# How to read your water bill

# We've designed your Greater Western Water bill so it's easy to read.

The first page of the bill has important information like personal details, bill amount and due date.

#### Your details

Your 10 digit account number, address, invoice/bill number and date of issue.

#### **Previous bill**

Your last bill amount.

# **Payments received**

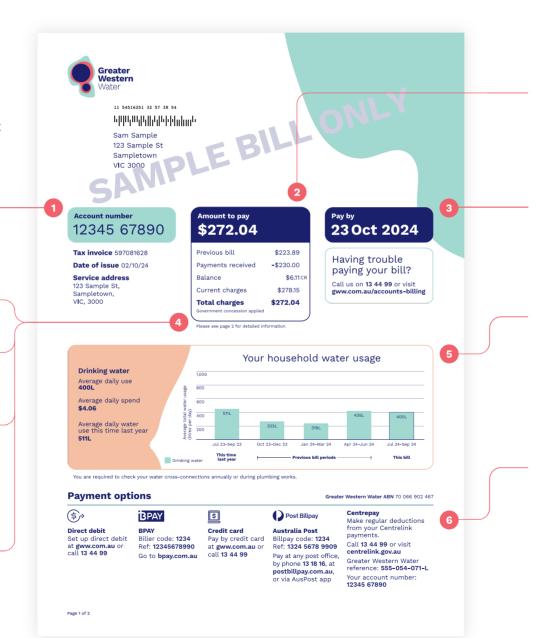
How much you've paid since your previous bill.

#### Balance

The amount owing from previous bills. If you're in credit, a 'CR' will appear beside the amount.
This credit amount will be deducted from your total charges.

# **Current charges**

The amount owing for this bill. This amount is due on the 'pay by' date.



# **Amount to pay**

The total amount owing on your account. This includes the current bill and any amounts from previous bills.

### Pay by

The due date of current charges on this bill. Previous bill amounts are due on the 'pay by' date of those bills.

### Household water usage

This table shows how much water has been used during this billing period and compares usage to previous billing periods. It's a great way to track how much water is being used.

# **Payment options**

A list of the different ways to pay the bill. You can also pay part of your bill any time if you can't pay it all at once.

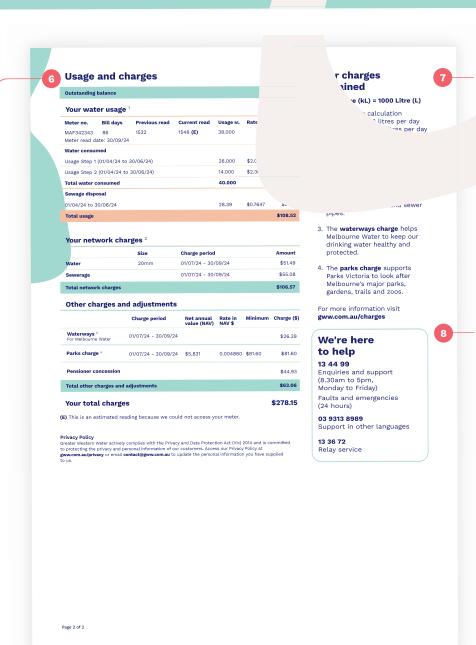
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The second page of the bill has more details about usage and charges.

# **Usage and charges**

Detailed water usage and charges for this bill and previous bill, plus the water meter number and network charges. Service charges are billed in advance, while all other charges are for the most recent billing period.

Find out more about our prices and charges at **gww.com.au/charges** 



# Your charges explained

These explanations give you more information about each of the charges in the table. The explanations and table sections are numbered so you can find the information you need.

# We're here to help

Here's how you can get in touch if you have any questions or need support paying your bill. You will also find information here about getting help in different languages and the National Relay Service.

For more information, visit **gww.com.au/yourbill**