

Details

Charge details

Consumption charges	Unit rate		
Water	18.00 kL	\$1.998/kL	\$ 35.96
Wastewater	14.13 kL	\$3.476/kL	\$ 49.12

Fixed charges

Charge for printed bill		\$1.500	\$ 1.50
Wastewater	33 days	\$289.000 pa	\$ 26.06
			\$ 112.64

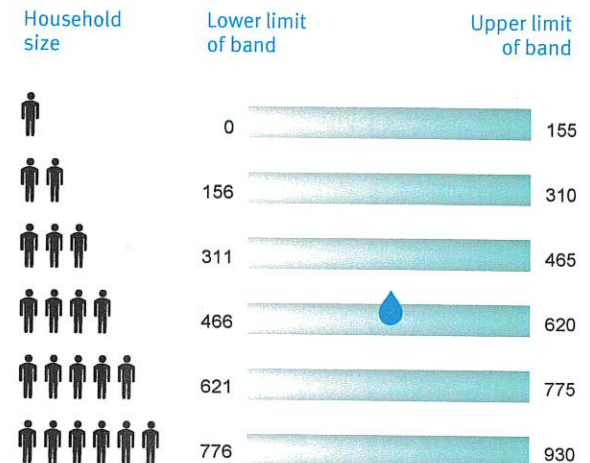
Consumption details

Meter no. ED2205364B - Consumption period 33 days			
This reading	30-Jan-24	297	Actual
Last reading	28-Dec-23	279	Actual
Consumption		18.00kL	
Water		18.00kL	
Wastewater	@78.50%	14.13kL	

Usage Target

Average daily consumption in litres per day*

 The droplet shows you where your household falls



* These usage bands are based on the amount of water that households need to use to reach Auckland's water efficiency targets 2021-2025. For more information about our targets and to access water saving resources please visit waterefficiencyplan.watercare.co.nz.

What else should I know?

Water and wastewater charges

Our website has information on water and wastewater charges as well as other charges, such as special meter-reading costs.

Water leaks

If your bill is higher than usual, you may have a water leak. Information about how to check for leaks is available on our website.

Water meter readings

The volume charges on your bill may be based on actual or estimated water meter readings. Estimated readings take into account your household's recent water consumption.

If the estimate differs from your actual consumption, your next bill will be adjusted automatically.

We aim to provide a high standard of service at all times. If you are unsatisfied with our service, you can provide feedback to complaints@water.co.nz. If we are unable to reach a fair outcome for your dispute you can contact the Disputes Tribunal, an independent dispute resolution service, on www.disputestribunal.govt.nz.

How can I pay?

Direct debit or credit card

With a recurring payment we'll take the amount owing from your nominated bank account, credit card or debit card on the due date.

Digital payments

We make it easy for you to pay using Account2Account, WeChat, Alipay, UnionPay and Apple Pay for enabled devices.

Other ways to pay

You can pay in person at any PostShop or BNZ branch.

Remember to quote your Watercare account number as the reference when making any payment. Please allow a minimum of two working days for the payment to appear on your account.

To find out more, visit www.watercare.co.nz and search 'pay a bill'.

Customer contract

By receiving our water and wastewater services, you are deemed to have accepted our customer contract. A copy of the contract is available on our website.

E-billing

Sign up for e-billing to receive your bills quickly by email. You can register on our website. Search for 'Set up e-billing'. You can have bills, sent to multiple email addresses, including tenants.

Having difficulty paying?

Please contact us on 09 442 2222. Assistance is also available from the Water Utility Consumer Assistance Trust: www.waterassistance.org.nz

Disclaimer

This bill excepts errors and omissions and may be subject to final adjustment and corrections. For more information about any of the above charges or services, visit www.watercare.co.nz.

Internet/phone banking

Log onto your bank's website or phone your bank each month to pay the amount owing before the due date. If your bank doesn't have Watercare set up as a pre-loaded payee, you will need these details:

Account name: Watercare Services Limited
Bank account number: 02-0192-0115055-02

Particulars: Ulika Essery

Code: 3 Charlestow

Reference: 5436259-03