



**cradle  
mountain**  
WATER

## Important information for our customers

Cradle Mountain Water wishes to advise our customers that we will begin issuing our new water and sewerage accounts from mid August. Below is some information that will assist in explaining your account:

**For the next 12 months your water and sewerage charges will be calculated in the same way as in the past. For metered properties there will be fixed and volumetric charges and for unmetered it will be based on the 2008/2009 property valuation (AAV).**

### Metered Properties

- Tariffs will be based on two-parts – a fixed charge and a consumption tariff based on your water use.
- The account for water consumption will be issued separately on a six-monthly basis.

### Unmetered Properties

- Customers who pay the entire amount of their account will not receive any further accounts for the year.

## How to read your account:

**Mr & Mrs Jones**  
123 Citizen Street  
DEVONPORT TAS 7310

Tasmanian Water and Sewerage Corporation  
(North-Western Region) Pty Limited  
ABN 90 133 655 008  
enquiries / emergencies:  
13MYWATER / 13 6992

account date 15 August 2009  
account no 10524

account summary  
property id 7632541  
address 123 Citizen Street  
DEVONPORT TAS 7310

Water Services Charge	\$290.50
Sewerage Removal Service Charge	\$360.35
<b>Total Amount</b>	<b>\$650.85</b>

1st Instalment due 15 September 2009  
2nd Instalment due 30 November 2009  
3rd Instalment due 31 January 2010  
4th Instalment due 30 April 2010

payment slip (see overpage for payment options)

Tasmanian Water and Sewerage Corporation  
(North-Western Region) Pty Limited  
ABN 90 133 655 008

cradle mountain WATER

account no 10524  
amount due \$162.71  
date due 15 September 2009

amount paid \$  
date paid

POST billpay  
Service Tasmania - 1234  
See overpage for payment options.

Callouts:  
- Name and address of property owner: Mr & Mrs Jones, 123 Citizen Street, DEVONPORT TAS 7310.  
- The property's identification number: 7632541.  
- If you choose to pay over four instalments, these lines show the amounts and the dates by which the accounts are due to be paid.  
- This area summarises the customer account number, the instalment amount due and the due date.  
- The date on which the account is issued and the customer account number: 15 August 2009, 10524.  
- This is the address of the property for which water and/or sewerage charges apply: 123 Citizen Street, DEVONPORT TAS 7310.  
- This describes the services for which you are being charged, and the amount shows how much is owed.  
- Use this payment slip if paying in person or by mail.  
- This bar code will be used by Service Tasmania or Australia Post if you choose them to pay your account.  
- Fill this in for your records if you pay online or over the phone.

## Payment Methods

- Customers will be able to pay their account via direct debit, online, credit card, cheque, or in person at the Post Office, Service Tasmania or our Customer Service Centres. Full details will be provided on your account.
- **Please note – you will no longer be able to pay your water and sewerage account at your local council.**
- If you anticipate that you may have difficulty paying your account please contact us immediately to discuss payment options based on our Hardship Policy.

## Enquiries

For account enquiries or to set up a payment arrangement, please contact us on **13MYWATER (13 6992)** and our Customer Service Officers will be able to assist you.