



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. T529205656

Service Address 31 Brigalow Drive Truganina
Lot 185 Plan 617332

Issue Date 25 Dec 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 | \$146.96 |
| | RECEIVED | \$146.96 |
| | BALANCE FORWARD | \$0.00 |
| | NETWORK CHARGES | \$121.44 |
| | OTHER CHARGES | \$25.52 |
| | PLEASE PAY | \$146.96 |

Hey Melbourne,
Let's make every drop count by
shaving a minute off our showers.

We use 31% of our household water for showers*.

*Figure based on metropolitan Melbourne water use

Visit citywestwater.com.au/target155 to find out how you can make every drop count.



Details of charges - Residential

Previous Bill

Previous bill \$146.96

Payments Received

07/11/2019 -\$146.96

 **BALANCE FORWARD** \$0.00

Network Charges

| | Charge Period | Charge \$ |
|-------------------------|----------------------------|-----------|
| Water Network Charge | (01/01/2020 to 31/03/2020) | \$57.86 |
| Sewerage Network Charge | (01/01/2020 to 31/03/2020) | \$63.58 |

 **TOTAL NETWORK CHARGES** \$121.44

Other Charges

Waterways & Drainage Charge (01/01/2020 to 31/03/2020) \$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

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



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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CASCADE

Your water news

January - March edition 2020



Maree Lang

Managing Director (Acting)
City West Water

In this edition of Cascade we share with you a new water conservation campaign for Melbourne, **Make Every Drop Count**, as well as some of our business-wide water efficiency initiatives.

Our dedicated teams continue their important work to educate and empower our community,

build a strong and future-ready water network and achieve leading sustainability and liveability outcomes for our customers and community.

It is a great privilege to currently be the acting Managing Director of City West Water, as we look to the future and make every drop count today.

Enjoy the read.

Do you make every drop count?

With population growth, warmer and drier weather conditions, we have partnered with Melbourne Water, South East Water and Yarra Valley Water to launch a community water conservation campaign over summer, titled **Make Every Drop Count**.

The aim of the campaign is to help us all become more aware of how we use water in support of meeting **Target 155**.

Target 155 is the Victorian Government's voluntary water efficiency program that encourages Melburnians to limit their water consumption to a maximum of 155 litres per person, per day. Most water used in Melbourne is used at home - and we use 31% of this for showers*.

How to reach Target 155

If we each save a little, we can save a lot.



Use a trigger hose nozzle and mulch your garden to reduce evaporation by up to 70%.



Turn off the tap while brushing your teeth.



Only put the dishwasher or washing machine on if you have a full load and use eco settings.



Use the half flush button on the toilet, when you can.



Take shorter showers, one minute less can save up to 20 litres.

Visit citywestwater.com.au/target155 for more ways to save water.

*Figure based on metropolitan Melbourne water use

**MAKE
EVERY
DROP
COUNT**



Securing our water for the future

Whilst we are asking you to make every drop count, we are working closely with our community to plan for long term water security. We are investing to capture Melbourne's limited rainfall, harvest stormwater, recycle wastewater and reduce the volume of water lost from leaks in our network. Here are three initiatives that make up part of our approach to building water resilience.

Digital metering

We're running a **digital metering trial with over 1,000 properties** in Richmond and Docklands for approx. 12 months. This project provides real-time water use monitoring and can alert our customers to potential water leaks through the trending of unusual water usage patterns.

1,000+
properties



Stormwater harvesting

We're investing **\$12 million over five years** in funding sustainable stormwater harvesting projects to improve health and wellbeing outcomes for our community. Since launching our fund, we have partnered with local council on six projects including Melbourne's National Tennis Centre, the State Baseball Softball Centre, Woodlands Park in Essendon, Balmoral Reserve in Derrimut, Edinburgh Gardens in Fitzroy and Arndell Park in Wyndham.

\$12
million
over 5 years



Recycled water

We're investing in **new infrastructure to deliver Class A Recycled Water** to more customers in Wyndham and Hobsons Bay with plans in the pipeline to extend our supply to other councils. Class A Recycled Water can be used for washing the car, watering the garden, doing the laundry or flushing the toilet in our homes as well as replacing drinking water in industrial processes.

Delivering
Class A
Recycled
Water



Visit citywestwater.com.au/savingwater to find out more on our projects and ways to save water.