



004409 047 - 5062

SLAMBS PTY. LTD.
 64 FRENCH ST
 NETHERBY SA 5062

Enquiries

 General, billing and
 payment difficulties **1300 650 950**
 Monday to Friday 8.30am-5pm
 customercare@sawater.com.au

 Service difficulties 1300 883 121
 7 days per week 24 hours per day

Water Wise Hotline 1800 130 952

 GPO 1751
 Adelaide SA 5001

Daily water use

As your water supply is through a shared water meter there is no daily water use available for your account. A summary comparison graph for all properties sharing the meter is available on the Strata Corporation water use statement.

Your account

Account number	26 07561 05 7
Invoice date	26 Feb 20
Pay by	20 Mar 20
Total due	\$156.20

Account summary

 Residential property: U3 1 OLIVE AVE
 NORMANVILLE LT 3 C27927

Previous balance	\$156.20
Amount paid	\$156.20cr
New charges	\$156.20
Current balance	\$156.20

 Date paid / /
 Amount paid \$

Billers code: 8888
Ref: 2607561057

Telephone and Internet Banking - BPAY®. Call your bank or financial institution to make this payment from your cheque, savings, debit or transaction account.
 More information: www.bpay.com.au

Trancode	User code	Commonwealth Bank ref
831	009915	2607561057



Payment slip

Account number	26 07561 05 7
Invoice date	26 Feb 20
Pay by	20 Mar 20
Total due	\$156.20

Account details



Water

Supply charge 01 Jan 20 to 31 Mar 20 \$75.40

\$75.40

Sewerage

Access charge 01 Jan 20 to 31 Mar 20 Minimum charge rules apply
Quarterly charges for access to SA Water's sewerage network based on your property's value as determined by the Valuer General. \$80.80

\$80.80

Total **\$156.20**

Total GST of this invoice \$0.00

ACCOUNT SUMMARY

Residential property: 1311 C THE AVE
NORMANVILLE SA 5131

Account number	Invoice date	Pay by	Total due
6 07581 02 7	28 Feb 20	30 Mar 20	2156.20
Previous balance	Amount due	New charge	Current balance
2156.20	2156.20	2156.20	2156.20

Daily water use

As your water supply is through a smart water meter there is no daily water use available for your account. A temporary comparison graph is available in the States Corporation water use statement.

Paying your bill

BPAY
Telephone and Internet Banking - BPAY®. Call your bank or financial institution to make this payment from your cheque, savings, debit or transaction account.
More information: www.bpay.com.au

Direct debit
To request a direct debit arrangement visit www.sawater.com.au/direct-debit or call us on 1300 650 950.

Paying by mail
Detach the payment slip and post it with your cheque or money order to SA Water GPO Box 4682 Melbourne Victoria 3001.
Due to banking industry changes, cheque processing now takes place in Victoria.

Paying by phone - 1300 650 870
Call us to make a payment using Visa or Mastercard - 24 hours a day, seven days a week. Customers calling from overseas can contact us on +61 8 7424 1735.

Paying online - www.billpay.sawater.com.au
Visit www.billpay.sawater.com.au to make a payment using Visa or Mastercard.

Paying in person
Present your account and payment to a Commonwealth Bank branch (excluding Express Branches) or Australia Post. No credit card payment accepted. You can also pay in person at SA Water House, 250 Victoria Square / Tarntanyangga, Adelaide.



Cheque details

Drawer	Bank	Branch	Amount \$
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>



Cooler living

HOW DOES YOUR GARDEN GROW?

Around one third of the water we use is in our gardens, while more than half of the water used inside happens in the bathroom. Here in South Australia, we all understand the importance of using water efficiently. With a little know-how we can make every drop count and keep our gardens green all summer long.



THRIVING GARDEN

Using mulch, locating plants together that require similar watering, and deep watering two days before a heatwave will give you a healthy garden that thrives right through summer.

DID YOU KNOW?

Mulch can reduce your need to water by up to 70 per cent.



COOL HOME

Great for healthy minds and bodies, green gardens create cool spaces around your home helping reduce your energy costs. Add a little mist to cool your pergola or patio, or simply spray a leafy canopy, and you'll drop the air temperature using just a small amount of water.

DID YOU KNOW?

You can mist an outdoor area for two hours using the same amount of water as one minute under the shower.



RELIABLE SUPPLY

With sound environmental practices and investment in new technologies we're managing reservoirs, the River Murray, desalination plants and groundwater across South Australia, to meet your water needs of today and the challenges of tomorrow.

DID YOU KNOW?

We maintain and operate ten desalination plants across South Australia.



Discover more at sawater.com.au

Additional payment and account details

Pensioner concessions

If you hold an eligible Concession Card or are assessed as being on a low income, you may be eligible to claim a State Government remission on water and sewerage rates. Visit www.sa.gov.au/concessions or call the ConcessionsSA Hotline on 1800 307 758 for more information.

Hardship

If you are a residential customer experiencing financial difficulties in paying your bill, SA Water can provide support to eligible customers through our Customer Assist Program. For further details, please visit www.sawater.com.au or contact our Service Centre on 1300 650 950.

Overdue payment fee

Additional fees may apply for late payment.

Change of property ownership or address

To avoid late payment fees please notify us immediately about a change of property ownership or your new address details.

We do not divide water and sewerage rates and charges between the vendor and the purchaser. Please refer any concerns regarding property settlement payments for water use and our charges to your land conveyancer.

Water meters

The tap on your water meter is not to be used to control water use on your property (except for temporary maintenance or in an emergency). SA Water is unable to accept responsibility for water lost if the meter tap malfunctions.

Under the Water Industry Act you are required to provide reasonable access to your water meter so we can read your meter or complete any maintenance. Your meter tap may be used in an emergency.

Property value

You may object to the valuation referred to in this notice by writing served personally or by post to the Valuer-General within 60 days after the date of service of this notice.

BUT NOTE:

(a) If you have previously received a notice or notices under the Water Industry Act 2012 referring to the valuation and informing you of a 60-day objection period, the objection period is 60 days after service of the first such notice;

(b) You may not object to the valuation if the Valuer-General has already considered an objection by you to that valuation.

The Valuer-General may extend the 60 day objection period where it can be shown there is reasonable cause by a person entitled to make an objection to a valuation.

Objections should be sent to the Valuer-General GPO Box 1354 Adelaide SA 5001. Alternatively, you may telephone 1300 653 346 or email LsgObjections@sa.gov.au.






Customer Charter

You can find our standard terms and conditions in our Standard Customer Contract and Customer Charter by visiting www.sawater.com.au.

How does your household water use compare?

Your average daily water use for this account is **Not applicable**

Compare your daily water use with other SA Water customers.

Number of Persons	Garden size	Range of litres used per day*
	None	245-335
	Small	300-420
	Medium	335-465
	Large	410-565
	None	315-440
	Small	395-540
	Medium	435-600
	Large	530-730
	None	395-550
	Small	485-670
	Medium	545-745
	Large	665-915
	None	470-655
	Small	580-800
	Medium	650-885
	Large	790-1085
	None	585-815
	Small	725-995
	Medium	795-1055
	Large	985-1350

Small around 400m²
Medium around 600m²
Large around 900m²

*Range is for water wise to average households and reflects seasonal water use. These figures are only a guide based on ABS Statistics and SA Water customer water use information. They do not take into account individual circumstances such as whether you have a pool, have access to alternative water supplies or your garden type.

Interpretive Service: please call 131 450

+Υπηρεσία Διερμηνείας τηλεφωνήστε στο 131 450

Servizio interpreti: per favore chiama 131 450

दुभाषिया सेवा: कृपया 131 450 पर फ़ोन करें

Cần Dịch Vụ Thông Ngôn, xin gọi cho số 131 450

传译服务：请拨打电话131 450

لخدمة الترجمة الشفهية: يرجى الإتصال على الرقم 131 450

خدمات ترجمه: خواهشمند است تا با شماره تلفن 131 450 تماس حاصل نمایید.

Information is correct at time of printing.

More information 1300 650 950 or sawater.com.au

