

100% customer funded



How you pay for water

The price you pay for water and sewage services is determined every five years through a formal process.

Coliban Water is now consulting with customers and other stakeholders to set its prices for the period 2023–2028.

This careful process ensures the bills you pay are fair, there are built-in measures to protect the most vulnerable in our communities, and that we balance what's required today with what we know will be needed in the future.

With a range of big water questions to consider, your feedback will help us make the right decision for everyone.

The decisions we make together will then be cross-checked and confirmed by the Victorian Essential Services Commission, the independent regulator overseeing the water, electricity and gas industries. Prices will then be set and capped until 2028, excluding adjustments for inflation (CPI). They can then only be adjusted under the strictest circumstances.

Understanding your water bill

Fixed water service fee

Daily fixed charge for household connection to water supply.

Variable water consumption fee

Charge per kilolitre of water you use. This figure will vary season-to-season and year-to-year based on the weather.

Fixed sewerage service fee

Daily fixed charge for household connection to the sewer.

Why are some charges fixed?

Coliban Water owns pipes, pumps and treatment plants valued at almost \$2 billion. These assets are underground or hidden from community view, but need to be maintained and upgraded regardless of how much water people use. It isn't possible to lower fixed charges without increasing usage charges.

We've heard from customers they consider a balance of fixed and variable charges to be the fairest way for us to charge. It means customers who use more water receive higher bills and contribute more, while the fixed portion helps to safeguard renters and others on limited incomes who cannot easily upgrade their appliances to save water.

Coliban WATER
ABN 96 549 082 360
TAX INVOICE

1300 363 200
www.coliban.com.au
Date of Issue: 7 July 2021
Next Scheduled Reading: 3 December 2021

Customer Number: C-00045392
Invoice Number: INV-0001154647
Amount Due: \$210.04
Pay By: 4 August 2021

See over the page for payment options
Concession has been applied.

Average daily usage in litres

Month	Average Daily Usage (Litres)
Sep-20	~200
Dec-20	~250
Mar-21	~350
Jun-21	~200
Sep-21	~300

Av. Daily Use: 337 L/day
Av. Daily Cost: \$2.28

For information on the Victorian Government's Target Your Water Use program visit www.targetyourwateruse.vic.gov.au

Service Address: 1 Example Place Bendigo VIC 3550
Classification: Household

Description	Amount
Opening Balance	\$187.78
Total Payment Received up to 6 July 2021	CR \$187.78
Balance	\$0.00
Current Charges	
Water Service Fee	\$56.82
Water Consumption	\$68.97
Sewerage Service Fee	\$170.76
Concession Entitlement	CR \$61.50
Concession Entitlement	CR \$25.01
Total (Excl GST)	\$210.04
GST	\$0.00
Total (Incl GST)	\$210.04
Total Amount Due	\$210.04

Please contact us on 1300 363 200 if you have a concern about your sewer or water service. If we are unable to resolve your concern you can contact the Energy and Water Ombudsman (Victoria) on freecall 1800 500 509. Please refer to www.ewov.com.au for more information.

We are now sending SMS reminders before your water bill is due, or if we haven't received a payment.

If you need help managing your account, please call our Account Solutions Team on 5434 1308 to arrange a payment plan.

General enquiries phone 1300 363 200 email coliban@coliban.com.au visit www.coliban.com.au

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