

Customer Service

Adelaide-based Customer Care Centre



1300 SA WATER
(1300 729 283)



customercare@sawater.com.au



Live chat

www.sawater.com.au

SA Water, the leading provider of water services for around 1.7 million South Australians, has been working together with the community to supply safe, clean drinking water and a dependable sewerage service for more than 160 years.



000349 048 - 5641

FINCKLER NOMINEES PTY LTD
PO BOX 94
KIMBA SA 5641



Your water use snapshot

Your average daily water use compared with the same quarter in previous years. To see how you compare to similar households visit www.sawater.com.au/mybill.



Your account

Account no. **90 02070 00 3**
Invoice date 04 Aug 21
Commercial 6 HIGH ST KIMBA LT 142

Account summary

Previous balance		\$67.85
Amount paid	⊖	\$67.85
New charges	⊕	\$68.60
Current balance	⊖	\$68.60

Fees may apply for late payment.

OL	OL	OL	OL
2018	2019	2020	2021

We're powering your services with 370,000 solar panels



That's equivalent to:
Removing 32,000 cars from the road
Planting seven million trees
Powering 50,000 South Australian homes.

Our proactive environmental leadership is demonstrating to the world what's possible and helping the transition to a low-carbon future.

Get the full picture at sawater.com.au

E-349/S-349/L-698
C-9002070003

Property value

You may object to the valuation referred to in this notice by writing served personally or by post to the Valuer-General within 60 days after the date of service of this notice.

But note:

- (a) If you have previously received a notice or notices under the Water Industry Act 2012 referring to the valuation and informing you of a 60 day objection period, the objection period is 60 days after service of the first such notice;
- (b) You may not object to the valuation if the Valuer-General has already considered an objection by you to that valuation.

The Valuer-General may extend the 60 day objection period where it can be shown there is reasonable cause by a person entitled to make an objection to a valuation.

A written objection to valuation must set out the full and detailed grounds for objection. Objections can be submitted via an online form at sa.gov.au/landservices, or email objection to LsgObjections@sa.gov.au with all valuation enquiries to 1300 653 346.

Customer charter

Read our Standard Customer Contract and Customer Charter at www.sawater.com.au

Change of your address

Change your postal address online via mySAWater or at www.sawater.com.au. If ownership of your property changes, please refer all settlement queries to your conveyancer.

Concessions

Eligible concession card holders or people assessed as being on a low income may be able to claim a remission on water and sewage rates. Visit sa.gov.au/concessions or call 1800 307 758 to find out more.

Payment assistance

If you are unable to pay your bill by the 'pay by' date, you can request an extension or setup a payment arrangement by calling 1300 SA WATER (1300 729 283) or with mySAWater.

Interpreter service

If you require an interpreter, please call 131 450 and request the language you need.

+Υπηρεσία Διερμηνείας τηλεφωνήστε στο 131 450

Servizio interpreti: per favore chiama 131 450

दुभाषिया सेवा: कृपया 131 450 पर फ़ोन करें

Cần Dịch Vụ Thông Ngôn, xin gọi cho số 131 450

传译服务：请拨打电话 131 450

لخدمة الترجمة الشفهية: يرجى الإتصال على الرقم 131 450

خدمات ترجمه: خواهشمند است تا با شماره تلفن 131 450 تماس حاصل نمایید.

Water

Quarterly meter reading of water use in kilolitres (1kL = 1,000 litres) and the supply charge.

Meter(s)	Previous reading	Current reading	Use
990503490	29 Mar 21	331 06 Jul 21	331 0kL
Total reading(s)			0kL

Proposed next read between 28 Sep 21 and 08 Oct 21

Charge Type	Period	Water Use	Price	Charge
Water use	29 Mar 21 to 30 Jun 21 (94 days)	0.00kL		\$0.00
Water use	01 Jul 21 to 06 Jul 21 (5 days)	0.00kL		\$0.00
Supply charge	01 Jul 21 to 30 Sep 21	Fixed fee		\$68.60

Total Water + **\$68.60**

Total = **\$68.60**

Total GST of this invoice \$0.00

Paying your bill



Bill code: 8888
Ref: 9002070003

Telephone and Internet Banking — BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More information at bpay.com.au

Paying online

Pay online at www.sawater.com.au/paynow for a range of options. Have your account number and credit card details to hand.

Paying by phone

Call 1300 650 870 and pay by phone using your Visa/Mastercard 24/7.



Direct debit

Call us on 1300 SA WATER (1300 729 283) or sign up to mySAWater and switch to eBills and view, pay and manage your account online. Visit www.sawater.com.au/directdebit to learn more.



Paying by mail

Post your payment slip and cheque/money order to SA Water GPO Box 4682 Melbourne Victoria 3001.



Paying in person

Pay at a Commonwealth Bank branch (excluding Express Branches) or Australia Post - no credit cards accepted.

Payment slip

Total amount due **\$68.60**

Pay by date **27 Aug 21**

Account no. 90 02070 00 3

Invoice date 04 Aug 21



*591 9002070003

For credit: SA Water

Trancode User code Customer ref no.

831 009915 000900207000010



For more payment options, including extensions, visit www.sawater.com.au or call 1300 SA WATER (1300 729 283). *Registered to BPAY Pty Ltd ABN 69 079 137 518

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customer@saewater.com.au



Live chat

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003241 048 - 5641

FINCKLER NOMINEES PTY LTD
PO BOX 94
KIMBA SA 5641



FINAL NOTICE

Your bill is now overdue

If you have paid this amount, thank you. To apply for a payment extension or set up a payment plan, residential customers can use our automated phone service, or sign up to mySAWater at www.saewater.com.au to view and manage your account online.

All customers are welcome to talk with us about payment arrangement options and other available support by calling 1300 SA WATER (1300 729 283).

We can help

If you are having difficulties meeting a payment, please see over for more information.

Total amount due:

\$68.60

Pay by:

25 Dec 21

paid.

Your account

Account no.	90 02070 00 3
Invoice date	08 Dec 21
Property	6 HIGH ST KIMBA LT 142

Paying your bill



Bill code: 8888
Ref: 9002070003

Telephone and Internet Banking — BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More information at bpay.com.au

Paying online

Pay online at www.saewater.com.au/paynow for a range of options. Have your account number and credit card details to hand.

Paying by phone

Call 1300 650 870 to pay by phone using your Visa/Mastercard 24/7.



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Post your payment slip and cheque/money order to SA Water GPO Box 4682 Melbourne Victoria 3001.



Paying in person

Pay at a Commonwealth Bank branch (excluding Express Branches) or Australia Post - no credit cards accepted.

Payment slip

Total amount due	\$68.60
Pay by date	25 Dec 21
Account no.	90 02070 00 3
Invoice date	08 Dec 21



*591 9002070003

For credit: SA Water

Trancode	User code	Customer ref no.
831	009915	000900207000010

We can help

We understand it can be difficult meeting payments by the due date which is why we provide our customers with support. If you need extra time to pay, you may request to extend your 'Pay by' date or learn about our other payment options at sawater.com.au.

Please note, if you have an unresolved complaint or dispute, request a review by our customer advocacy specialists or contact the Energy and Water Ombudsman SA for help to resolve the matter. They provide a free, independent, accessible, fair and informal service.

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Live chat

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000152 048 - 5641

 FINCKLER NOMINEES PTY LTD
 PO BOX 94
 KIMBA SA 5641

SA Water, the leading provider of water services for around 1.7 million South Australians, has been working together with the community to supply safe, clean drinking water and a dependable sewerage service for more than 160 years.


Your water use snapshot

Your average daily water use compared with the same quarter in previous years. To see how you compare to similar households visit www.sawater.com.au/mybill.

Your average daily cost for this quarter
\$0.62

OL	OL	OL	OL
2019	2020	2021	2022

Your account

Account no.	90 02070 00 3
Invoice date	02 Feb 22
Commercial	6 HIGH ST KIMBA LT 142

Account summary

Previous balance		\$68.60
Amount paid	⊖	\$68.60
New charges	⊕	\$68.60
Current balance	⊖	\$68.60

Fees may apply for late payment.

Reporting a leak is easy because it should be

You can easily report and follow up on water main leaks and breaks using our interactive works and faults map.


 Visit sawater.com.au/works-and-faults

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Customer charter

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Change of your address

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Concessions

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Payment assistance

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Interpreter service

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दुभाषिया सेवा: कृपया 131 450 पर फोन करें

Cần Dịch Vụ Thông Ngôn, xin gọi cho số 131 450

传译服务：请拨打电话 131 450

لخدمة الترجمة الشفهية: يرجى الإتصال على الرقم 131 450

خدمات ترجمه: خواهشمند است تا با شماره تلفن 131 450 تماس حاصل نمایید.

Paying your bill



Bill code: 8888
Ref: 9002070003

Telephone and Internet Banking — BPAY®

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More information at bpay.com.au

Paying online

Pay online at www.sawater.com.au/paynow for a range of options. Have your account number and credit card details to hand.

Paying by phone

Call 1300 650 870 and pay by phone using your Visa/Mastercard 24/7.

Water

Quarterly meter reading of water use in kilolitres (1kL = 1,000 litres) and the supply charge.

Meter(s)	Previous reading	Current reading	Use
990503490	23 Sep 21	331 12 Jan 22	331 0kL
Total reading(s)			0kL

Proposed next read between 28 Mar 22 and 08 Apr 22

Charge Type	Period	Water Use	Price	Charge
Water use	23 Sep 21 to 12 Jan 22 (111 days)	0.00kL		\$0.00
Supply charge	01 Jan 22 to 31 Mar 22	Fixed fee		\$68.60

Total Water \oplus **\$68.60**

Total \ominus **\$68.60**

Total GST of this invoice **\$0.00**

Payment slip

Total amount due **\$68.60**

Pay by date **25 Feb 22**

Account no. 90 02070 00 3

Invoice date 02 Feb 22



*591 9002070003

For credit: SA Water

Trancode User code Customer ref no.

831 009915 000900207000010



For more payment options, including extensions, visit www.sawater.com.au or call 1300 SA WATER (1300 729 283). [®]Registered to BPAY Pty Ltd ABN 69 079 137 518

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Your water use snapshot

Your average daily water use compared with the same quarter in previous years. To see how you compare to similar households visit www.sawater.com.au/mybill.

Your average daily cost for this quarter
\$0.81

OL	OL	OL	OL
2019	2020	2021	2022



Your account

Account no. **90 02070 00 3**
Invoice date 04 May 22
Commercial 6 HIGH ST KIMBA LT 142

Account summary

Previous balance		\$68.60
Amount paid	⊖	\$68.60
New charges	⊕	\$68.60
Current balance	⊖	\$68.60

Fees may apply for late payment.

Sewage surveillance supporting state safety



By understanding levels of the COVID-19 virus in sewage, we're providing important support for SA Health's efforts to keep South Australians safe.

It's one of the ways we're building healthy communities through discoveries in research.

Read more about our diverse research projects at sawater.com.au

paid 31/5/22.

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Servizio interpreti: per favore chiama 131 450

दुभाषिया सेवा: कृपया 131 450 पर फोन करें

Cần Dịch Vụ Thông Ngôn, xin gọi cho số 131 450

传译服务：请拨打电话 131 450

لخدمة الترجمة الشفهية: يرجى الإتصال على الرقم 131 450
خدمات ترجمه: خواهشمند است تا با شماره تلفن 131 450 تماس حاصل نمایید.

Paying your bill



Billers code: 8888
Ref: 9002070003

Telephone and Internet Banking — BPAY®

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Paying online

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Paying by phone

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Water

Quarterly meter reading of water use in kilolitres (1kL = 1,000 litres) and the supply charge.

Meter(s)	Previous reading	Current reading	Use
990503490	12 Jan 22	331 07 Apr 22	0kL
Total reading(s)		331	0kL

Proposed next read between 28 Jun 22 and 08 Jul 22

Charge Type	Period	Water Use	Price	Charge
Water use	12 Jan 22 to 07 Apr 22 (85 days)	0.00kL		\$0.00
Supply charge	01 Apr 22 to 30 Jun 22	Fixed fee		\$68.60

Total Water



\$68.60

Total



\$68.60

Total GST of this invoice

\$0.00

Payment slip

Total amount due **\$68.60**

Pay by date **27 May 22**

Account no. 90 02070 00 3

Invoice date 04 May 22



*591 9002070003

For credit: SA Water

Trancode User code Customer ref no.

831 009915 000900207000010



For more payment options, including extensions, visit www.sawater.com.au or call 1300 SA WATER (1300 729 283). ³Registered to BPAY Pty Ltd ABN 69 079 137 518

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