



City West Water™

S & W PERERA FAMILY PCT PTY LTD
32 SCHAFER DRIVE
DONCASTER EAST VIC 3109



My account number is

1251 7305 4125

Invoice No. T521898984

Service Address 31 Brigalow Drive Truganina
Lot 185 Plan 617332

Issue Date 5 Oct 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

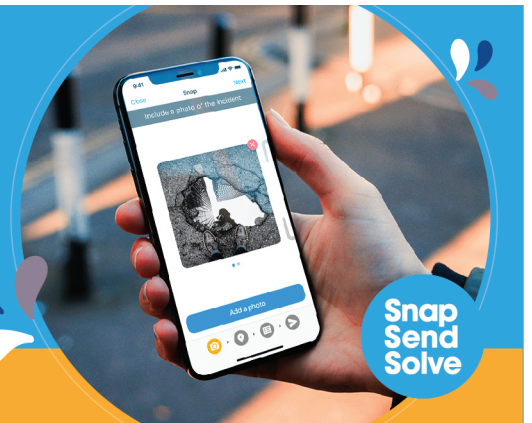
Account summary

	PREVIOUS BILL	\$225.98
	RECEIVED	\$225.98
	BALANCE FORWARD	\$0.00
	NETWORK CHARGES	\$121.44
	OTHER CHARGES	\$25.52
	PLEASE PAY	\$146.96

Spotted a burst or leak?

Report it via the Snap Send Solve app.
It takes just 30 seconds to report
and you're done. **Too easy!**

Visit snapsendsolve.com and follow the prompts.



Details of charges - Residential

Previous Bill

Previous bill \$225.98

Payments Received

31/07/2019 -\$225.98

BALANCE FORWARD \$0.00

Network Charges

	Charge Period	Charge \$
Water Network Charge	(01/10/2019 to 31/12/2019)	\$57.86
Sewerage Network Charge	(01/10/2019 to 31/12/2019)	\$63.58

TOTAL NETWORK CHARGES \$121.44

Other Charges

Waterways & Drainage Charge (01/10/2019 to 31/12/2019) \$25.52

TOTAL OTHER AUTHORITIES' CHARGES \$25.52

FINAL TOTAL, PLEASE PAY THIS AMOUNT \$146.96

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

Let Centrelink know you have moved

If you change address you need to let Centrelink know before contacting us, as we need to validate your card details with their data system before applying a concession.

Set your account to Direct Debit

Changing to Direct Debit means you will never forget to pay your bill again. Simply visit citywestwater.com.au/directdebit

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

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

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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 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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**David Ryan**

Managing Director
City West Water

As the weather warms up our water use typically increases. This is a reminder to make every drop count.

Melburnians on average use 161 litres per person per day. Our target is 155 litres per person per day.

You might be surprised to know that residential customers in our service area use 28 per cent of their household water on showers whilst toilets use 21 per cent and washing machines use 10 per cent*.

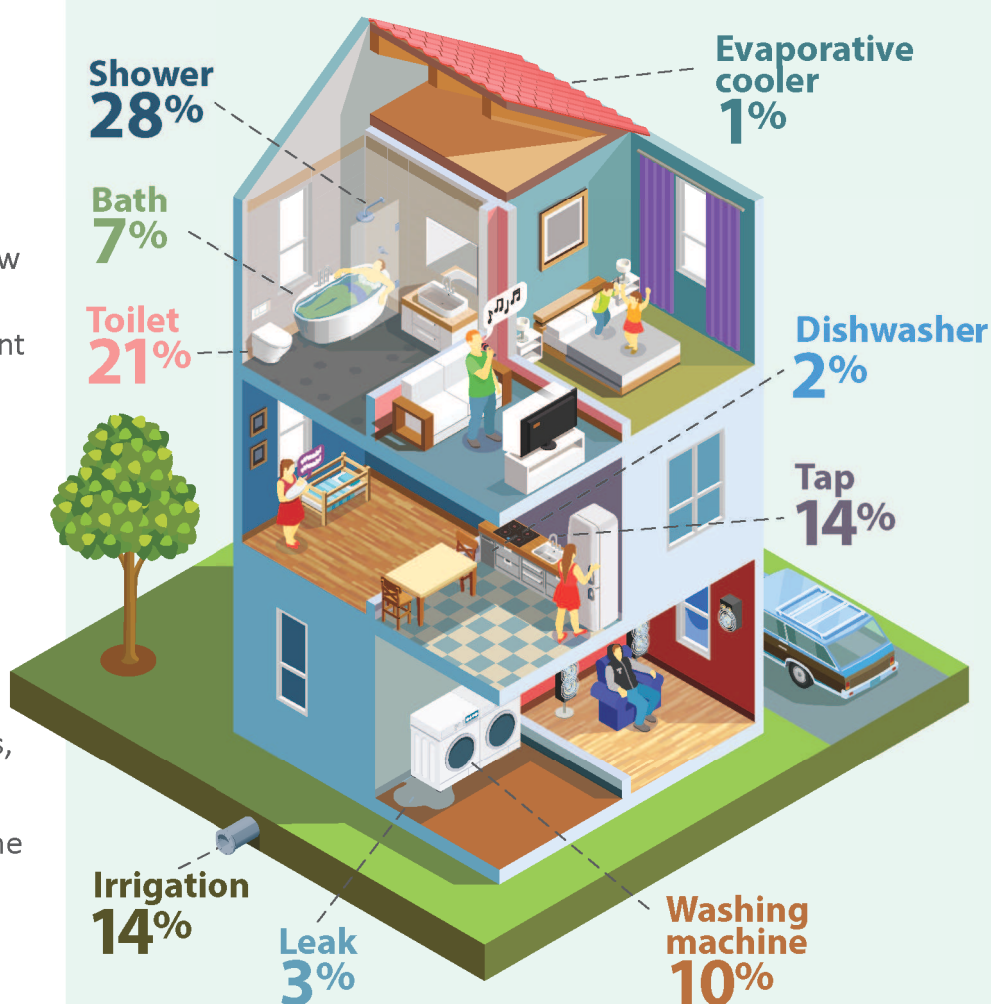
Whether it's taking a shorter shower, installing a 4-5 star WELS-rated appliance or simply reusing water from washing your fruit and veggies, we all have a role to play.

Over the page we've shared the commitments we have made to customers in our 2018-23 Pricing Submission. The good news is we're on track to meet our commitments. There's more work to be done so read on to find out how we'll be doing this.

Enjoy the read.

Where do we use water at home?

Take a look to find out which areas of the home typically use the most water*.



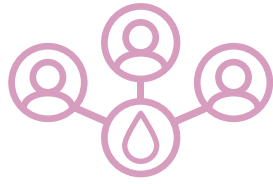
Visit citywestwater.com.au/savingwaterathome to find out more.

*Figures based on City West Water's report Residential End Use Measurement Study Aug. 2017- Jul. 2018

Progress on our 2018-23 Pricing Submission

Every five years, we submit a Pricing Submission to the Essential Services Commission. With 2018-19 now complete we are happy to report we've successfully reached most of our commitments and continue to strive to make our service outcomes even better for our customers.

14,000
new properties
added to our network



Residential customers
using our services
1.1 million

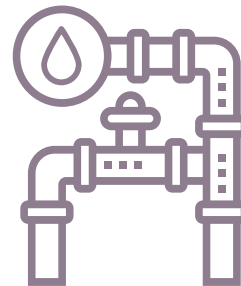
105,000 ML
water
delivered



5,000
incidents attended
to across our network



390,000
calls received



Constructed
assets worth
**\$124
million**

During our consultation process you told us what you expected and valued from us.

As a result our 2018-23 Pricing Submission has 41 indicators. Here's a summary of how we are performing relative to the top six areas you said were most important.



Customer service is accessible and
my enquiries are resolved promptly



Billing and payment options are
efficient and convenient



Customers in hardship are supported



The whole of the water cycle is managed
in an environmentally sustainable way



We're looking forward to continually improving our service and getting green lights across the board next year. Two areas we know we need to do more work on are:



Services to my home and business are
safe, reliable and efficiently managed



City West Water is a valued partner in
servicing a growing Melbourne



Water quality and reliability

A couple of events resulted in a number of dirty water complaints in 2018-19. We are working closely with our bulk water supplier to ensure that water quality remains high in 2019-20. And with drier conditions, we are investing in the performance of our assets to meet our commitment to water supply reliability.

Improving developer and plumber application processing time

Our region is growing fast and we are investing in better systems and processes to ensure that our developers and plumbers can have their applications approved within expected timeframes.

Outcomes met  Working on improvements 

For an overview of our 41 indicators visit citywestwater.com.au/performance