



## Statement and tax invoice

### Watercare Services Limited

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

Private Bag 94010  
Auckland 2241

### Customer Service

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

### Urgent Faults 24/7

09 442 2222 (option 1)  
Non-urgent -  
[www.watercare.co.nz](http://www.watercare.co.nz)

### Account number:

5356154-01

### Invoice date:

17 Apr 2023

### GST number:

56-892-397

### Due date:

**08 May 2023**

### Total due:

**\$ 35.39**



Stig Ove Hyllendahl  
2/17 Colum Place  
Bucklands Beach  
Auckland 2014

Learn more about  
our storm response  
in our latest *Tapped In*  
newsletter.

## Summary

### Property location Account type

2/17 Colum PI Bucklands Beach  
Domestic

### Previous statement

Opening balance  
Payments received  
Balance still owing

\$ 28.88  
\$ 28.88 cr  
**\$ 0.00**

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

### Current charges *Refer overleaf for details*

Water consumption  
Wastewater consumption  
Wastewater fixed  
Balance of current charges

\$ 5.48  
\$ 7.49  
\$ 22.42  
**\$ 35.39**

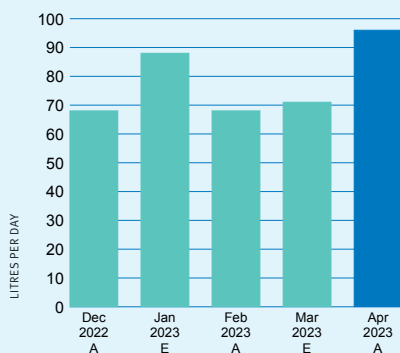
*All current charges include 15% GST: \$ 4.62*

### Total amount due

**\$ 35.39**

*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 **96 L**  
A = Actual read E = Estimated read



WSLAC53561540120000003539



**Account number:** 5356154-01

**Property location:** 2/17 Colum PI Bucklands Beach

**Invoice date:** 17 Apr 2023

**Due date:** **08 May 2023**

## Payment slip

Please detach and return this slip when making a payment

This account will be paid by direct debit on

**08 May 2023**

For the amount of

**\$ 35.39**



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0000003539

1890

## Details

### Charge details

Consumption charges		Unit rate	
Water	3.00 kL	\$1.825/kL	\$ 5.48
Wastewater	2.36 kL	\$3.174/kL	\$ 7.49

### Fixed charges

Wastewater	31 days	\$264.005 pa	\$ 22.42
			\$ 35.39

### Consumption details


**Meter no. M04A058187** - Consumption period 31 days

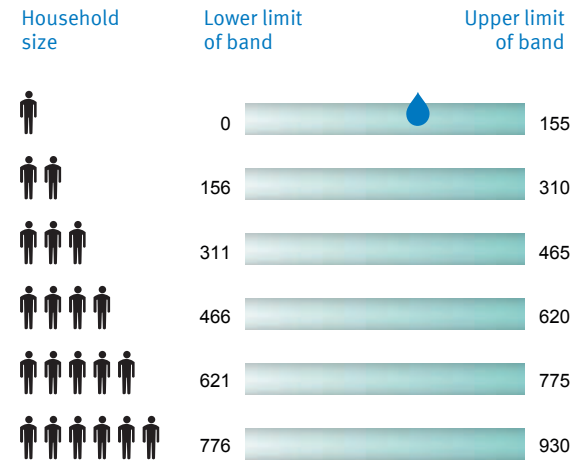
This reading	14-Apr-23	906	Actual
Last reading	14-Mar-23	903	Estimate

Consumption	3.00kL
Water	3.00kL
Wastewater	@78.50% 2.36kL

## Usage Target

Average daily consumption in litres per day\*

 The droplet shows you where your household falls



\* These usage bands are based on the amount of water that households need to use to reach Auckland's water efficiency targets 2021-2025. For more information about our targets and to access water saving resources please visit [waterefficiencyplan.watercare.co.nz](http://waterefficiencyplan.watercare.co.nz).

## 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:** Stig Ove Hyl

**Code:** 2/17 Colum P

**Reference:** 5356154-01