual Parks Charge

Our Annual Parks Charge helps Parks Victoria support Melbourne's major parks, gardens, trails and zoos. We collect this charge on behalf of the Department of Environment, Land, Water and Planning. Learn more at citywestwater.com.au/parksvic

Need help paying your bill?

We understand that sometimes you may be facing difficulties. We offer a range of payment support programs and grants, we're here to help. For more information visit citywestwater.com.au/assist

The right of City West Water to proceed for recovery of outstanding charges is not prejudiced by the service of this notice

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Service Address: 31 Brigalow Drive Truganina

DATE PAID	AMOUNT PAID	RECEIPT NO	My account number is 1251 7305 4125
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Direct Debit: Visit citywestwater.com.au/paymentoptions or call 131 691



Mail cheque: Post this slip with your cheque payable to: **City West Water, GPO Box 1152, Melbourne Vic 3001**



Credit Card: Visit citywestwater.com.au/pay or call 131 691 to pay via Visa or Mastercard on our 24 hours credit card payment system

Payment Assistance

If you're finding it hard to pay your bill call our team on **131 691** to discuss your circumstances or visit citywestwater.com.au/assist to view our support options.

B PAY	Bill Code: 8789 Ref: 1251 7305 4125	Telephone and Internet Banking - BPAY®: Contact your bank or financial institution to pay via savings, debit, credit card or transaction account. More info at bpay.com.au
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POST billpay	Billpay Code: 0362 Ref: 1251 7305 4125	Post BillPay: Pay in person at any Post Office or agency, call 131 816 or visit postbillpay.com.au
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CASCADE

Your water news

July - September edition 2020



Maree Lang

Managing Director
City West Water

As we continue to provide you with essential water and sewerage services during these unprecedented times, our focus on the safety of our people, our customers and our community is unwavering.

In this edition of Cascade, I am proud to share with you how we are adapting to support you in response to coronavirus (COVID-19) including how we have transitioned to working remotely to maintain our commitment to putting our customers first.

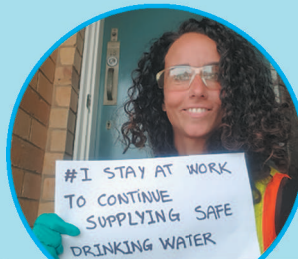
As part of this, we continue to work closely with government to apply the latest advice across our business, from network planning and maintenance to customer support.

With over 95 per cent of our people working from home (at the time of writing) our team is focused on providing you with safe and reliable services and being available should you need additional support right now.

Maree

Continuing to deliver essential services

Our frontline teams are working around the clock to ensure you continue to receive high quality water and wastewater services 24/7, 365 days a year.



Carlota - one of our water quality and process engineers.



Tony - one of our operations supervisors.



Joe - one of our electrical maintenance officers at our Altona Treatment Plant.

Our infrastructure and delivery teams continue to deliver major projects and maintenance programs out in our community providing water and wastewater networks that are safe, reliable and future-ready.

Customer Service – a new way of working



As part of our response to coronavirus, our 100+ Customer Service team members were relocated to work from home, and quickly.

This transition called for new ways of thinking and planning to seamlessly transition each team member to a safe home-office environment, all the while ensuring no service interruptions and the same high-quality service.

“The shift from work to home was done really well. I was given great support to set myself up at home and the feedback from our customers has been really positive. They have been grateful for our team's ongoing prompt and professional service during this difficult time.”

Jody, Customer Service team member.

MyAccount, your water account online is here!

As part of our commitment to putting customers first, we have recently launched our residential customer account portal, **MyAccount**. This service makes it easier for you to connect with us and self-serve online. MyAccount lets you:

- view your upcoming payments
- view previous bills
- update your contact information
- set up direct debit
- set up a payment plan
- apply for a concession rebate.

To register visit **citywestwater.com.au/myaccount**

“Wow, this is fast,
easy and a really
good idea,
thanks guys!!”

City West Water
customer



Staying safe online

We are committed to your online safety and make every effort to ensure your personal information is safe.

As part of this we encourage you to stay mindful when it comes to requests for your personal information.

Here are some tips to help you keep your information safe:

- be alert to emails from suspicious addresses (check to see if you recognise the email address)
- be cautious of people saying they are from a particular company/organisation (ask for more information if you are not sure)
- don't open links or attachments from email addresses you don't recognise
- refuse offers of discounts if you haven't requested them or don't recognise the organisation
- refuse requests for your bank details.

Please contact us directly on **131 691** if you are in any questions about your City West Water account.

For further tips visit
Stay Smart Online
staysmartonline.gov.au



Working safely during coronavirus

During coronavirus Australians have been asked to stay at home to help stop the spread. Ensuring that taps and toilets keep working around the clock has been a critical part to ensuring everyone stays safe.

Our field teams continue to ensure your services are delivered, uninterrupted.

To support this important work, we have put a range of safety measures in place to keep our people and our community safe. These measures include physical distancing and increased hygiene measures. If you're passing our work sites, you may also see site signage that helps us all keep a safe 1.5 metre distance.

Our field teams are doing a great job – feel free to give them a wave and a thank you if they're working in your neighbourhood, it will make their day!



A helping hand when it's needed

We know that this is a difficult time for many of our customers and we're here to support you.

If you are having trouble paying your bill, please reach out to one of our dedicated Customer Care team.

We offer a range of support options including payment extensions, payment plans, concessions and support accessing grants.

Call us on **131 691** or find out more at **citywestwater.com.au/billing**