



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.	T551792817
Service Address	31 Brigalow Drive Truganina Lot 185 Plan 617332
Issue Date	14 Oct 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	\$220.95
	RECEIVED	\$0.00
	BALANCE FORWARD	\$220.95
	NETWORK CHARGES	\$115.85
	OTHER CHARGES	\$26.08
	PLEASE PAY	\$362.88

Paid \$141.93 on 04/11/2020

Having trouble paying your bill?

We're here to help and have a range of payment options to support you at this time.

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

Visit our
website
today



Details of charges - Residential

Previous Bill

Previous Bill \$220.95

Payments Received

 **BALANCE FORWARD** \$220.95

Network Charges

	Charge Period	Charge \$
Water Network Charge	(01/10/2020 to 31/12/2020)	\$52.70
Sewerage Network Charge	(01/10/2020 to 31/12/2020)	\$63.15

 **TOTAL NETWORK CHARGES** \$115.85

Other Charges

Waterways & Drainage Charge (01/10/2020 to 31/12/2020) \$26.08

 **TOTAL OTHER AUTHORITIES' CHARGES** \$26.08

 **FINAL TOTAL, PLEASE PAY THIS AMOUNT** \$362.88

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

MyAccount, your residential water account online

MyAccount makes it easier for you to view your bills or upcoming payments, update your information, set up direct debit or a payment plan and apply for a concession rebate. To register visit citywestwater.com.au/myaccount

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

Need help paying your bill?

We understand that sometimes you may be facing difficulties. Our hardship and water efficiency programs offer support and can give you access to concessions and utility relief grants. Where appropriate, we can also refer you to financial counselling services. Learn more at 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

Page 2 of 4

CCSBPY_201013213141A.PRO>BIL_vOCT20.10>14/10/20>09:17:01>-----

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

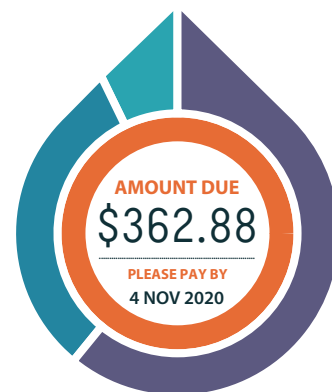
Payment Assistance

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.

	Biller 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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	Billpay Code: 0362 Ref: 1251 7305 4125
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Post BillPay: Pay in person at any Post Office or agency, call 131 816 or visit postbillpay.com.au



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City West Water™

CASCADE

Your water news

October - December edition 2020



Maree Lang

Managing Director
City West Water

Welcome to this edition of Cascade. We hope you are keeping safe and well.

During these challenging times, our focus continues to be supporting our customers, community and people, with safety at the forefront of all our decision making.

We have been listening to what you need and created customer support options to help, including extra time to pay your water bill and specialised

support if you are experiencing financial hardship.

We continue to improve our practises, in partnership with our contractors, to deliver our planned and emergency works, whilst developing and delivering customer programs designed to support you, our broader community and the environment.

We hope you enjoy the read.

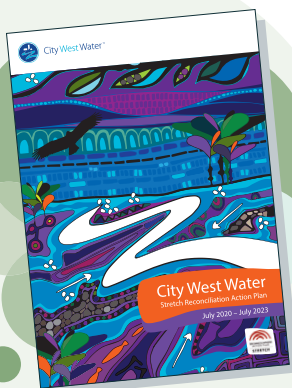
Maree

We're here to help

We know that times are tough right now and we're doing everything we can to support you. Our **Customer Care Team** now offers longer payment extensions (from 14 days to 90 days) and confidential advice.

"Since setting up our new Customer Care program we have helped thousands of our customers impacted by coronavirus (COVID-19). If you're having a hard time and need help with your bill, please call us" Zymri, Customer Care Manager.

Need some extra support? Call us on **131 691** or visit citywestwater.com.au/billing



Deepening our connection to First Nations people

We are committed to recognising the important cultural and spiritual connections that First Nations people have with lands and waters. Our vision for reconciliation is a society that celebrates and protects these connections.

We bring this vision to life through our Reconciliation Action Plans (RAP) and we're proud to share our new 'Stretch RAP' when we launch in October.

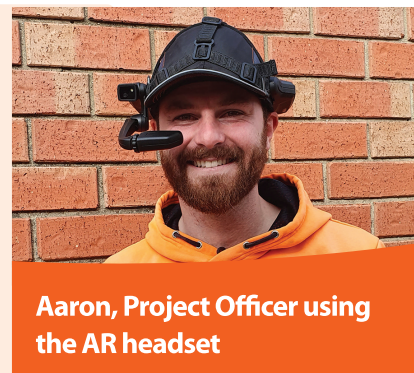
"The Stretch RAP sees us commit to longer-term strategies to further enhance reconciliation and strengthen relationships, provide new employment projects and promote the cultural values in water" Aunty Kym, First Nations Advisor.

To learn more about our Stretch RAP visit citywestwater.com.au/RAP

Augmented reality becomes a reality

To help deliver essential services, particularly whilst current public health measures are in place, we're using augmented reality (AR) so our people can visit our sites virtually.

"Our onsite team member uses an AR headset and shares real-time footage with their remote-working team. AR helps us to collaborate and deliver our services safely. We use it for many activities including safety walks and incident response" Brock, Strategic Projects Officer.



Aaron, Project Officer using the AR headset






Be waterwise with these great tips

As the weather warms up so does our water use. Here are some great tips to help you save water, look after the planet and save money.

Indoor:

-  **Stick to four minute showers** – this saves thousands of litres of water each year.
-  **Install a water-efficient showerhead** – an efficient WELS 3 star rated showerhead uses as little as 5 litres every minute.
-  **Turn the tap off when brushing teeth** – a running tap can waste up to 16 litres of water every minute.
-  **Install water efficient appliances and equipment** – find out more about water efficiency labelling and standards at waterrating.gov.au
-  **Fit flow-controlled aerators to your taps** – these are inexpensive and can reduce water flow by 50%.
-  **Fix leaky taps or toilets** – a leaky tap can waste 30-200 litres of water every day and a continuously running toilet can waste up to 60,000-96,000 litres of water every year.

Outdoor:

-  **Put mulch on your garden beds** – this will reduce evaporation by up to 70%.
-  **Water your plants with shower water** – keep a bucket in the shower to capture water whilst it warms up.
-  **Install a drip irrigation system** – this will water plants more efficiently at the roots and help reduce weeds.
-  **Install a rainwater tank** – your garden and back pocket will thank you.
-  **Test your soil before watering** – if the soil is moist your plants don't need watering.



For more water saving tips visit citywestwater.com.au/savingwater

MyAccount, your water account online is here!



As part of our commitment to putting customers first, we've developed **MyAccount**, our online customer portal.

MyAccount makes it easier for you to self-serve so you can:

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

To register visit citywestwater.com.au/myaccount

Customer commitments on track



Our annual **Customer Outcomes Performance Report** is now available. The report shares how we are performing against our commitments to deliver you the best possible service.

We're tracking well against most of our commitments, with plans to further improve on these in the year ahead. As part of our actions, we'll look to introduce SMS notifications (text messages) to keep you across any service disruptions and further extend our support for customers experiencing financial hardship.

To view the report visit citywestwater.com.au/performance

New network to support people with disability

WaterAble will see the Victorian water industry focus on issues that affect our employees and customers with disability, focusing on improved inclusion and access, as well as sharing good practices to support employment opportunities and career progression.

Read more about our commitments in our Accessibility Inclusion Plan at citywestwater.com.au/accessibility



Paris, Graduate Engineer reviewing our Accessibility Inclusion Plan