

HUAI ZHENG & YING SU
8 DAPPLE CRES
CLYDE NORTH VIC 3978

Account number: 36321462

Date due: 20 March 2024

Last bill	Payments received	=	Balance
\$277.65	– \$277.65cr		\$0.00

Current charges	Total due
+ \$311.25	\$311.25

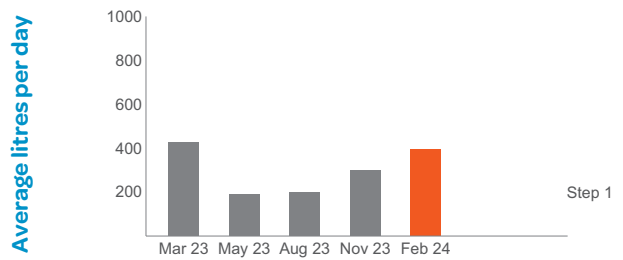
Your account breakdown

Issue date	01 March 2024
Property	8 Dapple Crescent CLYDE NORTH VIC 3978
Property reference	53D//13269/00014
Last bill	\$277.65
Payment received	\$277.65cr
Balance brought forward	\$0.00
Our charges (no GST)	\$260.54
Other authorities' charges (no GST)	\$50.75
Total due	\$311.25

Your snapshot

Average daily water use	394 litres
Average daily cost	\$2.86

Your water use



Previous bills

Number of people in a household	1 person	2 people	3 people	4 people	5 people
Average daily use (litres) per person	394	197	131	99	79
Meeting Target 150?	x	x	✓	✓	✓

Recycled water not included in calculation

Payment options



Direct debit

Set up payments at southeastwater.com.au/paymybill



BPAY® (Up to \$20,000)

Bill code: 24208 Ref: 1003 6321 4600 006



Credit card

Pay by Visa or MasterCard at southeastwater.com.au/paymybill or call 1300 659 658.



EFT (Electronic Funds Transfer)

BSB: 033-874 Account number: 36321462
Account name: South East Water Corporation



Postbillpay

BillpayCode: 0361 Ref: 1003 6321 4600 006
Call 131 816 Visit: postbillpay.com.au
Or visit an Australia Post store.



Centrelink

Use Centrelink to make regular deductions from your Centrelink payment.
Reference number: 555 050 397J

Property ref: 53D//13269/00014
8 DAPPLE CRESCENT
CLYDE NORTH VIC 3978



*361 100363214600006

PN53D

Total due: \$311.25

Account number: 36321462

Date paid:

Receipt number:

+00000036321462>

+009124+

<0000000000>

<0000031125>

+444+

Our charges

Meter reading details

Date read: 29/02/2024

Meter Number (Recycled meter)	current read	previous read	consumption (kl)	Estimate or Actual read
SAFN125537	649	612	37	A
RAFA016090	118	111	7	A

One kilolitre (kl) equals 1,000 litres.

Approximate date for next meter reading is 30 May 2024.

Water usage (water and sewage)

For period 27/11/23 to 29/02/24 (94 days)

Step 1 37 kl @ \$3.4928 per kl = **\$129.23**

Recycled water

7 kl @ \$2.2082 per kl = **\$15.46**

Total usage charges \$144.69

Steps are calculated on a daily average up to 440 litres

Service charges For period 01/01/24 to 31/03/24

Water service charge **\$21.48**

Sewerage service charge **\$94.37**

Total service charges \$115.85

Our charges \$260.54

Other authorities' charges

Parks **\$21.21**

Waterways and Drainage charge 01/01/24 to 31/03/24 **\$29.54**

Total other authorities \$50.75

Total current charges \$311.25

Our charges explained

Our charges cover the costs involved with delivering clean, safe water and safely removing and treating sewage for 1.77 million Melburnians. We've made changes to our charges as part of our 5-year commitment to you. For more details, see southeastwater.com.au/pricing2023

Other authorities' charges

Waterways and drainage charge

We collect this charge on behalf of Melbourne Water to help protect our rivers and creeks and improve drainage and flood management. For details, see melbournewater.com.au. The charge is for 01/01/24 to 31/03/24.

Parks charge (changed from annual to quarterly)

We collect this charge quarterly on behalf of the Department of Energy, Environment and Climate Action (DEECA). Funds raised go towards the management and maintenance of parks, gardens, trails, waterways, and zoos. For more details about this charge, see parks.vic.gov.au/about-us/parks-charge. The charge is for 01/01/24 to 31/03/24.

Additional information

Payment assistance

We have a range of payment solutions to help manage your bill. From payment plans to government assistance or more time to pay, find a solution to suit you at southeastwater.com.au/paymentsupport

Are you eligible for a bill discount?

If you hold a Centrelink Pensioner Concession or Health Care card or a Department of Veterans' Affairs Pensioner concession or Gold card (except those marked dependant) you could be eligible for a bill discount. Register your card at mysoutheastwater.com.au. Note: Commonwealth Seniors Health or Victorian Seniors cards are not eligible.

Our new customer charter

We have a new customer charter. This outlines your rights and responsibilities as a customer of South East Water. View the new charter at southeastwater.com.au/customer-charter. For a printed copy of the Charter, email support@sew.com.au and we will send out a copy.

Staying on top of bills can be hard

That's why we offer support for everyone.

See southeastwater.com.au/supportoptions



South East Water Corporation

ABN 89 066 902 547

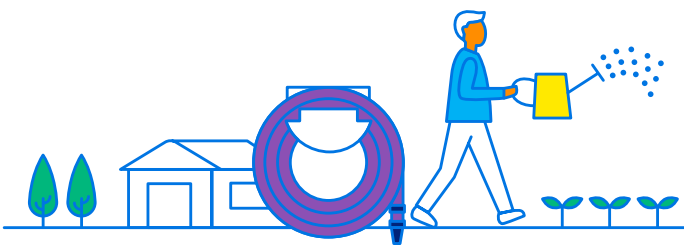
101 Wells Street Frankston VIC 3199

PO Box 2268 Seaford VIC 3198 Australia

It's time to do your recycled water check.



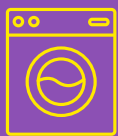
Your home is connected to recycled water and it needs to be checked annually. Here's how to complete the check and ways to use recycled water around the house.



The benefits of using recycled water:

- Saves money on your water bill.
- Saves water in your laundry, garden and toilets and helps protect our precious water supply. If your laundry isn't connected to recycled water, talk to your plumber about getting connected.
- It's safe, high quality and always in supply.
- Recycled water is exempt from Permanent Water Use Rules, so you can have a green garden all year round.

Recycled water is great for:



Washing clothes



Outdoor cleaning



Flushing toilets



Washing cars
(on the lawn only)



Watering
the garden



Your pet's water bowl
(except pigs)

Check your recycled water plumbing

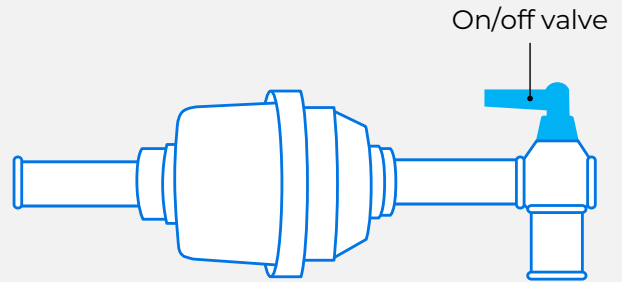
It's important to check your recycled water connection every year to make sure there's no cross connection with drinking water, especially if you've had plumbing, landscaping or renovation works.

How to check in four steps:

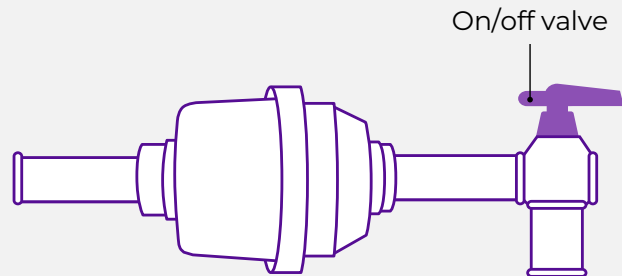
1. Turn off the valve on your drinking water meter. Leave the purple recycled water meter on.
2. Turn on all sink, bath and shower taps (hot and cold) one-by-one. All taps should run dry after a short time.
3. After the taps have run dry, flush all toilets. They should refill as normal.
4. Turn on all outdoor taps. All outdoor drinking water taps (if you have them) should run dry, while the purple recycled water taps should continue to run. If this doesn't happen it could mean there's a cross connection, which is where the two water supplies are connected to the wrong outlets.

If you think you might have a cross connection, please get in touch with us as soon as possible. Call our Recycled Water Officer on **03 9552 3219**.

Drinking water meter



Recycled water meter



How to get in touch

Report a leak or check water interruptions
mysupport.southeastwater.com.au/LIVE

Faults and emergencies 13 28 12 (24hrs)

Account enquiries 13 18 51 (8am – 6pm, Mon – Fri)

TTY users 13 36 77 (ask for 13 18 51)

Follow us on social for updates



southeastwater.com.au

Need an interpreter?

إذا كنت تحتاج لمترجم، اتصل بالرقم 03 9209 0130

如需口译服务，敬请拨打：03 9209 0130

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Εάν χρειάζεστε διερμηνέα, επικοινωνήστε με το 03 9209 0130

Jika Anda membutuhkan seorang juru bahasa, telepon 03 9209 0130

통역사가 필요하시면 03 9209 0130 으로 연락하세요

Если вам нужен переводчик, позвоните по номеру 03 9209 0130

Si necesita un intérprete, contacte: 03 9209 0130

Nếu cần thông dịch viên, hãy gọi số 03 9209 0130

