



T & A Mason Property Pty Ltd
230 Browns Plains Rd
BROWNS PLAINS QLD 4118

Head Office:
Ground Floor, 33 King Street
Caboolture QLD 4510
Mailing Address:
PO Box 953, Caboolture QLD 4510
1300 086 489
unitywater.com
ABN: 89 791 717 472

Account Number
99927245
Property Address
92 Grahams Rd, STRATHPINE, QLD

7 August 2019

Dear T & A Mason Property Pty Ltd

Important information about your Unitywater bill

Please find enclosed your latest Unitywater bill for water supply and sewerage services at your property listed above.

As you may be aware, there has been a delay with your normal quarterly meter reading and issuing your bill. These delays sometimes occur when we replace or can't access your water meter, or due to other factors beyond our control. We also have a strict auditing process to check the accuracy of all meter readings, which can sometimes take a little longer than expected and cause delays in issuing bills.

This delay means that your enclosed Unitywater bill has a billing period that is longer than usual.

We sincerely apologise for this delay and we fully understand that a longer bill may put a strain on your budget. If you are having difficulty paying your bill, have any questions or require further assistance, please contact our friendly Customer Service team before the due date on your bill so we can discuss payment options to assist you.

Need more help?

Please call our Customer Service on **1300 086 489** weekdays 7am - 6pm, or email us using our contact form at unitywater.com/contact-us.

Thank you for your time.

Yours sincerely

Mark McInnes
Manager, Revenue Assurance



T & A Mason Property Pty Ltd
230 Browns Plains Rd
BROWNS PLAINS QLD 4118

WATER AND SEWERAGE YOUR BILL

1300 086 489
Emergencies and faults 24 Hours, 7 days
Account enquiries 7am-6pm Mon-Fri

unitywater.com
ABN 89 791 717 472

Account number	99927245
Payment reference	0999 2724 53
Property	92 Grahams Rd, STRATHPINE, QLD

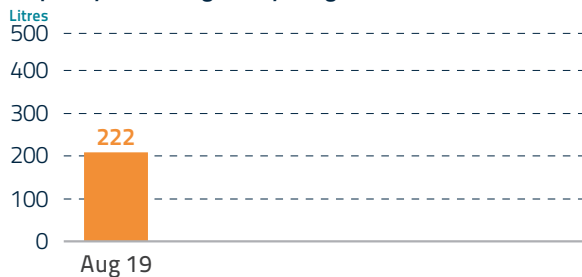
Bill number	7119224132
Billing period	13 Feb 2019 171 days to 2 Aug 2019
Issue date	7 Aug 2019
Approximate date of next meter reading	22 Oct 2019

Your account activity

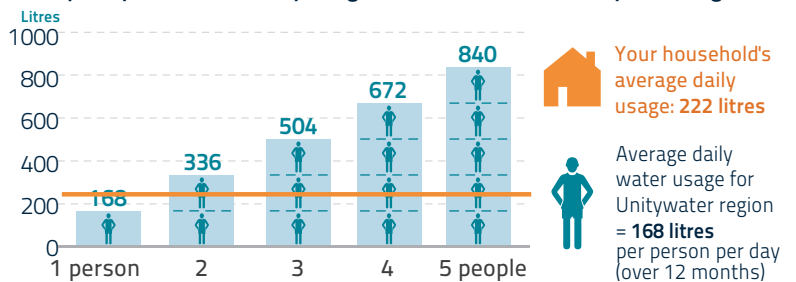


11% interest per annum, compounding daily, will apply to any amount not paid by the due date

Compare your average daily usage over time



Compare your current daily usage with others in the Unitywater region



GET TO KNOW THE INS AND OUTS OF YOUR BILL

See inside for the full picture about 2019-20 water and sewerage prices and what these charges pay for.

Easy ways to pay For other payment options - see over



BPAY®
Billers Code: 130393
Ref: 0999 2724 53
Contact your bank or financial institution to pay from your cheque, savings, debit, credit card or transaction account.
Find out more at bpay.com.au
© Registered to BPAY Pty Ltd ABN 69 079 137 518



Direct Debit
Login to My Account at unitywater.com to set up automatic payments from your bank account or credit card or call us for assistance.

SmoothPay

Smooth out your bill payments across the year with regular fortnightly or monthly payments, interest free.
Find out more at unitywater.com/smoothpay

Your account details



1300 086 489
Account enquiries

7am-6pm Mon-Fri

Water meter details 1 kilolitre (kL) = 1000 litres (L)

Meter ID	Previous read date	Previous reading (kL)	Current read date	Current reading (kL)	Usage (kL)	No. of days	Average daily usage (L)
UT1813727	12 Feb 19	29	2 Aug 19	67	38	171	222.2
Total water usage					38	171	222.2
Total sewerage usage (waste and greywater) = 90% of water usage					34.20	171	200.0

Activity since last bill

Last bill		\$0.00
Payments / adjustments		
9 Jul 2019	Property Settlement Payment	\$0.00
9 Jul 2019	Property Settlement Transfer	\$0.00
Account balance		\$0.00

Water and Sewerage Charges

Lot 151 Plan SP303170 Installation ID 223164319279

State Bulk Water Price	Period	kL/day	x Days	x Price/kL	
State Govt Bulk Water	13 Feb 19 to 30 Jun 19	0.2222	138	\$2.915	\$89.39
State Govt Bulk Water	01 Jul 19 to 02 Aug 19	0.2222	33	\$3.017	\$22.12

This is how much Unitywater pays to purchase water from the State Government, and is passed on to customers at cost.

Unitywater (local government distributor-retailer price)

Variable Usage Charges	Period	kL/day	x Days	x Price/kL	
Water up to 822 L/day	13 Feb 19 to 30 Jun 19	0.2222	138	\$0.667	\$20.45
Water up to 822 L/day	01 Jul 19 to 02 Aug 19	0.2222	33	\$0.667	\$4.89
Sewerage up to 740 L/day	13 Feb 19 to 30 Jun 19	0.2000	138	\$0.667	\$18.41
Sewerage up to 740 L/day	01 Jul 19 to 02 Aug 19	0.2000	33	\$0.667	\$4.40

Fixed Access Charges	Period	x No.	x Days	x Price/day	
Water Access 20mm	13 Feb 19 to 30 Jun 19	1	138	\$0.869	\$119.88
Water Access 20mm	01 Jul 19 to 02 Aug 19	1	33	\$0.879	\$29.01
Sewerage Access	12 Feb 19 to 30 Jun 19	1	139	\$1.835	\$255.10
Sewerage Access	01 Jul 19 to 02 Aug 19	1	33	\$1.803	\$59.50

Water subtotal \$285.74
Sewerage subtotal \$337.41

New water and sewerage charges \$623.15

Total Due = ① + ② \$623.15

Important information

Payment assistance

If you are having difficulty paying, please call Unitywater as soon as you receive your bill and before its due date to discuss how we can help.

Changing contact details

Login to My Account at unitywater.com for quick, easy changes online 24/7 or call us during business hours.

Pensioners

If you own and live at your property and have an eligible concession card, you may apply for a pensioner rebate. Please call Unitywater or fill out our easy online form at unitywater.com/pensioner

Credit card payments

Only MasterCard and Visa are accepted. A credit card surcharge may apply to your payment. Learn more at unitywater.com/creditcard

Interest on overdue amounts

Interest of 11% per annum, compounding daily, will apply to any amount not paid by the due date.

Interpreter service 13 14 50

当您需口译员时，请致电 13 14 50。
اتصل 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.
Cuando necesite un intérprete llame al 13 14 50

Privacy policy

We've updated our privacy policy so that we can deliver improved services with trusted partners. Visit unitywater.com/privacy

International calls

+ 61 7 5431 8333

unitywater.com

PO Box 953

Caboolture QLD 4510

1300 086 489



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More payment options



Credit card by phone or online

To make a one-off credit card (Visa or MasterCard only) payment call 1300 047 763 or go to unitywater.com. A credit card surcharge may apply.
Ref: 0999 2724 53 Maximum \$10,000



Cheques by mail

Send this portion with your cheque payable to: Unitywater, Locked Bag 2, Maroochydore BC QLD 4558



In person, by phone or online

Billpay Code: 4028

Ref: 0999 2724 53

Pay in person at any post office, call 13 18 16, or go to postbillpay.com.au



*4028 0999272453 00062315

Account number	99927245
Payment reference	0999 2724 53
Total due	\$623.15
Due date	6 Sep 2019