

WATER RATES TAX INVOICE Debit Note/Credit Note

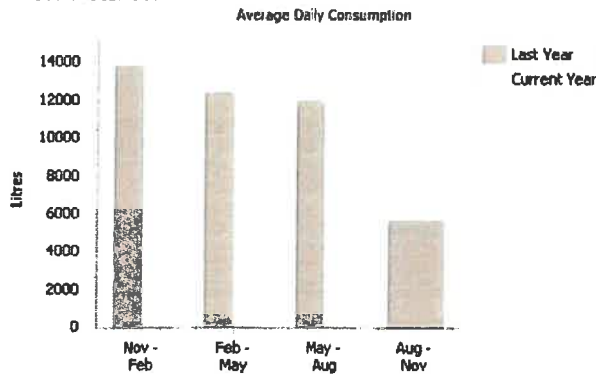
Rotorua Lakes Council
 Civic Centre, 1061 Haupapa Street
 Private Bag 3029, Rotorua Mail Centre, Rotorua 3046
 Phone: 07 348 4199 Fax: 07 346 3143
 Email: info@rotorualc.nz web: rotorualakescouncil.nz
 GST Registration no. 010-801-397

Rotorua Lakes Council is the operating name of Rotorua District Council

ROTORUA
 LAKES COUNCIL

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Your Water Use



Water Billing Information

Reading Date	Current Reading	Previous Reading	Units Used	Rate
30 Jun 2022	41505	40958	547	1.42657500
12 Aug 2022	41958	41505	453	1.72350500

This invoice is based on charging for both the 2021/2022 rating years and 2022/2023 years.

**Amended
 Invoice**

Meter number:	WB (Please quote this)
Invoice date:	12 Aug 2022
Invoice number:	
Meter ID:	
Meter location:	
Property Location:	
Legal description:	
Water supply:	EASTERN SUPPLY
Rating year:	01 Jul 2022 – 30 Jun 2023
Billing Period:	10 May 2022 to 30 Jun 2022 01 Jul 2022 to 12 Aug 2022

ACCOUNT STATEMENT

Opening balance as at 01 Jul 2022	\$0.00
Invoice(s) this year (includes current invoice)	\$0.00
Payment received this year	\$0.00
Penalties incurred this year	\$0.00
Adjustments this year	\$0.00
Current invoice amount	\$1,561.08
Total due by 25 Sep 2022	\$1,561.08

A penalty charge of 10% will be applied to any unpaid portion of the current account after 25 Sep 2022.

Payments received after 12 Aug 2022 are not included in this invoice

The total amount of GST for this period is \$203.62

For any enquiries please phone 07 3484199.

Please cut and return this portion with your payment.



Office hours:
 Monday to Friday, 8am to 5pm

Water Payment

Valuation Number	
Meter Number	
Amount due by 25 Sep 2022	\$1,561.08

Further payment options and other related information are set out on reverse

CONSUMER INFORMATION

Your Water Account

Your water meter is read quarterly by our meter reader and from these readings we produce your account.

Invoices are usually sent in February, May, August and November of each year. If you don't receive an account around this time, please contact the Council.

As a property owner/lessee, you are responsible for all the water charges until written notice is received from you or your representative that the property has been sold or that the water supply is no longer required. Once received, a final reading will be carried out and a final account issued.

Please allow at least 48 hours notice when requesting a final reading.

Any enquiries regarding this account must be made within 30 days of the invoice date.

How to Pay

Direct Debit	Quarterly on due date. Contact Rotorua Lakes Council.
Online Banking	Use Bill Payer Function, search for Rotorua Lakes Council or Rotorua District Council and enter WB number & Property Location as references.
EFTPOS or Cash	Pay at Rotorua Lakes Council Civic Centre, 1061 Haupapa Street, Rotorua.
Automatic Payment	Can be setup weekly, fortnightly, monthly or quarterly. Contact Rotorua Lakes Customer Solutions.

In accordance with modern accounting practices a receipt will not be issued unless specifically requested.

If your account is not paid by the due date, action will be taken for payment. In extreme cases of non-payment, water will be restricted and you will incur additional charges.

Please Help Our Meter Readers

Most of our customers are very considerate and we would like to thank them for their co-operation.

To make our meter readers job easier, we would appreciate it if you could please keep the following points in mind:

- Keep the meter clear - Cut back shrubs and grass around the meter box.
- Don't bury the meter box.
- Please ensure that your dog(s) are kept under control.
- Meters that are installed inside a boundary need to have reasonable access, usually in the form of unlocked gate or stile.

High Water Usage

Sometimes your metered water readings may be higher than usual. There are a number of things you can check to discover the reason for this.

If a leak is detected, firstly ascertain which side of the meter the leak is on. If the leak is on your property, then a plumber is required. If it is found on Council's side (from the road to the meter), then advise Council immediately and we will arrange for it to be fixed, free of charge.

Have a look at your meter. If the numbers are spinning around on the dial then a lot of water is being used. A check is required either by a plumber or by following a simple check list to eliminate problem areas.

Things to Check For

- Check the meter reading.
- Check for leaking taps both inside and outside the house.
- Have you used more water lately? For example, have you increased use of your sprinkler systems or hoses?
- Check to see that the hot water cylinder outlet pipe is not leaking.
- Have there been any recent additions or renovations to your property?
- Does your lawn have any wet or unusually green patches in it?

- Have you noticed any soft or wet patches in your driveways or paths?
- Have your living arrangements changed? Are there more people in the house, new-born, etc.
- If you live on a farm, are stock water troughs functioning efficiently?
- If you own a business, are your urinals working properly? Make sure they are not running continuously.
- In rental properties, have there been any changes in occupancy? Any of these things can cause your water consumption to rise considerably.

If you have gone through the checklist and everything checks out okay, then conduct an overnight leakage test.

Overnight Leakage Test

All metric water meters show cubic meters (m³). If your water meter is of a type that you cannot understand please contact us for assistance.

The Test

If you read your water meter last thing at night and then first thing in the morning you can calculate how much water is being lost through leakage.

Subtract the previous nights reading from the morning reading. For example:

3	7	4	6	3	1	0	5	Early Morning Reading
3	7	4	6	2	8	5	9	Previous Night's Reading

0.025m³ or 25 litres.

This gives the volume of water lost overnight. In this case over a 9 hour period. If you lose more than one litre per hour, you should check for dripping taps and such like. Any more than ten litres lost per hour is very significant and should be thoroughly checked out.

Note: When doing this test you have to check with other occupants as to whether they used any water overnight eg. having a drink of water or flushing the toilet. If they did, try again next night.

Ministry of Health public notice

"Some plumbing fittings have the potential to allow minute traces of metals to accumulate in water standing in the fittings for several hours. Although the health risk is small, the Ministry of Health recommends that you flush a mugful of water from your drinking-water tap each morning before use to remove any metals that may have dissolved from the plumbing fittings. We are recommending this simple precaution for all households, including those on public and private water supplies."

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