



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.	T536590949
<b>Service Address</b>	<b>31 Brigalow Drive Truganina</b> Lot 185 Plan 617332
Issue Date	16 Apr 2020
Emergencies (24 hours)	<b>132 642</b>
Enquiries (8.30am-5.00pm Mon-Fri)	<b>131 691</b>
Interpreter Service	<b>9313 8989</b>
Payment difficulties	<b>131 691</b>
A number of payment assistance programs are available	
Mail	Locked Bag 350 Sunshine Vic 3020
ABN 70 066 902 467	

[citywestwater.com.au](http://citywestwater.com.au)

## Account summary

	PREVIOUS BILL RECEIVED	\$146.96 \$146.96
	BALANCE FORWARD	\$0.00
	YOUR USAGE	\$3.28
	NETWORK CHARGES	\$121.44
	OTHER CHARGES	\$25.52
	<b>PLEASE PAY</b>	<b>\$150.24</b>

## Having trouble paying your bill?

We are here to help and have a range of payment options to support you at this time.

Call us on **131 691** Monday to Friday 8.30am-5.00pm or visit [citywestwater.com.au/assist](http://citywestwater.com.au/assist) to find out more.



# Details of charges - Residential

## Previous Bill

Previous bill	\$146.96
<b>Payments Received</b>	
25/02/2020	-\$146.96

**BALANCE FORWARD** \$0.00

## Usage Charges

Meter number	Bill days	Previous Reading	Current Reading	Consumption in kilolitres	Rate \$	Total \$
MASR035155	13	01584	01584	0.00 (meter read date: 01/04/2020)		
MASR035155	13	01584	01585	1.00 (meter read date: 01/04/2020)		

## Total Water Consumed

Usage Step 1 (28/03/2020 to 01/04/2020)	0.00	2.6883	\$0.00
Usage Step 1 (02/04/2020 to 14/04/2020)	1.00	2.6883	\$2.69
<b>Total</b>	<b>1.00</b>		<b>\$2.69</b>

## Sewage Disposal

	0.70	0.8459	\$0.59
<b>Total</b>			<b>\$0.59</b>

**TOTAL USAGE CHARGES** \$3.28

## Network Charges

	Charge Period	Charge \$
Water Network Charge	(01/04/2020 to 30/06/2020)	\$57.86
Sewerage Network Charge	(01/04/2020 to 30/06/2020)	\$63.58

**TOTAL NETWORK CHARGES** \$121.44

## Other Charges

Waterways & Drainage Charge (01/04/2020 to 30/06/2020)	\$25.52
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**TOTAL OTHER AUTHORITIES' CHARGES** \$25.52

**FINAL TOTAL, PLEASE PAY THIS AMOUNT** \$150.24

Visit [citywestwater.com.au](http://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](http://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](http://citywestwater.com.au/waterways)

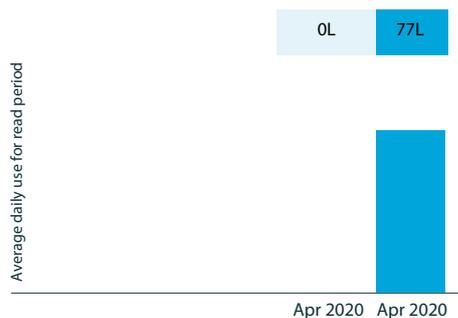
## Need help paying your bill?

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](http://citywestwater.com.au/billassist)

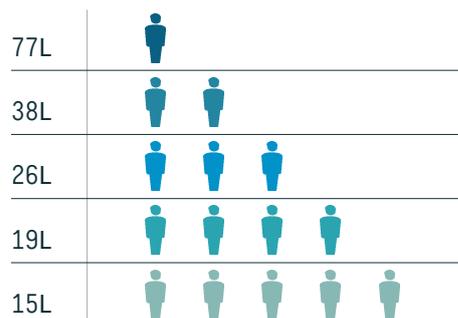
## Is your household on Target 155?

Your average daily water cost for this bill is \$0.21



## Average daily use per person

To find out average daily use per person, refer to the line which indicates the number of people in your home.



The right of City West Water to proceed for recovery of outstanding charges is not prejudiced by the service of this notice

**Service Address:** 31 Brigalow Drive Truganina

DATE PAID	AMOUNT PAID	RECEIPT NO	My account number is <b>1251 7305 4125</b>
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**Direct Debit:** Call 131 691 to request a form or visit [citywestwater.com.au](http://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](http://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](http://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](http://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](http://www.postbillpay.com.au)



\*362 125173054125



# CASCADE

Your water news

April - June edition 2020



**Maree Lang**

Managing Director (Acting)  
City West Water

Coronavirus disease (COVID-19) is having a significant impact on all our lives. I want to reassure you at City West Water, we are doing everything we can to ensure your essential water and wastewater services continue uninterrupted.

Our priority is to protect the health and wellbeing of our people and our community.

We have appropriate measures in place and a dedicated team across Melbourne working hard for you.

We continue to respond to the most current government advice so we're in the best position to support you and the health of our wider community.

Please take care and don't hesitate to reach out if we can assist you.

Maree

## Coronavirus (COVID-19) – we're here to help

As part of our response to the current situation, City West Water has implemented a range of measures to ensure you have the support you need, as we continue to provide our essential services to the community.

**Our Customer Service Centre is available to assist you. To speak with our team, or for information on anything related to your water supply or bill, please contact us in the way that best suits you:**

- call us on **131 691**, Monday to Friday between 8.30am – 5.00pm
- email us at **enquiries@citywestwater.com.au**
- visit our website at **citywestwater.com.au/contactus**

Our team will respond to your enquiry as quickly as possible. We are committed to maintaining our services to customers and thank you for your support and patience during this time.



**More information**

### Stay up to date with the latest advice:

For coronavirus (COVID-19) information and updates, visit **coronavirus.vic.gov.au**

For information on our planning and response, visit **citywestwater.com.au/covid19**

## Having trouble paying your bill?



We're here to help and have a range of payment options to support you at this time, including payment plans, payment extensions and support accessing government grants and programs.

Call us on **131 691** Monday to Friday 8.30am to 5.00pm to find out more or visit **citywestwater.com.au/assist**

## Tap water is best

There's no need to buy bottled water for drinking as Melbourne has some of the best quality drinking water in the world.

There is no evidence that drinking water is affected by coronavirus (COVID-19), or that it is transmitted by drinking water.

Our safe and clean tap water will continue to be supplied directly to your home every day.



## Only the three Ps please!



To avoid sewer blockages and help keep costs down for us all, it's important to only flush the three Ps down your toilet.

That's pee, poo and (toilet) paper.

All other items including tissues, wet wipes (even flushable wipes), sanitary products, nappies, newspaper and paper towel should be placed in your bin.

Let's all do our best to only flush the three Ps.

## Good hygiene protects against infection

(Source: dhhs.vic.gov.au)

Help reduce the risk of infection and slow the spread of viruses by:



Washing your hands often with soap and water for at least 20 seconds, especially after you have been in a public place, or after blowing your nose, coughing, sneezing or using the toilet.

If soap and water are not readily available, use a hand sanitiser.



Avoid touching your eyes, nose, and mouth with unwashed hands.

Cover your nose and mouth with a tissue when you cough or sneeze. If you don't have a tissue, cough or sneeze into your upper sleeve or elbow.



Do not share drinking bottles, crockery and cutlery.

## Progress on our customer commitments

To ensure you receive the best possible service from us, every five years we present a set of customer commitments to the Essential Services Commission through our Pricing Submission.

We are on track to deliver four of our six commitments to you, with action plans in place to make improvements on the remaining two.

Here's a summary of how we are performing as we approach the end of our reporting year.



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



Customer service is accessible and my enquiries are resolved promptly



Customers in hardship are supported



Billing and payment options are efficient and convenient



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



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



● On track ● Working on improvements

## Working on improvements to meet our 2019-20 commitments:

While we continued to meet all quality regulations, we have received a higher-than-usual number of water quality complaints. We are monitoring the situation closely and are working with Melbourne Water to improve water quality across our service area.



Dry soil conditions over last summer have caused an increase in the number of bursts and leaks in our pipe network. This has caused an increase in unplanned water supply interruptions experienced by our customers. Our teams continue to work to manage interruptions so that, where possible, our works are planned rather than unplanned and we keep you updated.



Our service area is experiencing unprecedented levels of land development. Our teams are working closely with the development industry to increase application turn-around times for developers and builders. We will continue to keep you updated on our progress.



We will be in touch again once we have completed 2019-20.  
For an overview of our 41 indicators visit [citywestwater.com.au/performance](http://citywestwater.com.au/performance)