

Statement and tax invoice

Watercare Services Limited

info@water.co.nz
www.watercare.co.nz

Private Bag 94010
Auckland 2241

Customer service line

Mon to Fri 7.30am to 6pm
09 442 2222

Fault enquiries (24 hours)

09 442 2222
faults@water.co.nz
Free text 3130 to report a fault

Account number:

5151773-01

Invoice date:

23 Apr 2020

GST number:

56-892-397

Due date:

14 May 2020

Total due:

\$ 57.12



David Hargreaves & Ad Law Trustees (No 4) Limited
112 Philpotts Road
Mairehau 8052

We've made
some changes to the
way we operate during
lockdown. See our
website for details.

Summary

Property location Account type

3 Merville Ave Te Atatu South
Domestic

Previous statement

Opening balance
Payments received
Balance still owing

\$ 51.58
\$ 51.58 cr
\$ 0.00

If you recently made a payment, it will appear on your next bill.

Current charges *Refer overleaf for details*

Water volumetric charges
Wastewater volumetric charges
Wastewater fixed charges
Balance of current charges

\$ 15.55
\$ 21.23
\$ 20.34
\$ 57.12

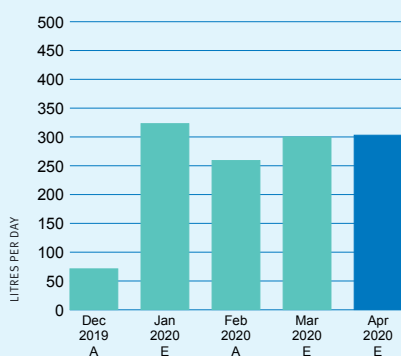
All current charges include 15% GST: \$ 7.45

Total amount due

\$ 57.12

Any balance unpaid after the due date may incur an administration fee of \$8.00 or 1% of the overdue balance, per month or part of a month, whichever is greater.

Billed usage history



Average daily usage in Apr **303 L**
A = Actual read E = Estimated read



WSLAC51517730110000005712

Account number: 5151773-01
Property location: 3 Merville Ave Te Atatu South
Invoice date: 23 Apr 2020
Due date: 14 May 2020

Payment slip

PAY NOW

Please detach and return this slip when making a payment

Total amount to pay

\$ 57.12

Total amount paid



WSLAC51517730110000005712

Details

Charge details

Volumetric charges		Unit rate	
Water	10.00 kL	\$1.555/kL	\$ 15.55
WasteWater	7.85 kL	\$2.704/kL	\$ 21.23

Fixed charges

Wastewater	33 days	\$225.000 pa	\$ 20.34
			\$ 57.12

Consumption details

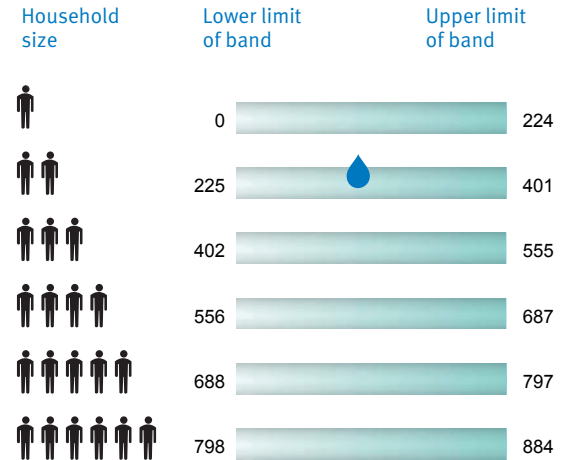
Meter no. W8644202 - Consumption period 33 days			
This reading	22-Apr-20	3206	Estimate
Last reading	20-Mar-20	3196	Estimate
Consumption		10.00kL	
Water		10.00kL	
Wastewater	@78.50%	7.85kL	

Usage comparison

Average daily consumption in litres per day*



The droplet shows you where your household falls



What else should I know?

Water and wastewater charges

Our website has information on water and wastewater charges as well as other charges, such as special meter-reading costs.

Water leaks

If your bill is higher than usual, you may have a water leak. Information about how to check for leaks is available on our website.

Water meter readings

The volume charges on your bill may be based on actual or estimated water meter readings. Estimated readings take into account your household's recent water consumption.

If the estimate differs from your actual consumption, your next bill will be adjusted automatically.

Customer contract

By receiving our water and wastewater services, you are deemed to have accepted our customer contract. A copy of the contract is available on our website.

E-billing

Sign up for e-billing to receive your bills quickly by email. You can register on our website. Search for 'Set up e-billing'. You can have bills, sent to multiple email addresses, including tenants.

Having difficulty paying?

Please contact us on 09 442 2222. Assistance is also available from the Water Utility Consumer Assistance Trust: www.waterassistance.org.nz

Disclaimer

This bill excepts errors and omissions and may be subject to final adjustment and corrections. For more information about any of the above charges or services, visit www.watercare.co.nz.

We aim to provide a high standard of service at all times. If you are not satisfied with our service, you can provide feedback at www.watercare.co.nz/contact. If we're unable to reach a fair outcome for your dispute, you can contact Utilities Disputes, an independent dispute resolution service, on 0800 22 33 40 or visit www.utilitiesdisputes.co.nz.

How can I pay?

Direct debit or credit card

With a recurring payment we'll take the amount owing from your nominated bank account, credit card or debit card on the due date.

Digital payments

We make it easy for you to pay using Account2Account, WeChat, Alipay, UnionPay and Apple Pay for enabled devices.

Other ways to pay

You can pay in person at any PostShop or BNZ branch.

Remember to quote your Watercare account number as the reference when making any payment. Please allow a minimum of two working days for the payment to appear on your account.

To find out more, visit www.watercare.co.nz and search 'pay a bill'.

Internet/phone banking

Log onto your bank's website or phone your bank each month to pay the amount owing before the due date. If your bank doesn't have Watercare set up as a pre-loaded payee, you will need these details:

Account name: Watercare Services Limited
Bank account number: 02-0192-0115055-02

Particulars: David Hargre

Code: 3 Merville A

Reference: 5151773-01