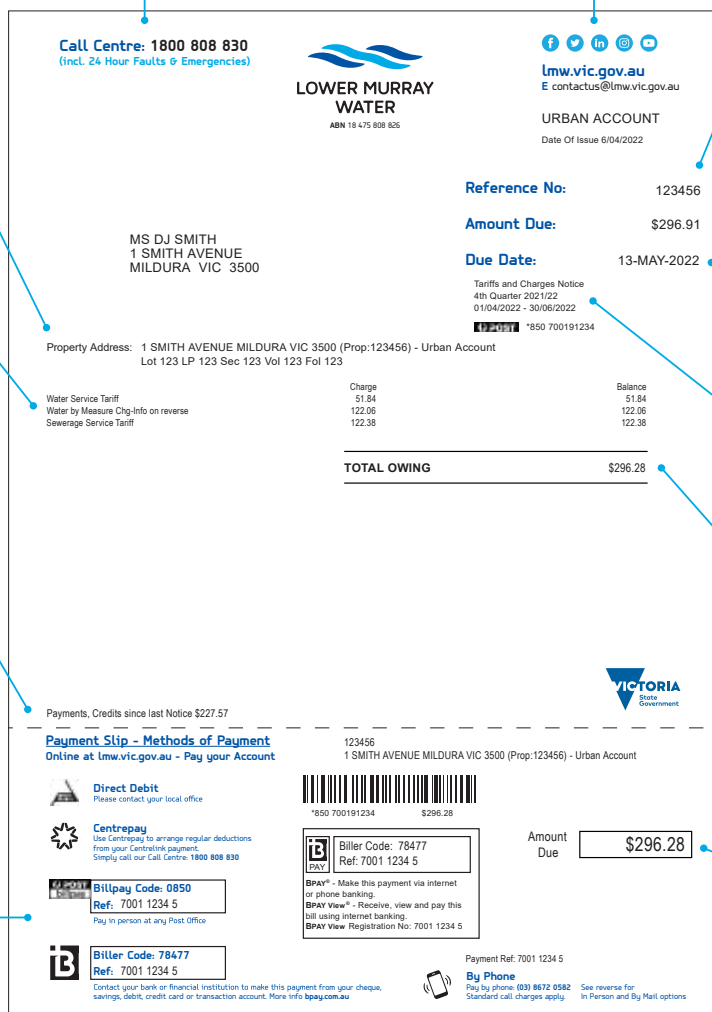


# Your account explained

A detailed explanation of your urban account

## Contact LMW

## Follow LMW



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

**LOWER MURRAY WATER**  
ABN 18 475 808 830

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

URBAN ACCOUNT  
Date Of Issue 6/04/2022

**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  
\*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](http://lmw.vic.gov.au) - Pay your Account

**Direct Debit**  
Please contact your local office

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

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

**Billpay 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](http://bpay.com.au)

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

\*850 700191234 \$296.28

**BPAY** 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

### 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.

### 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.

## Lower Murray Water offers many options for paying your account:

### Phone

To pay by phone, enter the 9 digit Payment Reference Number. This number can be found on the payment slip of your bill. Standard call charges apply.

Call (03) 8672 0582

### POST SecurePay®

Use SecurePay to pay your bill online with your credit card.

[www.payment.lmw.vic.gov.au](http://www.payment.lmw.vic.gov.au)

### POST billpay®

Pay your bill in person at any Australia Post Office. You need the payment slip with the POST billpay code and reference number from your bill.

### BPAY®

Pay you bill by internet or phone banking. Your biller code and reference number are next to the BPAY logo on the payment slip of your bill.

### BPAY View®

Receive, view and pay your bill using your internet banking. Go to your online banking account to register for BPAY View. Your biller code and BPAY View reference number can be found next to the BPAY logo on the payment slip of your bill.

More options available over page >

CTD/001745

For further information please visit

[www.lmw.vic.gov.au](http://www.lmw.vic.gov.au)

or telephone 1800 808 830



# Your account explained

A detailed explanation of your urban account

## 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 [www.lmw.vic.gov.au](http://www.lmw.vic.gov.au)

## 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.

## 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.

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

Period of Usage: 01/12/2021 to 02/03/2022 (81 Days)

100k (@ \$0.4503 Step1 Rate + 94k (@ \$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:



## 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.

## Concession rebates

Complete and return this section to update your mailing address.

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

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**  
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.

**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.

**Water Meters / Meter Failure**  
Please ensure there is clear access to your water meter at all times. In the event that we are unable to accurately determine your usage through your meter readings your reading will be assessed in compliance with the relevant customer charter.

**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.evov.com.au](http://www.evov.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 avvalerivi di un interprete, telefonate al numero indicato in basso.

Tercümanlık servisi için aşağıdaki telefon numaralarını arayınız.  
Kung nangangailangan ng interpreter, tumawag lamang sa numeroing nasa ibaba.

Fetu'utaki ki he fika telefoni 'i lalo ki he potungae fakatonuē.

Za uslugu tumača molimo nazovite donji broj.

Για υπηρεσία διαμεγμένων, παρακαλώ τηλεφωνήστε στον

κατωτέρω αριθμό.

13 14 50

## Payment Slip - Methods of Payment

Online at [lmw.vic.gov.au](http://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)**  
141-159 Fourteenth Street Mildura  
**Swan Hill (Area Office)**  
73 Sovereign Street Swan Hill  
**Nerang (Area Office)**  
56 Wellington Street Karang



**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](http://www.lmw.vic.gov.au) or return the below slip to us.

Name: \_\_\_\_\_ Reference No: \_\_\_\_\_

New Address: \_\_\_\_\_

Email to [contactus@lmw.vic.gov.au](mailto: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.

## Lower Murray Water offers many options for paying your account:

### Direct debit

For details on how to arrange Direct Debit, please contact us.

### Centrepay

Centrepay is a direct bill-payment service for customers receiving benefits from Centrelink.

Centrepay deducts payments from your benefits to pay your water bill. It's free and you can cancel at any time.

You can complete the form by phone or in person at one of our offices and we will submit it to Services Australia on your behalf.

### By mail

Tear off the payment slip and mail it with your cheque (no cash) to:

Lower Murray Water  
PO Box 1438  
Mildura, Victoria 3502

### In person

Present your bill at any of our offices to pay by EFTPOS or cheque. See our website for office locations.

Cash payments can be made at an Australia Post outlet.