

Your account explained

A detailed explanation of your urban account



Contact LMW

Call Centre: 1800 808 830
(incl. 24 Hour Faults & Emergencies)



Follow LMW



lmw.vic.gov.au
E contactus@lmw.vic.gov.au

URBAN ACCOUNT
Date Of Issue 6/04/2022

MS DJ SMITH
1 SMITH AVENUE
MILDURA VIC 3500

Reference No: 123456

Amount Due: \$296.91

Due Date: 13-MAY-2022

Tariffs and Charges Notice
4th Quarter 2021/22
01/04/2022 - 30/06/2022

POST *850 700191234

Property Address: 1 SMITH AVENUE MILDURA VIC 3500 (Prop:123456) - Urban Account
Lot 123 LP 123 Sec 123 Vol 123 Fol 123

Charge	Balance
Water Service Tariff	51.84
Water by Measure Chg-Info on reverse	122.06
Sewerage Service Tariff	122.38
TOTAL OWING	\$296.28

Payments, Credits since last Notice \$227.57

Payment Slip - Methods of Payment
Online at lmw.vic.gov.au - Pay your Account

Direct Debit
Please contact your local office

Centrepay
Use Centrepay to arrange regular deductions from your Centrelink payment. Simply call our Call Centre: 1800 808 830

POST billpay Billpay Code: 0850
Ref: 7001 1234 5
Pay in person at any Post Office

IB PAY Biller Code: 78477
Ref: 7001 1234 5

Contact your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More info bpay.com.au

123456
1 SMITH AVENUE MILDURA VIC 3500 (Prop:123456) - Urban Account



*850 700191234 \$296.28

IB PAY Biller Code: 78477
Ref: 7001 1234 5
BPAY® - Make this payment via internet or phone banking.
BPAY View® - Receive, view and pay this bill using internet banking.
BPAY View Registration No: 7001 1234 5

Amount Due **\$296.28**

Payment Ref: 7001 1234 5

By Phone
Pay by phone: (03) 8672 0582 See reverse for In Person and By Mail options
Standard call charges apply.

Reference number

This is a unique property reference number.

If you own more than one property you will receive a separate account for each.

Due date

Full payment of this account is due on this date.

Please pay by the due date to avoid penalties.

Quarter

The quarter that the account is issued for and the period covered.

Charges

If you have any amounts outstanding from previous accounts, they will show as a total in this section.

Service tariffs are charged in advance. Water is charged after you have used it.

Amount due

The total amount of current and outstanding charges.

If you are unable to pay the full amount by the due date, please call our Customer Service Team on 1800 808 830 for assistance.

Property details

The charges on this account are for this address.

Charge summary

Here you will find a summary of related service tariffs and water by measure / metered usage charges. (Refer to page 2 for usage details)

Concessions and/or rebates deducted are shown in separate columns.

Notes

These notes are added to provide extra customer information.

Alternatively, this information may be printed on Page 2.

This also includes the total amount paid since the last account.

Methods of payment

There are multiple ways to pay your account.

Choose which is most convenient to you.

Your account explained

A detailed explanation of your urban account

Meter details

The water meter which is installed on your property has a unique number. Current Read is the number (black numbers only for Urban meters) on the water meter dial at the time LMW read the water meter. LMW encourages you to take your own meter reading to check your water usage at any time.

Period of usage

Shows the time period this account covers.

Account details and charge rates

For the full list of rates, refer to the Charges and Tariffs on lmw.vic.gov.au/urbancharges.

Payment assistance

Payment arrangements can be organised for customers having difficulty or for customers who would like to pay their bills in instalments.

Concession rebates

This section gives additional information in relation to applying for a Concession.

Quarterly water usage comparison

This section shows your water use for each quarter (where applicable).

Notes

This section shows the date of when the next account will be issued.

Interpreter and TTY services

This section outlines contact details for our interpreter service.

Update your details

Complete and return this section to update your mailing address.

Alternatively, go to www.lmw.vic.gov.au/updatesmydetails or call 1800 808 830 to update your mailing address, phone number or email address.

123456 - 1 SMITH AVENUE MILDURA VIC 3500 (Prop:123456) - Urban Account
Period of Usage: 01/12/2021 to 02/03/2022 (91 Days)

100kl @ \$0.4503 Step1 Rate + 94kl @ \$0.8195 Step2 Rate = \$122.06
Average Daily Consumption: 2.1319 kl

METER DETAILS - Meter/s read on 02-Mar-2022

Meter No.	Size (mm)	Current Read	Previous Read	Consumption	(Charged)
12345678	20	2267	2073	194	194

Compare your Water use.

Quarter	Consumption (kl)
Qtr 3 - 2021/2022	194
Qtr 2 - 2021/2022	188
Qtr 1 - 2021/2022	118
Qtr 4 - 2020/2021	172
Qtr 3 - 2020/2021	256

These services are GST-free. The next Quarterly Notice will be mailed Jul 2022 - due mid Aug

Account Information
In accordance with Section 274 (1) (b) of the Water Act 1989, this account has a due date period of 28 Days. The current amount is due and payable by the date shown on the front of this notice. Any arrears must be paid immediately regardless of the due date shown. The issuance of an Urban final notice will incur a fee. Interest charges will accrue against any Rural charges in arrears.

Payment Assistance
Lower Murray Water offers a variety of flexible payment options to assist you in managing payment of your accounts. In the event that you are experiencing financial hardship we have developed a 'Code of Practice' that outlines minimum standards of service we will provide to assist you. These options can be accessed by contacting your local office.

If payment is not made or a suitable payment plan agreed to then you may be subject to further recovery action which may include restriction of water supply, application of interest and/or referral to a third party debt collection agency.

Concession Rebates
Concession rebates are available for the following customers:
• Urban Residential
• Domestic and Stock within Irrigation Districts.
• Domestic and Stock Private Diverters.
The above Customers holding a Centrelink PCC/HCC Card or a Department of Veteran Affairs PCC/Gold Repatriation Health Card (TPI & War Widow only) may be eligible for a Pension Concession. Please contact your local office for further details.
Concession re-application is only required if the customers circumstances have altered since last account issued.
By claiming a concession, you will be authorising Lower Murray Water to confirm your eligibility with Centrelink or the Department of Veteran Affairs. This consent will be ongoing and can be revoked by contacting Lower Murray Water.

Water Quality - Irrigation and Rural Supply Districts
Water supplied for irrigation, rural supplies or domestic and stock purposes by Lower Murray Water is not fit for any use which may involve human consumption, directly or indirectly, without first being properly treated.

Utility Relief Grant Scheme
Customers who are unable to pay their bill because of a temporary financial crisis and fit the application criteria may qualify for a once off grant from the Department of Health and Human Services' Utility Relief Grant Scheme.

Energy and Water Ombudsman (Victoria)
Lower Murray Water is pleased to help you in any matter regarding our services by simply calling us at any of our offices. If we cannot resolve an issue you may choose to call the Energy and Water Ombudsman (Victoria) on FREECALL 1800 500 509 or at www.ewov.com.au.

TTY callers dial 133 677 and quote LMW phone number 03 5051 3400

Interpreter Service
For Interpreter Service please call the number below.
Per avvalervi di un interprete, telefonate al numero indicato in basso.
Tercümanlık servisi için aşağıdaki telefon numarasını arayınız.
Kung nangangailangan ng interpreter, tumawag lamang sa numerong nasa ibaba.
Fetu'utaki ki he fika telefoni 'i lalo ki he potungau fakatonulea.
Za usluge tumača molimo nazovite donji broj.
Για υπηρεσία διερμηνέων, παρακαλώ τηλεφωνηστε στον κατωτέρω αριθμό.
13 14 50

Payment Slip - Methods of Payment
Online at lmw.vic.gov.au - Pay your Account

In Person
Present this notice at any office listed. EFTPOS facilities are available. No cash is accepted at LMW offices.
Mildura (Head Office):
741-759 Fourteenth Street Mildura
Swan Hill (Area Office):
73 Beveridge Street Swan Hill
Kerang (Area Office):
55 Wellington Street Kerang

By Mail
Make remittances payable to:
Lower Murray Water
(cross cheques Not Negotiable)
Send to: PO Box 1438 Mildura Vic 3502
Do not include cash
In line with common business practice, a receipt will not be forwarded.

Have you recently changed your mailing address?
Update your address online at www.lmw.vic.gov.au or return the below slip to us.

Name: _____ Reference No: _____
New Address: _____
Email to: contactus@lmw.vic.gov.au or mail to PO Box 1438 Mildura Victoria 3502

Detach payment slip and forward with cheque or money order to your local office.