



City West Water™

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DONCASTER EAST VIC 3109



My account number is

1251 7305 4125

Invoice No.	T514385027
Service Address	31 Brigalow Drive Truganina Lot 185 Plan 617332
Issue Date	9 Jul 2019
Emergencies (24 hours)	132 642
Enquiries (8.30am-5.00pm Mon-Fri)	131 691
Interpreter Service	9313 8989
Payment difficulties	131 691
A number of payment assistance programs are available	
Mail	Locked Bag 350 Sunshine Vic 3020

ABN 70 066 902 467

citywestwater.com.au

Account summary

	PREVIOUS BILL	\$147.10
	RECEIVED	\$147.10
	BALANCE FORWARD	\$0.00
	NETWORK CHARGES	\$121.44
	OTHER CHARGES	\$104.54
	PLEASE PAY	\$225.98

Annual Parks Charge due

Each year from 1 July we collect the annual Parks Charge on behalf of the Department of Environment, Land, Water and Planning. These funds help Parks Victoria support the management and maintenance of Melbourne's most iconic parks, trails, zoos and waterways.

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

The parks
are yours

Get amongst them!



Details of charges - Residential

Previous Bill

Previous bill \$147.10

Payments Received

07/05/2019 -\$147.10

BALANCE FORWARD \$0.00

Network Charges

Network Charges	Charge Period	Charge \$
Water Network Charge	(01/07/2019 to 30/09/2019)	\$57.86
Sewerage Network Charge	(01/07/2019 to 30/09/2019)	\$63.58

TOTAL NETWORK CHARGES \$121.44

Other Charges

Other Charges	Net annual value (NAV) [^]	Rate in NAV \$	Minimum	Charge \$
Waterways & Drainage Charge (01/07/2019 to 30/09/2019)				\$25.52
Annual Parks Charge [^] (for the year ending June next)	\$4,284	0.004710	\$79.02	\$79.02

[^]The NAV is based on 1990 dollar equivalents

TOTAL OTHER AUTHORITIES' CHARGES \$104.54

FINAL TOTAL, PLEASE PAY THIS AMOUNT \$225.98

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

Our Prices 2019-20

From 1 July 2019 our prices will change in line with annual inflation rates and adjustments approved by the Essential Services Commission (the independent regulator of the water industry). To learn more about our price changes, visit citywestwater.com.au/prices

Waterways & Drainage Charge

Our Waterways and Drainage Charge helps protect and improve the health of our rivers and creeks. It also assists with regional drainage services and flood protection and warning systems. We collect this charge on behalf of Melbourne Water. Learn more at citywestwater.com.au/waterways

Annual Parks Charge

Our Annual Parks Charge helps Parks Victoria support Melbourne's major parks, gardens, trails and zoos. We collect this charge on behalf of the Department of Environment, Land, Water and Planning. Learn more at citywestwater.com.au/parksvic

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/billassist

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

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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: Call 131 691 to request a form or visit citywestwater.com.au



Mail: Post this slip with your cheque payable to: **City West Water, GPO Box 1152, Melbourne Vic 3001**



Credit Card: Call 131 971 or go to citywestwater.com.au to pay up to \$10,000 by Visa or Mastercard

Payment Assistance

If you're finding it hard to pay your bill, call our City West Water assist team on 131 691 to set up a payment plan or visit citywestwater.com.au/billhelp for more details.

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 info: www.bpay.com.au

POST billpay Billpay Code: **0362**
Ref: **1251 7305 4125**

Post BillPay: Pay in person at any Post Office or agency or Call 131 816 or go to www.postbillpay.com.au



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Cascade

YOUR WATER NEWS SOURCE



JULY-SEPTEMBER EDITION 2019



David Ryan
Managing Director
City West Water

In this edition, we've included a snapshot of how we invest your money from water bills and some 2018-19 milestone projects.

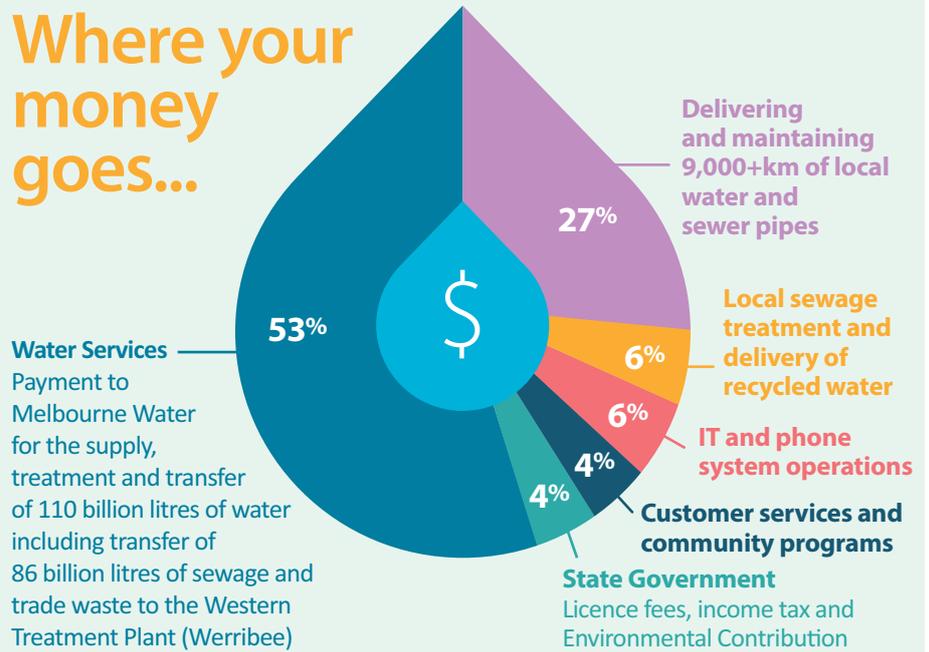
As a regulated state-owned business we only collect the money we need to make sure we deliver safe, reliable and accessible services to our customers.

What you might not know is the prices we charge are regulated by the Essential Services Commission. This ensures the money we receive is no more than we need to prudently operate our business.

The great news is our residential water bills remain one of the lowest average water bills in any capital city in Australia.

Enjoy the read.

Where your money goes...



Other government authority charges*



Parks Charge

We collect this charge on behalf of the Department of Environment, Land, Water and Planning.



Waterways and Drainage Charge

We collect this charge on behalf of Melbourne Water.

*These charges are not City West Water charges and neither of these charges are shown in the pie chart above.

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

Payment plans to suit your needs

Whether you want peace of mind by smoothing your bill across the quarter, prefer sticking to a budget or using Direct Debit, we have a range of solutions on offer.



EasyWay

Make weekly, fortnightly or monthly payments



Direct Debit

Set up regular Direct Debit bill payments



Centrepay

Regular bill payments can be deducted directly from your Centrelink payments

"With lots of bills coming in at different times, I set up Direct Debit for my water account. Set and forget, works for me!"
Yogen, tenant, Sunshine

"I signed up to your monthly Easyway plan and pay by BPAY. It's great. I never worry about missing a payment."
Karolina, homeowner, Taylors Lakes

Want to know more?

Talk with our friendly Customer Service team today by calling **131 691** or visit citywestwater.com.au/paymentplan to find the best plan for you.



Our community

As custodians of water and wastewater infrastructure and resources, we are in a unique position to facilitate and partner with stakeholders to enable wider health, economic, social and environmental benefits for our community. Here's an update about some of our 2018-19 milestone projects.

Creating resilient cities

We are a leading partner in liveability projects designed to enhance our local environment and create greater tree canopy cover across Melbourne's western suburbs. Key initiatives include the multi-award winning **Greening the West**, a cross-regional partnership involving council, government agencies and community that aims to deliver positive health benefits through urban greening. Recent success includes planting **one million trees** across Brimbank, Hobsons Bay, Maribyrnong, Melton, Moonee Valley, Wyndham and Point Cook Coastal Park as part of the **1 Million Trees Project**.



Zero emissions

We joined **12 leading Victorian water corporations** in a new energy partnership to reduce greenhouse gas emissions, reduce operating costs and help keep bills down. From October the group will purchase solar power from Kiamal Solar Farm in north-west Victoria. The innovative venture is the first of its kind for Australia's water sector and will operate under a new organisation called Zero Emissions Water Ltd.



Greening the Pipeline

Greening the Pipeline is a collaboration between our organisation and Melbourne Water, Wyndham City Council, VicRoads and supported by **Greening the West**. The project is transforming the heritage-listed Main Outfall Sewer into a green parkland to improve the liveability of Wyndham, Brimbank and Hobsons Bay communities. In collaboration with our partners, stormwater will be harvested at a key open space site known as Arndell Park providing a greener recreational space for the local community to enjoy.



Leaders in stormwater harvesting

We're investing **\$12 million** over five years in sustainable stormwater projects. Since launching our fund we have partnered with council on **six leading projects** including Melbourne's National Tennis Centre, the State Baseball and Softball Centre in Altona Meadows and Woodlands Park in Essendon. By using stormwater to irrigate local public areas, we're replacing the need to use valuable drinking water. Our collaborative stormwater projects will encourage greater physical and recreational activities and ultimately improve the health outcomes for our community.



Machine learning

We've been embracing machine learning during 2018-19 and getting some exciting results. Our machine learning model is streamlining our ability to find defects in sewer pipes and could save our teams hundreds of hours each year in having to manually sift through CCTV footage to identify cracks and tree roots in our pipes.



Resilient water supply for Melbourne

Over the past five years, Melbourne has experienced warmer, drier weather conditions with less rain, which has led to water storage levels dropping to around 50% of capacity.

The Victorian Desalination Plant increases the resilience of Melbourne's water supply network, supplementing water from our protected catchments. The Desalination Plant has the capacity to provide Melbourne with one-third of its water needs and in 2019-20, 125 billion litres of water has been ordered to help our storages stabilise and recover.

From 1 July 2019, all customer water usage will cover the cost of the water ordered from the Desalination Plant, with an average cross-Melbourne quarterly residential bill increase of about \$2.50.

