

Water and Sewerage Quarterly Account

QUUC64_A4G/E-1/S-1/I-1/

RBS PROPERTIES PTY LTD
PO BOX 277
GEEBUNG QLD 4034

Property Location: 7
209 ROBINSON ROAD E
GEEBUNG 4034

Customer reference number	10 1028 4889 0000 1
Bill number	1028 4889 77
Date issued	01/11/2018
Total due	\$340.23
Current charges due date	01/12/2018

Your water usage

Water usage (kL)	1.98
Days charged	90

Average daily water usage (litres)

Current period	22
Same period last year	22

Account Summary Period 26/06/2018 - 23/09/2018

Your Last Account

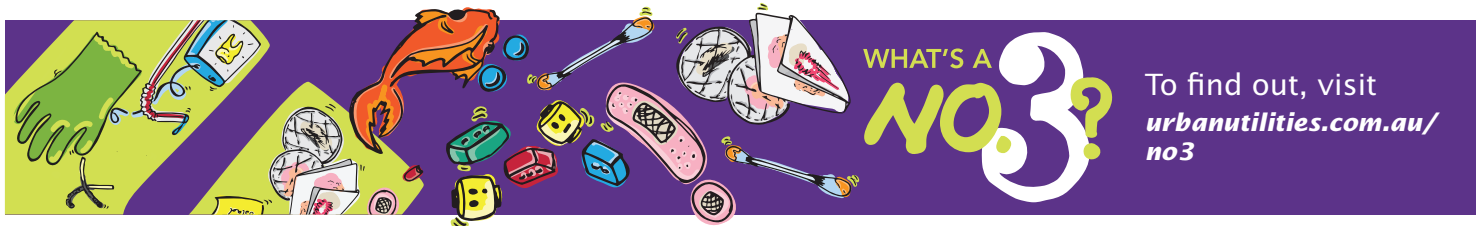
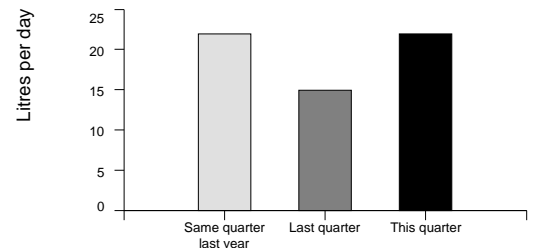
Amount Billed	\$337.56
Amount Paid	\$337.56CR

Your Current Account

Balance	\$0.00
Current Charges	\$340.23

Total Due **\$340.23**

If full payment is not received by the due date, a compounding interest of 11% per annum will accrue daily on any amount owing.



Payment options

C1018



Direct debit
To arrange automatic payment from your bank account, visit www.urbanutilities.com.au/directdebit



Telephone and internet banking – BPAY®
Contact your bank or financial institution to make this payment from your cheque, savings, credit card, debit or transaction account.
BPAY View® View and pay this bill using internet banking.
More info: www.bpay.com.au
® Registered to BPAY Pty Ltd ABN 69 079 137 518



Internet
Pay your account online using MasterCard or Visa card* at www.urbanutilities.com.au

*Payments by MasterCard or Visa cards will incur a 0.39% surcharge (0.51% from 1 November 2018)



By phone
Call 1300 123 141 to pay your account using your MasterCard or Visa card*.



Mail
Tear off this slip and return with your cheque payment to Queensland Urban Utilities PO Box 963, Parramatta, NSW 2124



In person
Pay in person at Australia Post with cash, cheque, money order, debit card or any branch of the Commonwealth Bank with cash or cheque.

Amount paid

Date paid

Receipt number

YOUR CHARGES for 26/06/2018 to 23/09/2018 (90 days)**Your meter readings**

Serial Number	Size	Read Date	Reading	Usage	Comment
DBA01800	050 mm	26/06/2018	3874		
		24/09/2018	3907	33kL	
Boundary Meter	Your share percentage is 6.000000		Your share of usage is 1.98		



**Your usage was 1.98 kilolitres.
That's an average of 22 litres per day.**

Water Usage**State bulk water price**

The amount per kilolitre that we pay the State Government for treated water.

State Bulk Water Charge 2017/18	0.11kL @ \$2.817000/kL	\$0.30
State Bulk Water Charge 2018/19	1.87kL @ \$2.915000/kL	\$5.45

Queensland Urban Utilities distributor-retailer price

The amount we charge per kilolitre to maintain water quality and deliver this to your property.

Tier 1 usage 2017/18	0.11kL @ \$0.768000/kL	\$0.08
Tier 1 usage 2018/19	1.87kL @ \$0.768000/kL	\$1.43
Credit adjustment		-\$6.03
Subtotal		\$1.23

Water Services**Queensland Urban Utilities water service charge**

The amount we charge to maintain the water network.

Water access charge 2018/19	92 days	\$58.77
This charge is for the period 01/07/2018 to 30/09/2018		
Subtotal		\$58.77

Sewerage Services**Queensland Urban Utilities sewerage service charge**

The amount we charge to remove and treat sewage from your property.

Sewerage access charge	92 days	\$138.48
This charge is for the period 01/10/2018 to 31/12/2018		
Sewerage pedestal charge - group 4	1 @ \$141.75	\$141.75
This charge is for the period 01/10/2018 to 31/12/2018		
Subtotal		\$280.23

Customer ref. no. 10 1028 4889 0000 1

7
209 ROBINSON ROAD E
GEEBUNG 4034

What are your rights and responsibilities as our customer?

We are committed to providing services that enhance the quality of your business. For more, download our Business Customer Charter at urbanutilities.com.au/BusinessCharter today.

Can I receive my bill via email?

Switching to paperless is easy and gets you back to business. Save time, paper and reduce office clutter by registering your business at urbanutilities.com.au/BusinessPaperless now.

Are you prepared for Spring and Summer storms?

South East Queensland's wet season is just around the corner, so make sure to take precautions around your business in case severe weather hits. For more information visit urbanutilities.com.au/StormSeason

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

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Tear off slip and return with your cheque payment to PO Box 963, Parramatta, NSW 2124. See reverse for payment options.



Water and Sewerage Account
In Person / Mail Payment Advice
Name: RBS PROPERTIES PTY LTD



Biller Code: 112144
Ref: 10 1028 4889 0000 1



BPAY® this payment via Internet or phone banking.
BPAY View® - View and pay this bill using internet banking.
To use the QR code, use the reader within your mobile banking app.
More info: www.bpay.com.au



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Commonwealth Bank
Commonwealth Bank of Australia
ABN 48 123 123 124
240 Queen Street, Brisbane, QLD



Date

Cash

Cheques

Total Due \$ 340 . 23

Current charges due date
 01/12/2018

For Credit **Queensland Urban Utilities**

Trans Code 831
User ID 066840

Customer Reference No. 101028488900001

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YOUR CHARGES for 26/06/2018 to 23/09/2018 (90 days)...continued

Customer ref. no. 10 1028 4889 0000 1

7 209 ROBINSON ROAD E GEEBUNG 4034

Water usage	\$1.23
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Water services	\$58.77
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Sewerage services	\$280.23
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Your total charges 26/06/2018 to 23/09/2018	\$340.23
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GPO Box 2765
Brisbane Q 4001

General Enquiries **13 26 57**
Faults & Emergencies **13 23 64**
www.urbanutilities.com.au

Dear RBS PROPERTIES PTY LTD,

We recently identified an issue with our billing system that has affected your Water Usage charges at 7 209 ROBINSON ROAD E GEEBUNG 4034.

By way of explanation, your portion of your Community Title Scheme's water usage may have been incorrectly rounded up or down by up to half a kilolitre in some previous billing quarters.

We've updated our billing system and applied a \$6.03 Credit Adjustment under the distributor-retailer water usage charges on the enclosed bill. This credit is for the quarters when you were incorrectly overcharged for water usage due to rounding.

We apologise for the error and any inconvenience this may have caused.

Kind Regards

Trisha Kraehenbuehl
Billing Manager
Finance



