



YOUR QUARTERLY BILL

Emailed to: Imranranta@gmail.com
MR I & MRS S IMRAN
UNIT 2/65 MAJOR RD
FAWKNER VIC 3060

Enquiries	1300 304 688
Faults (24/7)	13 2762
Payment assistance	1800 994 789

Account number	14 2530 7497
Invoice number	1428 3266 51827
Issue date	12 Mar 2020

Property address	UNIT 2, 65 MAJOR RD FAWKNER
Property reference	1502486, LOT 2

Tax Invoice Yarra Valley Water ABN 93 066 902 501

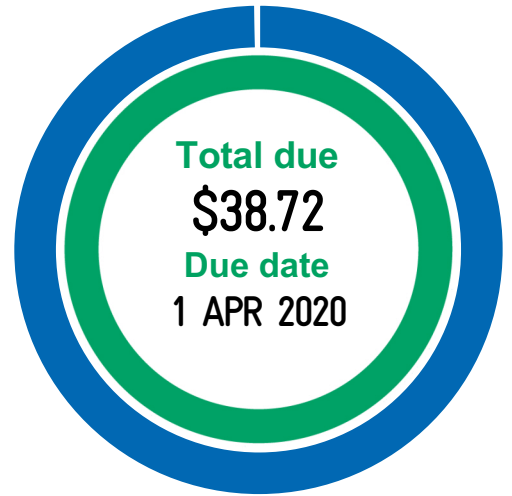
yvw.com.au

SUMMARY

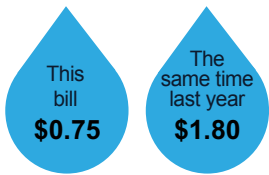
Previous bill	\$78.56
Payment received thank you	-\$78.56
Balance carried forward	\$0.00
This bill	
Usage charges	
Water usage	\$58.56
Sewage disposal	\$18.88
Adjustments	
Pension and concession rebate	-\$38.72
Total this bill (GST does not apply)	\$38.72
Total balance	\$38.72

Is your concession card still eligible? Please confirm your details at yvw.com.au/online or call us on **1800 680 824**.

Moving house? Let us know two business days before you move. Visit yvw.com.au/moving.

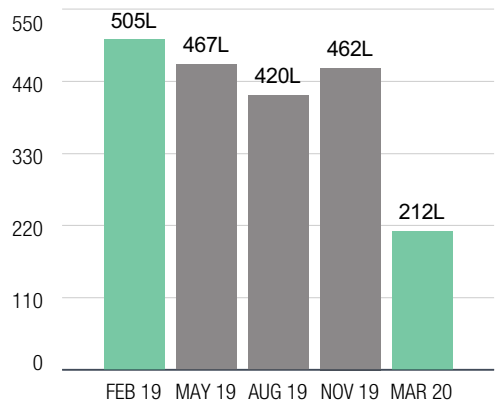


YOUR DAILY SPEND



YOUR HOUSEHOLD'S DAILY WATER USE

TARGET 155L OF WATER USE PER PERSON, PER DAY.



Average use in litres per day.



HOW TO PAY

Need more time to pay? Go to yvw.com.au/moretime or call us on **1300 304 688**.



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Yarra Valley Water ABN 93 066 902 501

Yarra Valley Online Water Manage your account online 24/7 when it suits you. Register or log in at yvw.com.au/online.

Direct debit Set up direct debit payments via your online account or call **1300 304 688**.

Credit card Pay online at yvw.com.au/paying, via your online account or call **1300 362 332**.

Centrepay Arrange regular deductions from your Centrelink payments – use your **myGov** account online or contact Centrelink. **Ref:** 555 054 118T.

BPAY® Make this payment by telephone or internet banking.

BPAY **Bill code:** 344366
Ref: 142 5307 4970

Post billpay Pay in person at any post office, by phone on **13 18 16** or at postbillpay.com.au.

POST billpay **Billpay code:** 3042
Ref: 1428 3266 51827

Cheque Mail a cheque with this portion of your bill to **Yarra Valley Water, GPO Box 2860 Melbourne VIC 3001**.

MR I & MRS S IMRAN	
Account number	14 2530 7497
Invoice number	1428 3266 51827
Total due	\$38.72
Due date	1 Apr 2020
Amount paid	\$ _____

YOUR USAGE DETAILS

From 28 Nov 2019 - 11 Mar 2020 (104 days)

Water usage				1kL = 1,000 litres
Meter number	Current reading	Previous reading	Usage	
YAF180469	1,087kL	-	1,065kL	= 22kL
Water usage charge		Usage	Price \$/kL	Amount
STEP 1 (0-440 litres per day)		22.000kL	x \$2.6620	= \$58.56
Total		22.000kL		\$58.56
Sewage disposal				
Sewage disposal charge	Sewage volume	Price \$/kL	Amount	
	16.526kL	x \$1.1426	=	\$18.88
Total usage charges				\$77.44

YOUR CHARGES EXPLAINED

yvw.com.au/charges

→ Water usage charge

Is for the amount of water used at your property including safe treatment and delivery. The cost of water increases with the amount used (STEP tariffs).

→ Sewage disposal charge

Is for removing sewage from your property and treating it safely. The amount of sewage going down drains, sinks and toilets is based on your water use less a percentage of water we estimate is used outside.

PAYMENT ASSISTANCE

Assistance is available if you're having difficulty paying. Call us on **1800 994 789**. Register your **concession** with us to reduce the amount you need to pay. Visit yvw.com.au/online or call us on **1800 680 824**.

NEED TO GET IN TOUCH?



If you have any queries, please contact us at enquiry@yvw.com.au or on **1300 304 688**.

To talk to us about an unresolved issue or make a complaint, call us on **1800 051 379**.



Hearing impaired customers Contact the National Relay Service on **133 677** or visit relayservice.gov.au. This is a 24 hour service.

For language assistance

العربية	1300 914 361	Ελληνικά	1300 931 364
廣東話	1300 921 362	普通话	1300 927 363

For other language assistance, please call ezispeak.

Македонски	03 9046 4173	Hrvatski	03 9046 4173
한국어	03 9046 4173	Српски	03 9046 4173
فارسی	03 9046 4173	Türkçe	03 9046 4173
Italiano	03 9046 4173	Tiếng Việt	03 9046 4173

NEXT METER READING

Your next reading will be on approximately **27 May 2020**.

SEEN A BURST OR LEAK? WE'RE HERE 24/7

Pipes can burst or leak more in summer as the hot weather dries out the ground.

We are preparing for a warmer and drier summer so we have added more crews to deal with bursts and leaks.

- Check our map at faults.yvw.com.au for updates.
- To report a new fault, call us **24/7** on **13 2762**.

J48631

**Hey Melbourne,
Let's make every drop count.
Target 155 litres per person, per day.**

Target 155



MAKE EVERY DROP COUNT



Yarra Valley Water