



Yarra Valley Water ABN 93 066 902 501

Quarterly Bill

Enquiries **1300 304 688**

Faults **13 2762** (24hrs)

Account Number **45 4888 7328**

Invoice Number **4548 4568 97919**

Total Due **\$167.67**

Due Date **30 November 2020**

Need more time to pay?

[Request online](#) or call 1300 304 688.

MUSA PROPERTY INVESTMENT VICTORIA PTY LTD
CARE PROPERTY AGENTS
PO BOX 13016
LAW COURTS VIC 8010

Tax Invoice emailed to support@carebg.com.au 09 Nov 2020

ACCOUNT SUMMARY

16 COBENA ST, EPPING

Property Number 5177 081, PS 631270

Product/Service	Amount
Usage Charges	\$6.18
Water Supply System Charge	\$19.69
Sewerage System Charge	\$115.51
Yarra Valley Water Total	\$141.38
Other Authority Charges	
Waterways and Drainage Charge on behalf of Melbourne Water	\$26.29
TOTAL (GST does not apply)	\$167.67

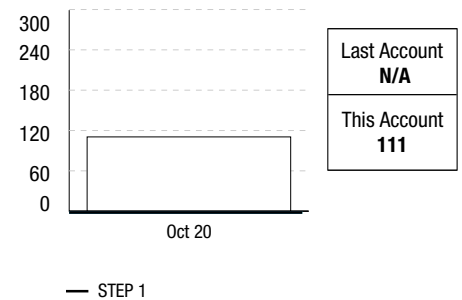
See reverse for details

PAYMENT SUMMARY

Last Account	\$240.51
Paid/Adjusted	-\$240.51
Balance	\$0.00
Total this Account	+\$167.67
Amount Due	\$167.67

WATER USAGE

Your average usage in litres per day



*3042 454845689791 9

Now more than ever, we are here to help. Contact us for a bill extension or to pay in instalments, or for extra support. Visit yvw.com.au/coronavirus or call us on 1800 994 789.

Recycled water is available at your property. Perfect for toilet flushing and gardens. Not to be used for drinking, preparing food, cooking or bathing. Please remind your family and inform any visitors how it can and can't be used. Remember to remove the purple garden tap handles when not in use. There may be times when we need to supply drinking water instead of recycled water through your purple pipes, but you will still be charged the lower recycled water usage rate.

To claim an automatic concession on your account, update your details at yvw.com.au/online or call 1800 680 824. Please see reverse for details.

Payment Slip

Account Number **45 4888 7328**

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ACCOUNT DETAILS

Water Usage from 12/10/2020 to 21/10/2020 (9 days) **1kL = 1,000 litres**

Meter number	Current reading	Previous reading	Usage
YATD070419	212kL	- 211kL	= 1kL
Usage*		Price \$/kL	Amount
STEP 1	1.000kL	x 2.6446	= \$2.64

*Rising step tariffs are adjusted according to the days in your meter reading period, and applied on a daily basis.

Recycled Water Usage from 12/10/2020 To 21/10/2020 (9 days)

Meter number	Current reading	Previous reading	Usage
YRATD13327	97kL	- 96kL	= 1kL
Period	Usage	Price \$/kL	Amount
12/10/2020 to 21/10/2020	1.000kL	x 1.8267	= \$1.83

Sewage Disposal from 12/10/2020 to 21/10/2020

For the disposal and treatment of sewage from your property. It is based on your combined drinking and recycled water use and adjusted for seasonal variations.

Usage	Seasonal factor	Seasonal volume	Discharge factor	Sewage volume
2.000kL	x 0.8333	= 1.667kL	x 0.900	= 1.500kL
Sewage volume		Price \$/kL		Amount
1.500		x 1.1426	=	\$1.71

Total Usage Charges **\$6.18**

Your next meter read is scheduled for 10/02/21.


The Water Supply System Charge from 01 Oct 20 to 31 Dec 20 is a fixed charge of \$19.69 per property based on a daily rate.


The Sewerage System Charge from 01 Oct 20 to 31 Dec 20 is a fixed charge of \$115.51 per property based on a daily rate.


Waterways and Drainage Charge from 01 Oct 20 to 31 Dec 20.


This charge is collected on behalf of Melbourne Water and used to manage and improve waterways, drainage and flood protection. The charge is billed at a flat rate for each separate occupancy on a rateable property or for vacant land. For information about the charge and the projects it funds in your region, visit melbournewater.com.au/localupdates

ADDITIONAL INFORMATION


 **If you are buying or selling a property**, you don't need to contact us. Your conveyancer or solicitor will manage your water account through the settlement process.


 **Tenants** in separately metered properties are liable for water usage and sewage disposal charges only.

 **Payment Assistance** is available if you are having difficulty paying your account, call 1800 994 789.

 **Concessions** are available to eligible customers. To register, change or check your concession details, go to yvw.com.au/online or call 1800 680 824. We require your consent to confirm your eligibility with Centrelink or the DVA.

 **Large Print and Braille** accounts call 1300 304 688.

 **Privacy Statement** Yarra Valley Water collects personal information for the purposes of providing water and related services and products, promoting such services and products and market research. We may disclose your personal information to our contractors for these purposes and other third parties including Melbourne Water and the Minister for Environment, Climate Change and Water relating to Parks Victoria services. You may request access to your personal information that we hold by writing to the Privacy Officer at Private Bag 1, Mitcham VIC 3132. Please note we may charge you the reasonable cost of providing you with access to your personal information.


 **Hearing Impaired Customers** contact the National Relay Service on 133 677 or visit relayservice.gov.au. This is a 24 hour service for TTY customers.

 **For language assistance**

العربية	1300 914 361	Ελληνικά	1300 931 364
廣東話	1300 921 362	普通话	1300 927 363

For other language assistance, please call ezispeak.

Македонски	03 9046 4173	Hrvatski	03 9046 4173
한국어	03 9046 4173	Српски	03 9046 4173
فارسی	03 9046 4173	Türkçe	03 9046 4173
Italiano	03 9046 4173	Tiếng Việt	03 9046 4173

 **Yarra Valley Water** is pleased to help you if you have a question about water services. Please call **1300 304 688** or visit our website at yvw.com.au or email enquiry@yvw.com.au

 **Have a complaint?** If you would like to talk to us about an unresolved issue, call **1300 304 688**, visit our website at yvw.com.au or email customerrelationsteam@yvw.com.au.

HOW TO PAY

Account Number: 45 4888 7328 Invoice Number: 4548 4568 97919

YARRA VALLEY WATER
ONLINE

Manage your water account easier, faster and more securely than ever before. Register your account at yvw.com.au/online

IB PAY

Billers Code: 344366
Ref: 454 8887 3284

DIRECT DEBIT

Direct Debit your account automatically, call 1300 304 688 or visit yvw.com.au/directdebit

Pay by credit card 24/7 at yvw.com.au/paying or on 1300 362 332. To get an email receipt, pay via your **online account.**  

POST billpay

Billpay Code: 3042
Ref: 4548 4568 97919

Pay in Person at any post office (Cash or Cheque), phone 13 1816 or go to postbillpay.com.au



Use Centrepay to arrange regular deductions from your Centrelink payment. Call Yarra Valley Water on 1300 304 688 to discuss how to set up a payment arrangement.



Mail a Cheque with this portion of the account to: Yarra Valley Water, GPO Box 2860 Melbourne VIC 3001



Check your account balance or **request more time to pay** at yvw.com.au/extend or call 1300 304 688.

Amount Due	\$167.67	Amount Paid		Date Paid		Receipt Number	
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