



Estimated Accounts

What are they?

And, how can we help?

What are estimated accounts?

Estimated accounts usually happen when the meter reader is unable to read your meter. The estimate of your usage is based on your property's previous usage, usually for the same period last year.

Estimated accounts have the words "Estimated Reading" printed on the front page. If these words aren't there, your bill has been calculated based on an actual meter reading.



"Contributing to thriving communities and a healthy environment"

 1300 851 636

 www.sgwater.com.au

 billing@sgwater.com.au

Why do I get estimated accounts?

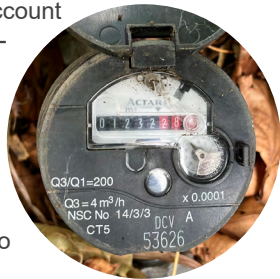
The meter reader hasn't been able to access your meter to read it. For example;

- You may have an animal or pet loose within the yard,
- The garden may be over-grown, or the meter is buried and we could not locate the water meter on your property,
- Or, the water meter is behind a locked gate or shop-front.

What happens after I get an estimated account?

We understand how important it is to you that we calculate your bills using actual meter readings.

If you receive an estimated account you can provide us with a self-read. We only require the black numbers (kL) to be read. Please contact our office on **1300 851 636** with your reading or alternatively you can email a photo of the meter face and your reading to **billing@sgwater.com.au**.



Once we have an actual meter reading, we will make the necessary adjustments to your last billing period and account, so that you only pay for the water you've used.

- If your last account was over-estimated and you paid more than you needed to, we will apply a credit to your next account.
- If your last account was under-estimated and you did not pay for all the water you used, we will re-issue your account and add those charges to the amended account.

How to avoid receiving an estimated account?

Easy safe access to meters is needed to ensure that the meter is in good working order and to enable accurate reads to be taken. You may need to clear soil or mulch and trim plants and shrubs away from your meter. Restrain animals and ensure gates are unlocked.

Find out where the meter is located at your property and make sure that the meter is clearly accessible and visible, particularly during the months of March, July and November.

We aim to ensure that all our customers are billed for the correct usage. For assistance please call **1300 851 636** or email **billing@sgwater.com.au**.

What help is available to me?

If you've received an estimated account or have back-dated charges on your account and you need assistance - let us know, we're here to help!

Payment plans

We can set you up on a payment plan to help get your bills under control. Payment plans can be based on amounts you can afford and split over time, up to 12 months.

Time extensions

Need more time to pay? A due date extension might help.

We offer tailored assistance based on what help you need.

Experiencing payment difficulties or family violence?

We have extra supports in place for customers who disclose they are victims of family violence. We recognise coercive control and financial abuse as forms of family violence.

Please ask to speak to a member of our Customer Support Team if you wish to disclose your situation and you will receive confidential assistance.

We have additional protections in place to maintain your privacy. Once you disclose your situation to our specialist Customer Support Officers, you will not need to re-tell your story.

Payment difficulties

Customers experiencing difficulty in paying their account are also supported. If we understand the challenges you are facing, we can tailor our help.

Please reach out to our friendly Customer Service Team on **1300 851 636** for a confidential discussion about the tailored support we can provide.

- Payment Plans
- Time Extensions
- Utility Relief Grants
- Concessions



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