

September 2009

### Introducing your water and sewerage account

Please find enclosed your first water account from Ben Lomond Water. We have prepared this information to help you understand the account and how to contact us for more information.

Since 1 July 2009, we have been responsible for your water and sewerage services under new laws introduced by the State Government. Ben Lomond Water is owned by the councils of the Northern Region of Tasmania.

Overpage is an example of what your account looks like, and where to find information.

This year, the information about your services will be very simple. In future years, we expect to show more detail, for example, your water usage compared to previous years.

**Calculating your account.** Your account for this year is calculated in the same way as it has been calculated in the past. For some properties, accounts are calculated based on your property value. For others, it is based on a fixed charge and you will receive separate accounts for your variable (what you use) charges (if applicable).

As water and sewerage are essential services, you will not be charged a Goods & Services Tax (GST).

**Changes to your price.** As advised by the State Government's Economic Regulator, we are required to increase the cost in the Northern Midlands Council area by 10% for water and 10% for sewerage.

**State Government Funded Concessions.** If you were eligible to receive a Pensioner Rates Remission from your local Council at 30 June 2009 a concession of \$130, or \$65 for water and \$65 for sewerage, should appear on your account. If no concession is shown and you believe you are eligible, please phone 13MYWATER (13 6992).

**Payment options.** You may choose to pay the whole amount within 30 days of the account date. Alternatively you can pay in four instalments; the due dates are shown on your account. If you wish to pay by direct debit from your bank account or some other method, please see the back of your account or phone 13MYWATER (13 6992) for more information.

For at least this year, the water account is being mailed to the property owner, who is responsible for ensuring the account is paid.

If you have any questions, please phone **Ben Lomond Water** during business hours on 13MYWATER (13 6992).

Yours sincerely,



Barry Cash, Chief Executive Officer

### Who-to-Call – a Handy Checklist

For more information about... Please call:

Water account enquiries, including information about payment options, concessions and difficulties paying	Ben Lomond Water on <b>13MYWATER</b> or <b>13 6992</b>
Building applications, if a Certificate for Certifiable Work is needed	
Plumbing applications, if a Certificate for Certifiable Work is needed	
Dirty water	
Problems with water meter or stop tap	
Problems with the water corporation's water or sewerage mains (pipes)	
After hours emergencies	
Stormwater	Your local council
Toilet blockages	Your plumber

how to read your account



Tasmanian Water and Sewerage Corporation  
(Northern Region) Pty Limited  
ABN 13 133 655 062  
enquiries / emergencies:  
13MYWATER / 13 6992

account date 15-Sep-2009  
account no 10524

The date on which the account is issued and the customer account number

Name and address of property owner

Mr & Mrs J Citizen  
456 Main Road  
LAUNCESTON TAS 7250

This is the address of the property for which water and/or sewerage charges apply

account summary Service Charges 1-Jul-2009 to 30-Jun-2010  
property id 7632541 address 456 Main Road LAUNCESTON TAS 7250

The property's identification number



Description  
Water Service Charge  
Sewerage Removal Service Charge

This describes the services for which you are being charged, and the amount shows how much is owed

\$330.50  
\$420.35  
**Total Amount Due \$750.75**

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

1st Instalment due 15-Oct-2009  
2nd Instalment due 15-Dec-2009  
3rd Instalment due 15-Feb-2010  
4th Instalment due 15-Apr-2010

\$187.68  
\$187.69  
\$187.69  
\$187.69

Use this payment slip if paying in person

payment slip (see overpage for payment options)

Tasmanian Water and Sewerage Corporation  
(Northern Region) Pty Limited  
ABN 13 133 655 062



This area summarises the customer account number, the minimum amount due and the due date

account no 10524  
amount due \$187.68  
date due 15-Oct-2009



See overpage for payment options.

amount paid \$  
date paid

Fill this in for your records if you pay in person or over the phone

This bar code will be used by Service Tasmania or Australia Post if you choose them to pay your account