



WATER AND SEWERAGE YOUR BILL

1300 086 489
Emergencies and faults 24 Hours, 7 days
Account enquiries 7am-6pm Mon-Fri

unitywater.com
ABN 89 791 717 472

001382 000

Account number [REDACTED]

Payment reference 0997 1557 59

Property Kalua, Unit 26/5-13 Parker St,
MAROOCHYDORE, QLD

Bill number 7119446077

Billing period 28 Jun 2019
82 days to 17 Sep 2019

Issue date 24 Sep 2019

**Approximate date
of next meter reading** 19 Dec 2019

Your account activity

Your last bill	Payments/ adjustments	Balance	New charges
\$299.85	\$299.85	\$0.00	\$282.27

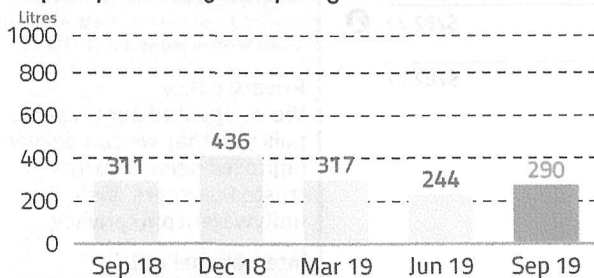
Direct debit is set up to pay the
total due on the due date

Total due **\$282.27**

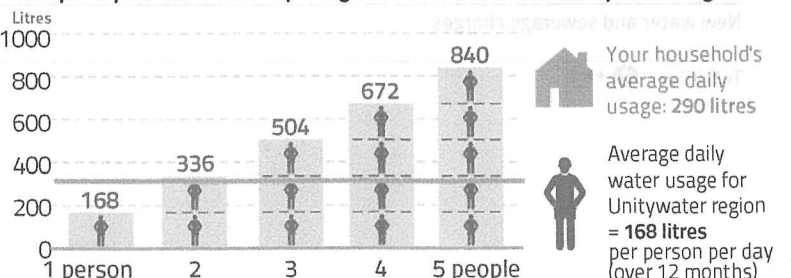
Due date **25 Oct 2019**

8% interest per annum, compounding daily, will apply to any amount not paid by the due date

Compare your average daily usage over time



Compare your current daily usage with others in the Unitywater region



GET TO KNOW THE INS AND OUTS OF YOUR BILL

See inside for the full picture about 2019-20 water and sewerage prices and what these charges pay for.

Easy ways to pay For other payment options - see over



BPAY®
Bill Code: 130393
Ref: 0997 1557 59
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to pay from your cheque, savings, debit,
credit card or transaction account.
Find out more at bpay.com.au
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SmoothPay

Smooth out your bill payments across
the year with regular fortnightly or
monthly payments, interest free.
Find out more at
unitywater.com/smoothpay

Your account details



1300 086 489

Account enquiries

7am-6pm Mon-Fri

Water meter details 1 kilolitre (kL) = 1000 litres (L)

Meter ID	Previous read date	Previous reading (kL)	Current read date	Current reading (kL)	Usage (kL)	Property share %	Total usage (kL)	No. of days	Average daily usage (L)
UE170041HDC	27 Jun 19	2157	17 Sep 19	2219	62	3.36	2.1	82	25.6
UE170056WC	27 Jun 19	4843	17 Sep 19	5489	646	3.36	21.7	82	264.6
Total water usage					708		23.8	82	290.2
Total sewerage usage (waste and greywater) = 90% of water usage							21.42	82	261.2

Activity since last bill

Last bill	\$299.85
Payments / adjustments	
31 Jul 2019 Direct Debit Bank Variable	-\$299.85
Account balance	\$0.00 ①

Water and Sewerage Charges

Lot 26 Plan BUP4679 Installation ID 544010

State Bulk Water Price	Period	kL/day	x Days	x Price/kL	
State Govt Bulk Water	28 Jun 19 to 30 Jun 19	0.2902	3	\$2.785	\$2.42
State Govt Bulk Water	01 Jul 19 to 17 Sep 19	0.2902	79	\$2.953	\$67.71

This is how much Unitywater pays to purchase water from the State Government, and is passed on to customers at cost.

Unitywater (local government distributor-retailer price)

Variable Usage Charges	Period	kL/day	x Days	x Price/kL	
Water up to 822 L/day	28 Jun 19 to 30 Jun 19	0.2902	3	\$0.667	\$0.58
Water up to 822 L/day	01 Jul 19 to 17 Sep 19	0.2902	79	\$0.667	\$15.29
Sewerage up to 740 L/day	28 Jun 19 to 30 Jun 19	0.2612	3	\$0.667	\$0.52
Sewerage up to 740 L/day	01 Jul 19 to 17 Sep 19	0.2612	79	\$0.667	\$13.76
Fixed Access Charges	Period	x No.	x Days	x Price/day	
Water Access 20mm	28 Jun 19 to 30 Jun 19	1	3	\$0.703	\$2.11
Water Access 20mm	01 Jul 19 to 17 Sep 19	1	79	\$0.718	\$56.72
Sewerage Access	28 Jun 19 to 30 Jun 19	1	3	\$1.499	\$4.50
Sewerage Access	01 Jul 19 to 17 Sep 19	1	79	\$1.502	\$118.66

Water subtotal \$144.83
Sewerage subtotal \$137.44

New water and sewerage charges \$282.27 ②

Total Due = ① + ② \$282.27

Important information

Payment assistance

If you are having difficulty paying, please call Unitywater as soon as you receive your bill and before its due date to discuss how we can help.

Changing contact details

Login to My Account at unitywater.com for quick, easy changes online 24/7 or call us during business hours.

Pensioners

If you own and live at your property and have an eligible concession card, you may apply for a pensioner rebate. Please call Unitywater or fill out our easy online form at unitywater.com/pensioner

Credit card payments

Only MasterCard and Visa are accepted. A credit card surcharge may apply to your payment. Learn more at unitywater.com/creditcard

Interest on overdue amounts

Interest of 8% per annum, compounding daily, will apply to any amount not paid by the due date.

Interpreter service 13 14 50

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التصل على الرقم 13 14 50 عندما تكون بحاجة إلى مترجم فوري.
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Cuando necesite un intérprete llame al 13 14 50

Privacy policy

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International calls

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unitywater.com

PO Box 953
Caboolture QLD 4510
1300 086 489



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More payment options



Credit card by phone or online

To make a one-off credit card (Visa or MasterCard only) payment call 1300 047 763 or go to unitywater.com. A credit card surcharge may apply.

Ref: 0997 1557 59 Maximum \$10,000



Cheques by mail

Send this portion with your cheque payable to: Unitywater, Locked Bag 2, Maroochydore BC QLD 4558



In person, by phone or online

Billpay Code: 4028

Ref: 0997 1557 59

Pay in person at any post office, call 13 18 16, or go to postbillpay.com.au



*4028 0997155759 00028227

Account number

Payment reference 0997 1557 59

Total due \$282.27

Due date 25 Oct 2019



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ABN 89 791 717 472



Account number [REDACTED]
Payment reference 0997 1557 59
Property Kalua, Unit 26/5-13 Parker St,
MAROOCHYDORE, QLD

Bill number 7119774342
Billing period 18 Sep 2019
87 days to 13 Dec 2019
Issue date 23 Dec 2019
**Approximate date
of next meter reading** 18 Mar 2020

Your account activity

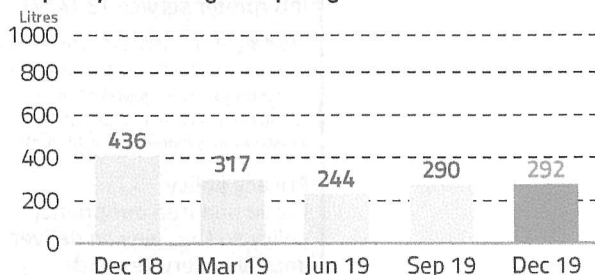
Your last bill	Payments/ adjustments	Balance	New charges
\$282.27	-\$282.27	=\$0.00	+\$300.34

Direct debit is set up to pay the
total due on the due date

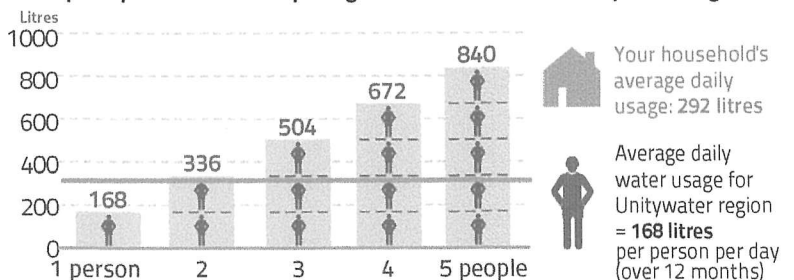
Total due **\$300.34**
Due date **28 Jan 2020**

8% interest per annum, compounding daily, will apply to any amount not paid by the due date

Compare your average daily usage over time



Compare your current daily usage with others in the Unitywater region



Count the Ways
LET'S SAVE WATER
TOGETHER



Our dam levels are dropping.
Let's count on each other to make
positive changes, like **cutting**
your shower time to 4 minutes.

For personalised tips tailored to your home, visit
unitywater.com/savewater

Easy ways to pay For other payment options - see over



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Your account details



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Account enquiries

7am-6pm Mon-Fri

Water meter details

1 kilolitre (kL) = 1000 litres (L)

Meter ID	Previous read date	Previous reading (kL)	Current read date	Current reading (kL)	Usage (kL)	Property share %	Total usage (kL)	No. of days	Average daily usage (L)
UE170041HDC	17 Sep 19	2219	13 Dec 19	2311	92	3.36	3.1	87	35.6
UE170056WC	17 Sep 19	5489	13 Dec 19	6153	664	3.36	22.3	87	256.3
Total water usage					756		25.4	87	292.0
Total sewerage usage (waste and greywater) = 90% of water usage							22.86	87	262.8

Activity since last bill

Last bill	\$282.27
Payments / adjustments	
25 Oct 2019 Direct Debit Bank Variable	-\$282.27
Account balance	\$0.00

Water and Sewerage Charges

Lot 26 Plan BUP4679 Installation ID 544010

State Bulk Water Price	Period	kL/day	x Days	x Price/kL	
State Govt Bulk Water	18 Sep 19 to 13 Dec 19	0.2920	87	\$2.953	\$75.01

This is how much Unitywater pays to purchase water from the State Government, and is passed on to customers at cost.

Unitywater (local government distributor-retailer price)

Variable Usage Charges	Period	kL/day	x Days	x Price/kL	
Water up to 822 L/day	18 Sep 19 to 13 Dec 19	0.2920	87	\$0.667	\$16.94
Sewerage up to 740 L/day	18 Sep 19 to 13 Dec 19	0.2628	87	\$0.667	\$15.25
Fixed Access Charges	Period	x No.	x Days	x Price/day	
Water Access 20mm	18 Sep 19 to 13 Dec 19	1	87	\$0.718	\$62.47
Sewerage Access	18 Sep 19 to 13 Dec 19	1	87	\$1.502	\$130.67
Water subtotal					\$154.42
Sewerage subtotal					\$145.92

New water and sewerage charges **\$300.34**

Total Due = ① + ② **\$300.34**

Important information

Payment assistance

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Changing contact details

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Pensioners

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Credit card payments

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Interest on overdue amounts

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Water efficiency

For water efficiency tips, visit unitywater.com/water-tips

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In person, by phone or online
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Ref: 0997 1557 59
Pay in person at any post office, call 13 18 16, or go to postbillpay.com.au



*4028 0997155759 00030034

Account number

Payment reference 0997 1557 59

Total due **\$300.34**

Due date **28 Jan 2020**



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001241 000



WATER AND SEWERAGE YOUR BILL

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ABN 89 791 717 472

Account number [REDACTED]
Payment reference 0997 1557 59
Property Kalua, Unit 26/5-13 Parker St,
MAROOCHYDORE, QLD

Bill number 7120105411
Billing period 14 Dec 2019
97 days to 19 Mar 2020
Issue date 25 Mar 2020
**Approximate date
of next meter reading** 18 Jun 2020

Your account activity

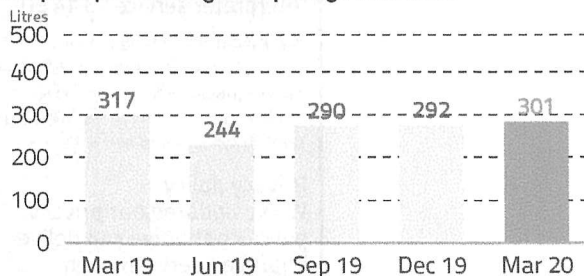
Your last bill	Payments/ adjustments	Balance	New charges
\$300.34	\$300.34	\$0.00	\$338.58

Direct debit is set up to pay the
total due on the due date

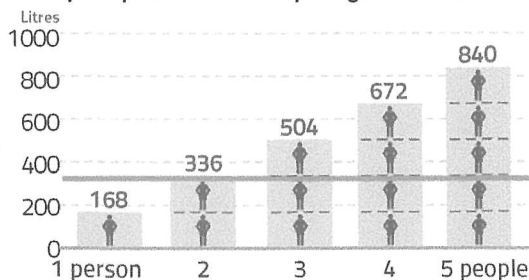
Total due **\$338.58**
Due date **27 Apr 2020**

8% interest per annum, compounding daily, will apply to any amount not paid by the due date

Compare your average daily usage over time



Compare your current daily usage with others in the Unitywater region



Your household's
average daily
usage: 301 litres

Average daily
water usage for
Unitywater region
= 168 litres
per person per day
(over 12 months)

Despite some rain, and with
South East Queensland's dry
season approaching, we still
need to use water wisely.

Keep your showers to under 4 minutes.



EVERYONE & EVERY DROP COUNTS

For water-saving tips, visit

unitywater.com/savewater

Easy ways to pay For other payment options - see over



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Bill Code: 130393
Ref: 0997 1557 59

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Find out more at
unitywater.com/smoothpay

Your account details



1300 086 489

Account enquiries

8am-5pm Mon-Fri

Water meter details

1 kilolitre (kL) = 1000 litres (L)

Meter ID	Previous read date	Previous reading (kL)	Current read date	Current reading (kL)	Usage (kL)	Property share %	Total usage (kL)	No. of days	Average daily usage (L)
UE170041HDC	13 Dec 19	2311	19 Mar 20	2409	98	3.36	3.3	97	34.0
UE170056WC	13 Dec 19	6153	19 Mar 20	6923	770	3.36	25.9	97	267.0
Total water usage					868		29.2	97	301.0
Total sewerage usage (waste and greywater) = 90% of water usage							26.28	97	270.9

Activity since last bill

Last bill		\$300.34
Payments / adjustments		
28 Jan 2020	Direct Debit Bank Variable	-\$300.34
Account balance		\$0.00 ①

Water and Sewerage Charges

Lot 26 Plan BUP4679 Installation ID 544010

State Bulk Water Price	Period	kL/day	x Days	x Price/kL	
State Govt Bulk Water	14 Dec 19 to 19 Mar 20	0.3010	97	\$2.953	\$86.23

This is how much Unitywater pays to purchase water from the State Government, and is passed on to customers at cost.

Unitywater (local government distributor-retailer price)

Variable Usage Charges	Period	kL/day	x Days	x Price/kL	
Water up to 822 L/day	14 Dec 19 to 19 Mar 20	0.3010	97	\$0.667	\$19.48
Sewerage up to 740 L/day	14 Dec 19 to 19 Mar 20	0.2709	97	\$0.667	\$17.53
Fixed Access Charges	Period	x No.	x Days	x Price/day	
Water Access 20mm	14 Dec 19 to 19 Mar 20	1	97	\$0.718	\$69.65
Sewerage Access	14 Dec 19 to 19 Mar 20	1	97	\$1.502	\$145.69
Water subtotal					\$175.36
Sewerage subtotal					\$163.22

New water and sewerage charges \$338.58 ②

Total Due = ① + ② \$338.58

Important information

Payment assistance

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Changing contact details

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Pensioners

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Credit card payments

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Interest on overdue amounts

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Water efficiency

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Interpreter service 13 14 50

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More payment options



Credit card by phone or online
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Ref: 0997 1557 59



Cheques by mail
Send this portion with your cheque payable to: Unitywater, Locked Bag 2, Maroochydore BC QLD 4558



In person, by phone or online
Billpay Code: 4028
Ref: 0997 1557 59
Pay in person at any post office, call 13 18 16, or go to postbillpay.com.au



*4028 0997155759 00033858

Account number [REDACTED]

Payment reference 0997 1557 59

Total due \$338.58

Due date 27 Apr 2020



Unitywater

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ABN 89 791 717 472

Account number [REDACTED]

Payment reference 0997 1557 59

Property Kalua, Unit 26/5-13 Parker St,
MAROOCHYDORE, QLD

Bill number 7120440940

Billing period 20 Mar 2020
92 days to 19 Jun 2020

Issue date 25 Jun 2020

**Approximate date
of next meter reading** 14 Sep 2020

Your account activity

Your last bill	Payments/ adjustments	Balance	New charges
\$338.58	\$338.58	\$0.00	\$297.51

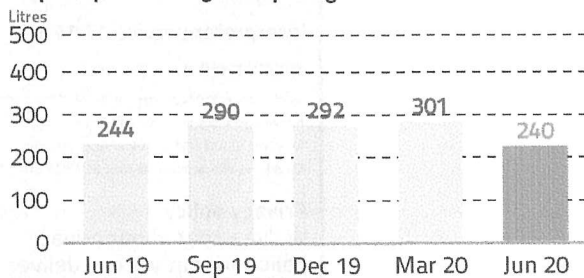
Direct debit is set up to pay the
total due on the due date

Total due **\$297.51**

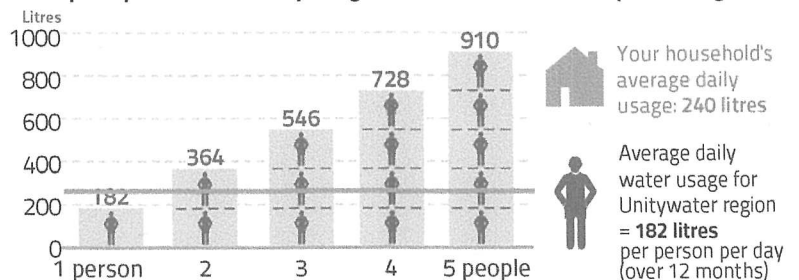
Due date **24 Aug 2020**

No interest charges will apply to overdue amounts on bills issued during the 6-month period starting 2 April 2020

Compare your average daily usage over time



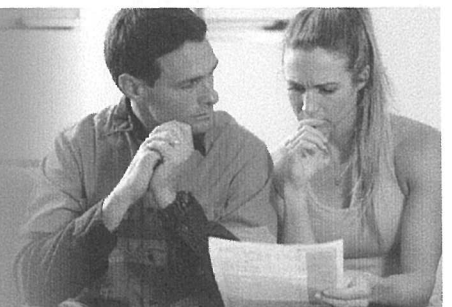
Compare your current daily usage with others in the Unitywater region



Extra time to pay and no interest

We're helping our customers by providing an extra 30 days to pay their bill and we won't charge interest on overdue amounts on bills issued for 6 months.* You don't have to do anything – it's automatically applied to this bill.

*Starts 2 April 2020. For more information, visit unitywater.com/customer-relief



Easy ways to pay

For other payment options - see over



BPAY*

Bill Code: 130393

Ref: 0997 1557 59

Contact your bank or financial institution to pay from your cheque, savings, debit, credit card or transaction account.

Find out more at bpay.com.au

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Direct Debit

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SmoothPay

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Account enquiries

8am-5pm Mon-Fri

Water meter details 1 kilolitre (kL) = 1000 litres (L)

Meter ID	Previous read date	Previous reading (kL)	Current read date	Current reading (kL)	Usage (kL)	Property share %	Total usage (kL)	No. of days	Average daily usage (L)
UE170041HDC	19 Mar 20	2409	19 Jun 20	2486	77	3.36	2.6	92	28.3
UE170056WC	19 Mar 20	6923	19 Jun 20	7502	579	3.36	19.5	92	212.0
Total water usage					656		22.1	92	240.2
Total sewerage usage (waste and greywater) = 90% of water usage							19.89	92	216.2

Activity since last bill

Last bill		\$338.58
Payments / adjustments		
27 Apr 2020	Direct Debit Bank Variable	-\$338.58
Account balance		\$0.00 ①

Water and Sewerage Charges

Lot 26 Plan BUP4679 Installation ID 544010

State Bulk Water Price	Period	kL/day	x Days	x Price/kL	
State Govt Bulk Water	20 Mar 20 to 19 Jun 20	0.2402	92	\$2.953	\$65.26

This is how much Unitywater pays to purchase water from the State Government, and is passed on to customers at cost.

Unitywater (local government distributor-retailer price)

Variable Usage Charges	Period	kL/day	x Days	x Price/kL	
Water up to 822 L/day	20 Mar 20 to 19 Jun 20	0.2402	92	\$0.667	\$14.74
Sewerage up to 740 L/day	20 Mar 20 to 19 Jun 20	0.2162	92	\$0.667	\$13.27
Fixed Access Charges	Period	x No.	x Days	x Price/day	
Water Access 20mm	20 Mar 20 to 19 Jun 20	1	92	\$0.718	\$66.06
Sewerage Access	20 Mar 20 to 19 Jun 20	1	92	\$1.502	\$138.18
Water subtotal					\$146.06
Sewerage subtotal					\$151.45

New water and sewerage charges \$297.51 ②

Total Due = ① + ② \$297.51

Important information

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Interest on overdue amounts

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Water efficiency

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More payment options



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In person, by phone or online

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Ref: 0997 1557 59

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*4028 0997155759 00029751

Account number

Payment reference 0997 1557 59

Total due \$297.51

Due date 24 Aug 2020