

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:

2080443-01

Invoice date:

13 Dec 2019

GST number:

56-892-397

Due date:

03 Jan 2020

Total due:

\$ 220.16



Body Corporate 178333
C/- Body Corporate 490865
PO Box 47-028
Auckland 1144

Don't let a blocked
drain spoil your holiday.

See the enclosed
insert for details.

Summary

Property location 2 Hayden St Freemans Bay
Account type Domestic

Previous statement

| | |
|---------------------|----------------|
| Opening balance | \$ 1,165.91 |
| Payments received | \$ 1,165.91 cr |
| Balance still owing | \$ 0.00 |

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

Current charges

| | |
|-------------------------------|------------------|
| Water volumetric charges | \$ 85.52 |
| Wastewater volumetric charges | \$ 116.76 |
| Wastewater fixed charges | \$ 17.88 |
| Balance of current charges | \$ 220.16 |

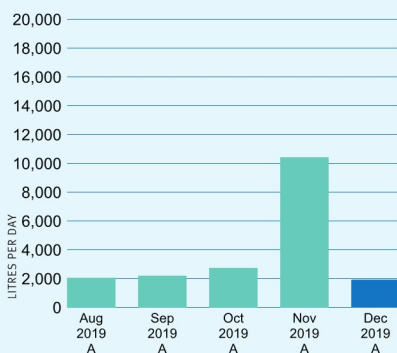
All current charges include 15% GST: \$ 28.72

Total amount due

\$ 220.16

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 Dec **1896 L**
A = Actual read E = Estimated read



WSLAC20804430160000022016

Account number: 2080443-01
Property location: 2 Hayden St Freemans Bay
Invoice date: 13 Dec 2019
Due date: 03 Jan 2020

Payment slip

Please detach and return this slip when making a payment

This account will be paid by direct debit on **03 Jan 2020**

For the amount of

\$ 220.16



WSLAC20804430160000022016

2080443016

0000022016

890

Details

Charge details

| Volumetric charges | | Unit rate | |
|--------------------|----------|------------|-----------|
| Water | 55.00 kL | \$1.555/kL | \$ 85.52 |
| Wastewater | 43.18 kL | \$2.704/kL | \$ 116.76 |

Fixed charges

| | | | |
|------------|---------|--------------|-----------|
| Wastewater | 29 days | \$225.000 pa | \$ 17.88 |
| | | | \$ 220.16 |

Consumption details


Meter no. A96A157340 - Consumption period 29 days

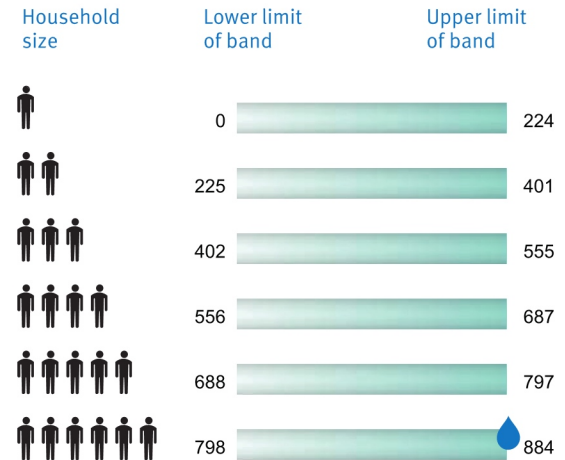
| | | | |
|--------------|-----------|-------|--------|
| This reading | 12-Dec-19 | 19890 | Actual |
| Last reading | 13-Nov-19 | 19835 | Actual |

| | | | |
|-------------|---------|---------|--|
| Consumption | 55.00kL | | |
| Water | 55.00kL | | |
| Wastewater | @78.50% | 43.18kL | |

Usage comparison

Average daily consumption in litres per day*

 The droplet shows you where your household falls



* these figures are based on average usage according to the 2008 BRANZ Water Use in Auckland Households Study and are indicative only. If your usage puts you into a household bracket with more people than are currently residing in your household 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. If you repair leaks promptly you may be eligible for a leak allowance. 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 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.

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 on our website. 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.

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: Body Corpora

Code: 2 Hayden St

Reference: 2080443-01