This is the property that the bill relates to.

- This is the industry type that the water is used for.
- Each water source measured by a meter has its own unique industry code.

Watercare
An Auckland Council Organisation

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

Joe Bloggs
1 Example Street
Auckland

Account number:	XXXXXX-XX
Invoice date:	19 Apr 20XX
GST number:	56-892-397
Due date:	10 May 20XX
Total due:	$ XXX.XX

This box tells you:

- Your Watercare account number, which is unique to this property and the account holder
- The date the invoice was generated
- The Watercare GST number
- The date your bill is due
- The amount owing on your account

Non-domestic

Learn about our wastewater network and the work we're doing to support Auckland's growth in the enclosed newsletter, *Tapped In*.

Summary

Property location	2 Example Road Auckland
Industry type	Commercial

Previous statement	
Opening balance	$ XXX.XX
Payments received	$ XXX.XX cr
Balance still owing	$ 0.00
If you recently made a payment, it will appear on your next bill.	
Current charges *Refer overleaf for details*	
Water volumetric charges	$ XXX.XX
Wastewater volumetric charges	$ X.XX
Wastewater fixed charges	$ X.XX
Balance of current charges	$ XXX.XX
All current charges include 15% GST: $ XX.XX	
Total amount due	$ XXX.XX

Any balance unpaid after the due date may incur an administration fee of $7.50 or 1% of the overdue balance, per month or part of a month, whichever is greater.

This is the amount that is still left to pay on your account from the last bill.

These are the charges that have been added to your account this month. See the back of the bill for a breakdown of these charges.

This is the total amount owing on your account. It includes any credits or charges previously owing and charges for this month.

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Watercare
An Auckland Council Organisation

Payment slip

PAY NOW

Please detach and return this slip when making a payment

Total amount to pay	$ XXX.XX
Total amount paid	

Account number: XXXXXX-XX
Property location: 2 Example Road Auckland
Invoice date: 19 Apr 20XX
Due date: 10 May 20XX

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Our volumetric rates are charged per kilolitre (kL). One kL is equal to 1000 litres.

The non-domestic wastewater pricing plan applied to the water meter. There are four pricing plans and each has both a fixed and a volumetric charge.

Metered properties have a fixed wastewater charge per meter, in addition to the volumetric charge.

- Fixed charges are your contribution to the maintenance of the wastewater network.
- Fixed wastewater charges are fixed between 1 July and 30 June each year.
- Each month you will get an apportioned amount based on the number of days in your billing period.
- Fixed charges where there is no meter, include a fixed charge portion and an assumed volumetric portion.

Details

Charge details

	Consumption	Unit rate	Sub-total	Totals
Water				
Volumetric	XXX.XXkL	$X.XXX/kL		$XXX.XX
Wastewater				
Volumetric XXXXXXXXXX - low	XXkL	$X.XX/kL		$XX.XX
Fixed				
XXXXXXXXXX - low	XX days	$XXXpa		$X.XX

Consumption details

Meter no. X17A123456 - low user plan

This meter reading	31-Mar-XX	XXXX	Estimate
Last meter reading	28-Feb-XX	XXXX	Actual
Water consumption for 31 days		XXX.XXkL	
Wastewater @ XX% of your water consumption		XXkL	

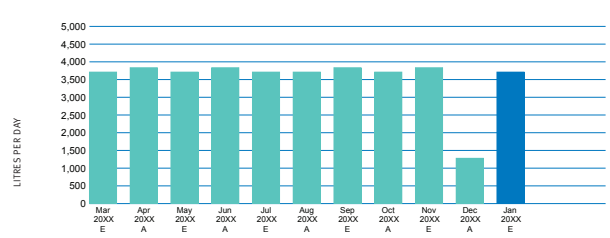
The volumetric charge pays for the collection and treatment of your wastewater discharge.

Your volumetric charges are calculated from an actual reading or from an estimate based on past usage. If the estimate is different from your actual usage, your next bill will be adjusted automatically.

Your wastewater volume is calculated as a percentage of the water that flows through your water supply meter. This is directly linked to your industry code.

Billed consumption history

Average daily usage in Mar **XXXX L**
A = Actual read E = Estimated read



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.

Note: Irrigation meters do not incur a wastewater charge.

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.

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.

Leases (change of ownership)
When a property changes hands, we create a new account. This applies whether there is a new or existing lessee; we do not carry over any information about the previous owner/lessee, billing or payment options.

If you don't advise us of changes, we always revert the account back to the owner.

Fixed rates
Annual fixed rates are based on a 365-day year.

E-billing
Sign up for e-billing to receive your bills quickly by email. You can have bills, sent to multiple email addresses, including tenants.

Disclaimer
This bill excepts errors and omissions and may be subject to final adjustment and corrections.

How can I pay?

To find out more about our payment options, visit www.watercare.co.nz and search for 'ways to pay'. Remember to quote your Watercare account number as the reference when making any payment, as we automatically receipt against the account number quoted. Please allow a minimum of two working days for the payment to appear on your account.

Pushpay app
Use your mobile to pay the amount owing any time, on or before the due date, and manage recurring payments. Payments are taken from your bank account or credit card.

Direct debit
We'll take the amount owing from your bank account on the due date.

Credit card
With a recurring credit card payment we'll take the amount owing from your credit card account on the due date. You can also make a one-off credit card payment on our website or by phoning us.

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

Bank account name: Watercare Services Limited
Bank: BNZ
Bank account number: 02-0192-0115055-02
Your reference/Watercare account number: XXXXXX-XX

Automatic payment
Pay a fixed amount each week, fortnight or month. If there is still an amount owing when you receive your bill, you can adjust your next payment to cover the shortfall by the due date.

Other ways to pay
Make a cheque out to 'Watercare Services Limited' and post it to us with your payment slip in the reusable envelope sent with this bill; or pay in person at any PostShop or BNZ branch. Please allow a minimum of five working days for payments made by cheque to appear on your account.