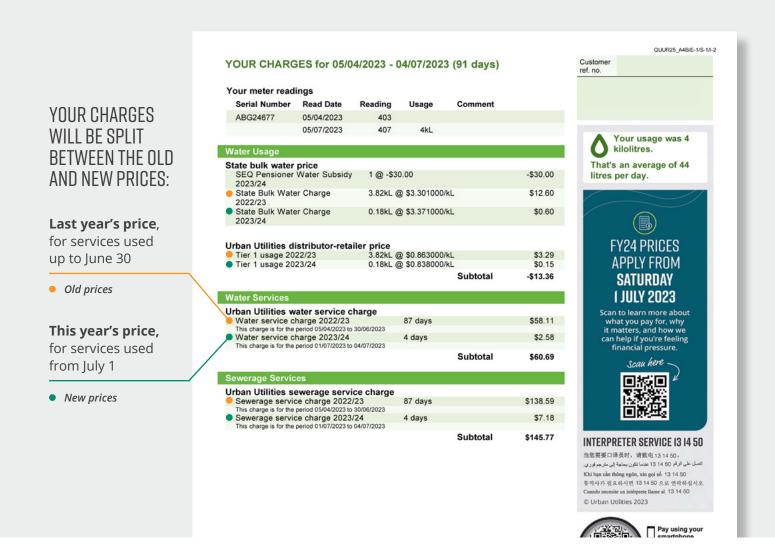


ARE YOU SEEING MULTIPLE CHARGES ON YOUR LATEST BILL?

IT'S TO ENSURE YOU'RE CHARGED ACCURATELY THIS QUARTER.

Prices on your water and sewerage services are increasing from July 1. We want to make sure that services you used before July 1 are charged at last financial year's prices, so we've split them into separate items on your latest bill.



You aren't being charged twice for the same service – you're simply paying different prices for two periods within the same quarter.



HOW WE CALCULATE YOUR CHARGES

Your water and sewerage bill is made up of four separate charges. They're either a flat charge per day or a variable charge for usage, which is calculated per kilolitre:

Water services

Urban Utilities distributor-retailer charge PER kL

State bulk water charge PER kL

Urban Utilities water service charge DAILY

Sewerage services

Urban Utilities sewerage service charge

On previous bills you would have seen one price for each (apart from Tier 2 high water usage charges). For this quarter's bill, you will see two lines with FY22/23 and FY23/24 pricing alongside each charge. This is to ensure you're accurately billed for your usage.

For daily charges, we simply separate your charge into two line items:

- One for each day up until 30 June, which is charged at FY22/23 pricing,
- And one from 1 July, which is charged at FY23/24 pricing.

For services which are charged on volume, we determine your daily use by dividing the total use by the number of days in the billing period. We then separate the charge into two separate line items, just as we do for the daily charge.

Example: Urban Utilities distributorretailer charge

- From the start of your billing period until June 30, you've been charged the FY2022/2023 price of \$0.863/KL.
- After July 1, the price changes to \$0.838/KL until the end of your billing period.



DAIIY



Want to know more about what's on your bill? Visit: **urbanu.com.au/billexplained**



For more on how your bill is calculated, visit: **urbanu.com.au/yourbill**

General enquiries
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