

## Statement and tax invoice

### Watercare Services Limited

[www.watercare.co.nz](http://www.watercare.co.nz)

Private Bag 94010  
Auckland 2241

#### Customer service line

Mon to Fri 7.30am to 6pm  
09 442 2222

[www.watercare.co.nz/email-us](http://www.watercare.co.nz/email-us)

#### Fault enquiries (24 hours)

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

**Account number:**

0011050-07

**Invoice date:**

27 Nov 2020

**GST number:**

56-892-397

**Due date:**

18 Dec 2020

**Total due:**

**\$ 138.99**



James Nathan & Mon Tse  
C/- Quinovic - Greenlane  
PO Box 26610  
Epsom  
Auckland 1344

Learn how to  
create a water-efficient  
garden in our latest  
*Tapped In* newsletter.

### Summary

**Property location**  
**Account type**

34 Lillington Rd Remuera  
Domestic

#### Previous statement

Opening balance  
Payments received  
Balance still owing

\$ 151.58  
\$ 151.58 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

\$ 51.01  
\$ 69.63  
\$ 18.35  
**\$ 138.99**

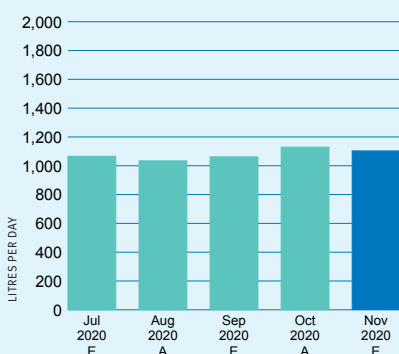
*All current charges include 15% GST: \$ 18.13*

#### Total amount due

**\$ 138.99**

*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 Nov **1103 L**  
A = Actual read E = Estimated read



WSLAC00110500770000013899

**Account number:** 0011050-07  
**Property location:** 34 Lillington Rd Remuera  
**Invoice date:** 27 Nov 2020  
**Due date:** 18 Dec 2020

## Payment slip

**PAY NOW**

Please detach and return this slip when making a payment

Total amount to pay

**\$ 138.99**

Total amount paid



WSLAC00110500770000013899

1100 110 500 77

1100000 13899

11890

## Details

### Charge details

Volumetric charges		Unit rate	
Water	32.00 kL	\$1.594/kL	\$ 51.01
WasteWater	25.12 kL	\$2.772/kL	\$ 69.63

### Fixed charges

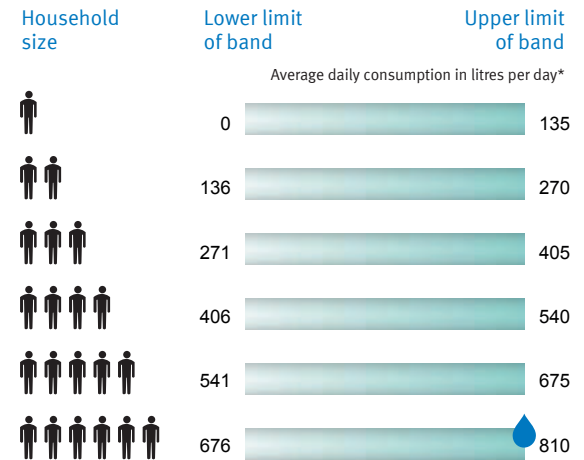
Wastewater	29 days	\$231.000 pa	\$ 18.35
			\$ 138.99

### Consumption details

<b>Meter no. A94M201222</b> - Consumption period 29 days			
This reading	27-Nov-20	5700	Estimate
Last reading	29-Oct-20	5668	Actual
Consumption		32.00kL	
Water		32.00kL	
Wastewater	@78.50%	25.12kL	

## Usage comparison

**Auckland is recovering from a severe drought.**  
**Every drop of water you save makes a difference.**  
The droplet below shows your household usage:



\* These brackets are reflective of where your usage should sit. If your usage puts you into a household bracket with more people than are currently residing in your home, then your usage is more than average. Outdoor usage, for example an irrigation system, will influence your consumption towards the upper end of the band.

## 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.

We aim to provide a high standard of service at all times. If you are unsatisfied with our service, you can provide feedback to [complaints@water.co.nz](mailto:complaints@water.co.nz). If we are unable to reach a fair outcome for your dispute you can contact the Disputes Tribunal, an independent dispute resolution service, on [www.disputestribunal.govt.nz](http://www.disputestribunal.govt.nz).

### 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](http://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](http://www.watercare.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](http://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:** James Nathan

**Code:** 34 Lillingto

**Reference:** 0011050-07