

Launceston Residential Village

12 Casino Rise Prospect Vale Tasmania 7250 : Ph 0363 430168 : E-Mail craig@lrv.org.au
www.launcestonresidentialvillage.com.au

Date: 7.08.2016

Attention Legislative Council Select Committee

The Secretary,

Re: TasWater Ownership

Reply to: Terms of Reference (Item 2) - Any other matters incidental thereto.

The following Submission is made on behalf of Resident Owners at the Launceston Residential Village

The Village comprises 60 plus units with the final stage under completion currently.

In 2014 we have made representations seeking consideration of a reduction in costs, see attachment (1) one, dated 23.06.2014 - attachment (2) TasWater response dated 1.08.2014

Residents were extremely disappointed that the unfair practices were to continue.

In the existing Village there are 50 owner occupied residential units, mostly free standing.

The average number of Resident per unit is currently 1.3 persons per unit.

With small allotments and some 2-storey units combined with minimal lawn areas and selected low water need plantings. By comparison to the average suburban street we suggest our consumption and discharge would be at substantially less usage by comparison to the average street of houses.

Whilst our letter of July 2014 explained the Strata Title whereby all the Village infrastructure - ie all pipework for water, sewerage and stormwater was provided by the original developer and as such all maintenance inside the Strata boundaries is to the account of the Body Corporate - equally shared by all Strata Title owners. TasWater response dated 01.08.2014 - attachment (2) did not consider our submission in respect of water and sewer.

The Complex is serviced by 1x100mm water reticulated system throughout the Village with a 20mm connection to each building and (2) sewer discharge outlets, which serves the whole property, (TasWater).

There are two Stormwater outlets to the complex (Meander Valley Council)

More recently we received an account dated 27th July attachment (3), advising that prior charges were incorrectly charged to Title 66 resulting in a difference of \$1966.35 outstanding.

Title 66 is as explained previously in our letter of 23rd June 2014 - attachment (1). This was totally incorrect and a phone call to TasWater suggested that we put our concerns in writing which was duly done on the 7th August - attachment (4).

We received a TasWater response advising that our request would be reviewed within 48 hours and we would be notified within 10 working days – attachment (5).

To date no response has been received, but we have been provided with some amended accounts by the Residents relating to some properties in the complex, some having amendments and others not. You will note from statement attachments that several properties which have had credit adjustments going back to 2012 – **(not cash refunds)** which adds more mystery to the charge out process, which in some cases, have been charged out at rates associated with 100mm and 20mm water pipe size supplies.

Our understanding has been that as the properties in question are not metered the cost is equitably distributed to all users.

In the interim we have been summarizing data as provided and monitoring the TasWater saga on behalf of Residents as we intended to provide a Submission to your Select Committee in the hope the detail would be useful in the Committee's deliberations on TasWater given to the unique (by comparison) circumstances, which prevail in our Village.

Attachments (6) x 6 examples) are samples of Resident owner's recent invoice statements, with two indicating amendment to charges back dated to July 2012 and in other instances not?

There are also some statement copies for some the of newly constructed units in the final stage provided which differ again. With some still held by the Development entity and some sold to individual new owners. See attachments (7) x 3 examples)

The charge out methods adopted by TasWater are not user friendly, especially for elderly residents combined with the ever changing charges become even more stressful, with the annual cost now being almost \$1000, for 1.3 persons per unit.

The changing ongoing costs and inconsistencies is creating further anxiety amongst our Residents.

The average age of Residents is 79.5 years with some well into there nineties up to ninety-nine.

Residents strive to stay in their own home with our support so not to be a burden on the public system with some still in residence since our opening in 1988.

Whilst we understand that the Select Committee's Terms of Reference are broad and open, we believe our case is one of many such representations that have fallen on deaf ears and hope that by bringing these details to your attention will highlight just one element of a dogmatic attitude toward our Residents and the Public at large.

We do not accept that elderly Residents in our Complex should not be penalized because they have planned to manage their growing old needs.

Our Village has been in operation for almost 29 years and we still have a few original Residents in their units. We have encouraged Residents to hang on for as long as possible in their own home.

We put it to your Committee that the Residents of our Village outlined above deserve more consideration in receiving a more equitable provision of water and sewerage services.

To reiterate given the average Residents per unit and the fact that the provision of infrastructure installation and reticulation was provided by the Developer initially and remains wholly within the property Strata boundaries, the ongoing maintenance responsibility is part of the Body Corporate costs.

The charged levies overall by the TasWater system is totally unfair, with TasWater hiding behind a myriad of red tape and unfavorable outcomes for such representations.

We suggest there are many individuals, Committees and companies who will not provide submissions due to pay back / top down culture / attitude, which is evident in the TasWater administration.

It appears there are serious anomalies in their accounting practices adopted by TasWater.

On accounts examined thus far some are showing credit balances and in other cases interest paid.

We fail to see, once again, why all Residents treated equally.

In conclusion we support the takeover of TasWater in order that Tasmanians can receive a fair cost for the services provided. We look forward to your Committee's findings.

Sincerely

Craig Radin

Manager

LRV



Launceston Residential Village

"The Premier Life Style"

For Leisure Years

23.6.14.

The Manager,
TasWater,
36 - 42 Charles Street,
Launceston. Tas. 7250.

Dear Sir,

I am writing on behalf of the Residents of the Launceston Residential Village at 12 Casino Rise, Prospect Vale, Launceston.

We have 61 unit owners in the Complex approx 70 Resident. They all pay the same water provider costs as for a normal household. Many Units have only 1 person in them and some have 2. Units are often left vacant after owners passing or hospitalisation. There are no metres installed.

Residents believe that given the fact that TasWater has no responsibility for the distribution network within the Village and the cost of maintenance and replacement, etc., that it is unreasonable that they pay on the same basis as normal suburbia where TasWater is responsible for upgrades and reticulation, etc.

As you would be aware, Villages such as this are encouraged by Governments to keep the Residents in their 'own home for longer', and are not a cost burden on the system.

On behalf of the Resident owners, I am requesting that consideration be given to the costs associated with the provision of your services be reduced.

Further, the Village is provided a Club Rooms, Doctors Consulting Room and an outdoor swimming pool.

We have found that there is an anomaly in the Strata Plan which has established a 'Title within a Title', which means the Doctors Consulting Rooms, a very small area, is paying for your services on this Title plus

the Club Rooms.

The Consulting Rooms has 1 toilet and a hand basin. The Club Rooms has a small kitchen and ladies and gents toilets.

This facility takes the place of a Community Centre.

We are investigating the merging of the 2 Titles.

This is not a Commercial Complex and does not receive any revenue.

Thank you in anticipation.

Craig Radin - Manager.



TW File: B14/188885

1 August 2014

Mr Craig Radin
12 Casino Rise
PROSPECT, TAS 7250

Dear Mr Radin,

Water Service charges for the Prospect Retirement Village

Thank you for your patience whilst I fully investigated all options available to possibly reduce the water service charges that are applied per unit in the Prospect Retirement Village.

I have confirmed that as the complex is currently not being billed for any water usage, the minimum charges must be applied for water service, and this is currently the 20mm service. Should the complex decide to change the current billing arrangement and have a meter network introduced, then the water service would be apportioned to how ever many units are on the meter network.

I understand that this does not resolve your concern regarding water service charges, however should the complex decide to change the current arrangement and would like to explore further options of installing meters and/or a meter network, we would certainly be able to discuss these options further.

Should you have any further questions, please contact us on 13 6992 or enquiries@taswater.com.au

Yours sincerely



Amanda Allen
Customer Service Centre Team Leader



Tasmanian Water & Sewerage Corporation Pty Ltd
ABN 47 162 220 653

Kodrum No 29 Pty Ltd
12 Casino Rise
PROSPECT TAS 7251



Statement no. 7111830993

Issued 27/07/2017

Charge details

Tax Invoice *Indicates taxable supply

Account no.	211002694
Overdue	\$0.00
Total due	\$1,966.35
Due date	31/08/2017

Account summary

Last Account	\$231.48
Paid / Adjusted	\$1,734.87
Balance	\$1,966.35
New Charges	\$0.00
Total Due	\$1,966.35
GST	\$0.00

Your usage

No Water Usage Has
Been Charged
On This Account

This statement shows your current balance. If you have any queries
please contact our Customer Service Centre on 13 6992.

If paying in person please keep account intact

Payment slip

Account no.	211002694
Overdue	\$0.00
Total due	\$1,966.35
Due date	31/08/2017

See over page for payment options



POST billpay®



*444 3992 211002694 15

Service Tasmania 3992



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taswater.formsport.com.au



27 July 2017

Kodrum No 29 Pty Ltd
12 Casino Rise
PROSPECT TAS 7251

Dear Property Owner

Corrections to your Account No. 211002694

We wish to inform you a recent audit has identified that water charges at 66, 12 Casino Rise, Prospect Vale has been charged incorrectly.

The tables below outline the adjustments made to your account:

Water fixed charges

Period	Former charge	Former price	New charge	New price	Difference
01/10/16-30/06/17	20mm x 1	\$247.11	100mm x 0.3583	\$2213.46	\$1966.35

Please note, in line with our Customer Service Code, (section 5.7.1), TasWater may recover an amount undercharged in respect of any billing period for the 12 months prior to first becoming aware of the undercharge. As a result charges for the period 01 October 2016 to 30 June 2017 have been applied.

You can choose to pay the full amount by the due date shown on the statement or contact us to set-up a more convenient payment plan equal to the period of the undercharge or to arrange finalisation of the amount at the end of the same period.

A new statement containing these adjustments is attached for your records.

To set-up the payment plan or for any further enquiries in relation to this matter please contact our Customer Service team via e-mail on enquiries@taswater.com.au, or by phone on 13 6992. Alternatively you may wish to visit one of our shop fronts. Shop front locations and further information about water quality can be found on our website at www.taswater.com.au.

Yours sincerely

A handwritten signature in black ink, appearing to read "Diane Bambridge".

Diane Bambridge
Billing Manager

Tasmanian Water & Sewerage Corporation Pty Ltd
GPO Box 1393 Hobart Tas 7001
Email: enquiries@taswater.com.au
Tel: 13 6992

HPRM record number: B17/105841

Launceston Residential Village

12 Casino Rise Prospect Vale Tasmania 7250 : Ph 0363 430168 : E-Mail craig@lrsv.org.au

www.launcestonresidentialvillage.com.au

Attachment-(4)

Date: 7.08.2017

Attention:

Diane Bambridge

Billing Manager

Taswater

Re: Extra Water charge notification for account No 211002694 at 66/12 Casino Rise Prospect Vale

Hi Diane,

I refer to your letter dated July 27 regarding a change in charges to the Launceston Residential Village.

The Village comprises of 63 completed units with more under construction to complete the final stage.

There are twelve units, which have meters and the balance are not metered and billed individually to owners who are mainly pensioners.

Titles known as 66 are doctors consulting room which has a toilet and hand basin and the Clubroom (67) which is used by the Residents under the Contract of purchase, which has ladies and Gents toilets and one Disabled toilet with one hand basin in the main area.

The connections to 66 & 67 have been charged at the same rate as part of the equitable distribution of costs charged to all Residents for service supply of water and sewer connection.

From your letter you have singled out the Village Recreation complex (Title 66 - Doctors consulting room) to bear any extra costs. The village is already serviced by 100mm connection at the boundary of the Body Corporate Complex and we have no need for Taswater to be involved in the reticulation of water within the Strata Boundary.

Can you please elaborate on the details in your letter in respect of the accounting and calculations?

The existing service inside the Body Corporate is a private reticulation (Body Corporate) and the building in question, Title 66 is one room serviced adequately by a 20mm service pipe.

We require the account tendered to be corrected to reflect the provision of the service to the complex received or arrange a time for a meeting with appropriate Management to discuss this issue.

In the meantime I will alert our Strata Title Owners who would be required to pay for any changes to levies, which as you would be aware would be strongly resisted.

Regards

Craig Radin

Manager

LRV



Launceston Residential Village

"The Premier Life Style"

For Leisure Years

3
Attachment (5)

From: **TasWater - Enquiries** enquiries@taswater.com.au
Subject: Thank you for your message
Date: 8 August 2017 at 10:42 AM
To: Craig Radin craig@trv.org.au

Thank you for your e-mail.

We will commence a review of your request within 48 hours. Please be aware it can take up to 10 working days to receive a response when you submit an enquiry online or by e-mail. For any immediate needs, please contact our Customer Service Centre on 13 6992.

If you are reporting an urgent fault or emergency please phone us on 13 6992.

Kind regards

TasWater

Taswater

Tasmanian Water & Sewerage Corporation Pty Ltd
ABN 47 162 220 653



A G French
U 13/12 Casino Rise
PROSPECT VALE TAS 7250



054
1000087
R1_195

ALL ENQUIRIES & EMERGENCIES 13 6992

EMAIL enquiries@taswater.com.au

WEBSITE www.taswater.com.au

POSTAL GPO BOX 1393 HOBART TAS 7001

Tax Invoice *Indicates taxable supply

Account no.	211015473
Overdue	\$0.00
Total due	\$193.43
Due date	20/09/2017

7473812
00QSSMV

Statement no. 7111841831 Issued 16/08/2017

Charge details

SERVICE ADDRESS	INSTALLATION NUMBER
Unit 13/12 Casino Rise PROSPECT VALE TAS	410040407

FIXED OR SERVICE CHARGES

Full Fixed Water Charge - 20mm (01/07/17-30/09/17)	\$82.37
Full Fixed Sewerage Charge (01/07/17-30/09/17)	\$158.06
	\$240.43

CONCESSIONS AND REMISSIONS

State Government Concession ^A	-\$47.00
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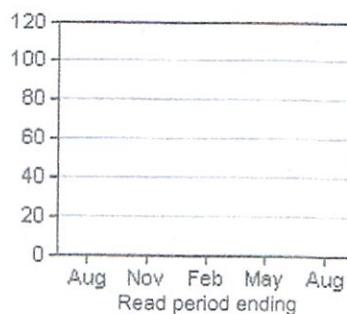
TOTAL NEW CHARGES	\$193.43
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Account summary

Last Account	\$184.98
Paid / Adjusted	-\$184.98
Balance	\$0.00
New Charges	\$193.43
Total Due	\$193.43
GST	\$0.00

Your usage

Average daily usage in litres



Current av. daily use: 0 L/day

Current av. daily cost: \$0.00/day

^AThe concession on this account is being paid for by the State Government.

If paying in person please keep account intact

Taswater

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Payment slip

Account no.	211015473
Overdue	\$0.00
Total due	\$193.43
Due date	20/09/2017

See over page for payment options

Taswater

Tasmanian Water & Sewerage Corporation Pty Ltd
ABN 47 162 220 653



R A Radford
Unit 6/12 Casino Rise
PROSPECT VALE TAS 7250



054
1000189
R1_439

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EMAIL enquiries@taswater.com.au

WEBSITE www.taswater.com.au

POSTAL GPO BOX 1393 HOBART TAS 7001

Tax Invoice *Indicates taxable supply

Account no.	210038074
Overdue	\$0.00
Total due	\$193.43
Due date	20/09/2017

7473732
000SSMIV

Statement no. 7111841820 Issued 16/08/2017

Charge details

SERVICE ADDRESS INSTALLATION NUMBER 410038074
J/12 Casino Rise PROSPECT VALE TAS

FIXED OR SERVICE CHARGES

Full Fixed Water Charge - 20mm (01/07/17-30/09/17)	\$82.37
Full Fixed Sewerage Charge (01/07/17-30/09/17)	\$158.06
	\$240.43

CONCESSIONS AND REMISSIONS

State Government Concession ^A	-\$47.00
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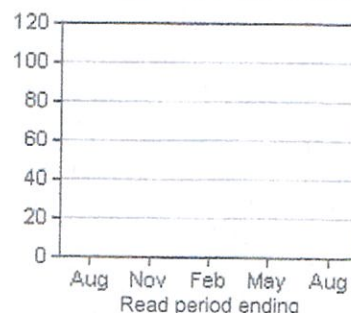
TOTAL NEW CHARGES \$193.43

Account summary

Last Account	\$184.98
Paid / Adjusted	-\$184.98
Balance	\$0.00
New Charges	\$193.43
Total Due	\$193.43
GST	\$0.00

Your usage

Average daily usage in litres



Current av. daily use: 0 L/day

Current av. daily cost: \$0.00/day

^AThe concession on this account is being paid for by the State Government.

If paying in person please keep account intact

Payment slip

Account no.	210038074
Overdue	\$0.00
Total due	\$193.43
Due date	20/09/2017

See over page for payment options

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*444 3992 210038074 05

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Tasmanian Water & Sewerage Corporation Pty Ltd
ABN 47 162 220 653



H M Richardson
Unit 12/12 Casino Rise
PROSPECT VALE TAS 7250



054
1000125
R1_255

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EMAIL enquiries@taswater.com.au

WEBSITE www.taswater.com.au

POSTAL GPO BOX 1393 HOBART TAS 7001

Tax Invoice *Indicates taxable supply

Account no.	211009481
Overdue	\$0.00
Total due	\$193.43
Due date	20/09/2017 **

7473804

000000

Statement no. 7111841830

Issued 16/08/2017

Charge details

SERVICE ADDRESS **INSTALLATION NUMBER** 410040406
Unit 12/12 Casino Rise PROSPECT VALE TAS

FIXED OR SERVICE CHARGES

Full Fixed Water Charge - 20mm (01/07/17-30/09/17)	\$82.37
Full Fixed Sewerage Charge (01/07/17-30/09/17)	\$158.06
	\$240.43

CONCESSIONS AND REMISSIONS

State Government Concession^	-\$47.00
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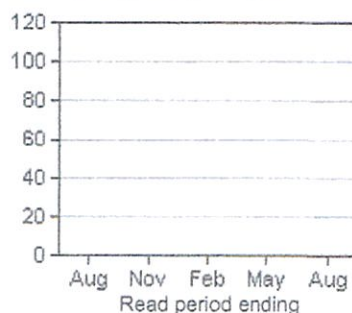
TOTAL NEW CHARGES **\$193.43**

Account summary

Last Account	\$184.98
Paid / Adjusted	-\$184.98
Balance	\$0.00
New Charges	\$193.43
Total Due	\$193.43
GST	\$0.00

Your usage

Average daily usage in litres



Current av. daily use: 0 L/day

Current av. daily cost: \$0.00/day

^The concession on this account is being paid for by the State Government.

** Payment will be made by Direct Debit on the Due Date in accordance with your agreement.

If paying in person please keep account intact

Payment slip

Account no.	211009481
Overdue	\$0.00
Total due	\$193.43
Due date	20/09/2017 **

See over page for payment options

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Taswater

Tasmanian Water & Sewerage Corporation Pty Ltd
ABN 47 162 220 653

B & C S Chynoweth
PO BOX 192
PROSPECT TAS 7250

054

Statement no. 7111850484

Issued 30/08/2017

Charge details

SERVICE ADDRESS **INSTALLATION NUMBER**
Un 2/12 Casino Rise PROSPECT VALE TAS 410040362

FIXED OR SERVICE CHARGES

Full Fixed Water Charge - 100mm (01/07/17-30/09/17)	\$17.09
Full Fixed Sewerage Charge (01/07/17-30/09/17)	\$158.06
	\$175.15

CONCESSIONS AND REMISSIONS

State Government Concession [^]	-\$47.00
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CREDIT NOTES

Full Fixed Water Charge - 20mm (01/07/17-30/09/17)	-\$82.37
Full Fixed Sewerage Charge (01/07/17-30/09/17)	-\$158.06
State Government Concession [^]	\$47.00
	-\$193.43

TOTAL NEW CHARGES	-\$65.28
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EMAIL enquiries@taswater.com.au

WEBSITE www.taswater.com.au

POSTAL GPO BOX 1393 HOBART TAS 7001

Tax Invoice *Indicates taxable supply

Account no.	211000387
Overdue	\$0.00
Total due	-\$671.92
Due date	Credit Balance

7635625

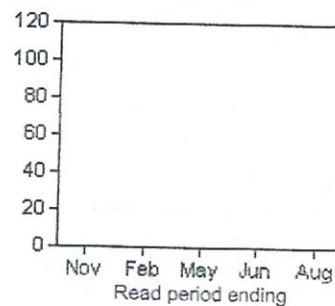
00QSSMV

Account summary

Last Account	\$193.43
Paid / Adjusted	-\$800.07
Balance	-\$606.64
New Charges	-\$65.28
Total Due	-\$671.92
GST	\$0.00

Your usage

Average daily usage in litres



Current av. daily use: 0 L/day
Current av. daily cost: \$0.00/day

[^]The concession on this account is being paid for by the State Government.

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Payment slip

Account no.	211000387
Overdue	\$0.00
Total due	-\$671.92
Due date	Credit Balance

See over page for payment options

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Taswater

Tasmanian Water & Sewerage Corporation Pty Ltd
ABN 47 162 220 653



Mrs S E Pybus
1a Bayview Dr
BLACKSTONE HEIGHTS TAS 7250



054
1000170
R1_391

Statement no. 7111841979

Issued 16/08/2017

Charge details

SERVICE ADDRESS	INSTALLATION NUMBER
Lot 68 Casino Rise PROSPECT VALE TAS	411006971

FIXED OR SERVICE CHARGES

Full Fixed Water Charge - 100mm (01/07/17-30/09/17)	\$17.09
Full Fixed Sewerage Charge (01/07/17-30/09/17)	\$158.06
TOTAL NEW CHARGES	\$175.15

Tax Invoice *Indicates taxable supply

Account no.	211030672
Overdue	\$0.00
Total due	\$175.15
Due date	20/09/2017

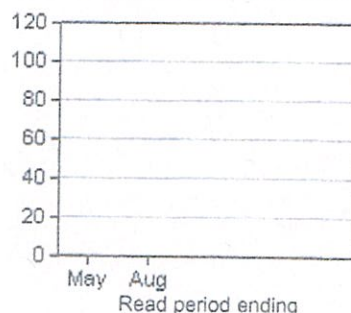
3164828
00QSSMV

Account summary

Last Account	\$165.74
Paid / Adjusted	-\$165.74
Balance	\$0.00
New Charges	\$175.15
Total Due	\$175.15
GST	\$0.00

Your usage

Average daily usage in litres



Current av. daily use: 0 L/day
Current av. daily cost: \$0.00/day

If paying in person please keep account intact

Payment slip

Account no.	211030672
Overdue	\$0.00
Total due	\$175.15
Due date	20/09/2017

See over page for payment options

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29 August 2017

B & C S Chynoweth
PO Box 192
Prospect TAS 7250

Dear Mr & Mrs Chynoweth

Corrections to your Account No. 211000387

We wish to inform you a recent audit has identified that water charges at 62, 12 Casino Rise Prospect Vale has been charged incorrectly.

The table below outlines the adjustments made to your account:

Water fixed charges

Period	Former charge	Former price per connection	New charge	New price per connection	Difference per connection
01/07/12-30/06/13	20mm x 1	\$286.00	100mm x 0.0083	\$248.44	-\$37.56
01/07/13-30/06/14	20mm x 1	\$303.00	100mm x 0.0083	\$248.44	-\$54.56
01/07/14-30/06/15	20mm x 1	\$322.00	100mm x 0.0083	\$236.00	-\$86.00
01/07/15-30/06/16	20mm x 1	\$329.48	100mm x 0.0083	\$68.36	-\$261.12
01/07/16-30/06/17	20mm x 1	\$329.48	100mm x 0.0083	\$68.36	-\$261.12
01/07/17-30/09/17	20mm x 1	\$82.37	100mm x 0.0083	\$17.09	-\$65.28
TOTAL					-\$765.64

Additionally, interest of \$99.71 has been credited. This interest has been calculated from payments made against overcharges at the applicable interest rate(s) available from our website.

A new statement containing these adjustments is attached for your records.

In line with our Customer Service Code (Section 5.7.4), you may request a refund of any overcharged amount including interest. Where no reasonable instructions for refund are received, TasWater will credit your account.



Tasmanian Water & Sewerage Corporation Pty Ltd
ABN 47 162 220 653

R A Ballie
PO BOX 269
PROSPECT TAS 7250



054

Statement no. 7111850523

Issued 30/08/2017

Charge details

SERVICE ADDRESS **INSTALLATION NUMBER** 410040377
Unit 65/12 Casino Rise PROSPECT VALE TAS

FIXED OR SERVICE CHARGES

Full Fixed Water Charge - 100mm (01/07/17-30/09/17) \$17.09
Full Fixed Sewerage Charge (01/07/17-30/09/17) \$158.06
\$175.15

CONCESSIONS AND REMISSIONS

State Government Concession[^] -\$47.00

CREDIT NOTES

Full Fixed Water Charge - 20mm (01/07/17-30/09/17) -\$82.37
Full Fixed Sewerage Charge (01/07/17-30/09/17) -\$158.06
State Government Concession[^] \$47.00
-\$193.43

TOTAL NEW CHARGES -\$65.28

ALL ENQUIRIES & EMERGENCIES 13 6992

EMAIL enquiries@taswater.com.au

WEBSITE www.taswater.com.au

POSTAL GPO BOX 1393 HOBART TAS 7001

Tax Invoice *Indicates taxable supply

Account no. 210040377
Overdue \$0.00
Total due -\$869.29
Due date Credit Balance

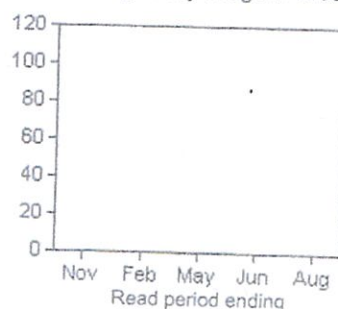
7835668
00QSSMV

Account summary

Last Account \$193.43
Paid / Adjusted -\$997.44
Balance -\$804.01
New Charges -\$65.28
Total Due -\$869.29
GST \$0.00

Your usage

Average daily usage in litres



Current av. daily use: 0 L/day
Current av. daily cost: \$0.00/day

[^]The concession on this account is being paid for by the State Government.

If paying in person please keep account intact

Payment slip

Account no. 210040377
Overdue \$0.00
Total due -\$869.29
Due date Credit Balance

See over page for payment options

POST billpay[®]

*444 3992 210040377 96

Service Tasmania 3992



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30 August 2017

R A Ballie
PO Box 269
Prospect TAS 7250

Dear Mr Ballie

Corrections to your Account No. 210040377

We wish to inform you a recent audit has identified that water charges at 65, 12 Casino Rise, Prospect Vale has been charged incorrectly.

The table below outlines the adjustments made to your account:

Water fixed charges

Period	Former charge	Former price per connection	New charge	New price per connection	Difference per connection
01/07/12-30/06/13	20mm x 1	\$286.00	100mm x 0.0083	\$248.44	-\$37.56
01/07/13-30/06/14	20mm x 1	\$303.00	100mm x 0.0083	\$248.44	-\$54.56
01/07/14-30/06/15	20mm x 1	\$322.00	100mm x 0.0083	\$236.00	-\$86.00
01/07/15-30/06/16	20mm x 1	\$329.48	100mm x 0.0083	\$68.36	-\$261.12
01/07/16-30/06/17	20mm x 1	\$329.48	100mm x 0.0083	\$68.36	-\$261.12
01/07/17-30/09/17	20mm x 1	\$82.37	100mm x 0.0083	\$17.09	-\$65.28
TOTAL					-\$765.64

Additionally, interest of \$103.65 has been credited. This interest has been calculated from payments made against overcharges at the applicable interest rate(s) available from our website.

A new statement containing these adjustments is attached for your records.

In line with our Customer Service Code (Section 5.7.4), you may request a refund of any overcharged amount including interest. Where no reasonable instructions for refund are received, TasWater will credit your account.

Taswater

Tasmanian Water & Sewerage Corporation Pty Ltd
ABN 47 162 220 653

L C Hann
77/12 Casino Rise
PROSPECT VALE TAS 7250



Statement no. 7111850525

Issued 30/08/2017

Charge details

SERVICE ADDRESS **INSTALLATION NUMBER** 411004895
Lot 77 Casino Rise PROSPECT VALE TAS

FIXED OR SERVICE CHARGES

Full Fixed Water Charge - 100mm (01/07/17-30/09/17)	\$17.09
Full Fixed Sewerage Charge (01/07/17-30/09/17)	\$158.06
	\$175.15

CONCESSIONS AND REMISSIONS

State Government Concession ^A	-\$47.00
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CREDIT NOTES

Full Fixed Water Charge - 20mm (01/07/17-30/09/17)	-\$82.37
Full Fixed Sewerage Charge (01/07/17-30/09/17)	-\$158.06
State Government Concession ^A	\$47.00
	-\$193.43

TOTAL NEW CHARGES	-\$65.28
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^AThe concession on this account is being paid for by the State Government.

If paying in person please keep account intact

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EMAIL enquiries@taswater.com.au

WEBSITE www.taswater.com.au

POSTAL GPO BOX 1393 HOBART TAS 7001

Tax Invoice *Indicates taxable supply

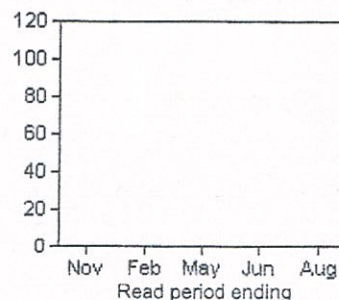
Account no.	211027496
Overdue	\$0.00
Total due	-\$340.01
Due date	Credit Balance

Account summary

Last Account	\$193.43
Paid / Adjusted	-\$468.16
Balance	-\$274.73
New Charges	-\$65.28
Total Due	-\$340.01
GST	\$0.00

Your usage

Average daily usage in litres



Current av. daily use: 0 L/day

Current av. daily cost: \$0.00/day

Payment slip

Account no.	211027496
Overdue	\$0.00
Total due	-\$340.01
Due date	Credit Balance

See over page for payment options



30 August 2017

L C Hann
77/12 Casino Rise
Prospect Vale TAS 7250

Dear Ms Hann

Corrections to your Account No. 211027496

We wish to inform you a recent audit has identified that water charges at Lot 77 Casino Rise, Prospect Vale has been charged incorrectly.

The table below outlines the adjustments made to your account:

Water fixed charges

Period	Former charge	Former price per connection	New charge	New price per connection	Difference per connection
30/06/16-30/06/17	20mm x 1	\$330.38	100mm x 0.0083	\$68.55	-\$261.83
01/07/17-30/09/17	20mm x 1	\$82.37	100mm x 0.0083	\$17.09	-\$65.28
TOTAL					-\$327.11

Additionally, interest of \$12.90 has been credited. This interest has been calculated from payments made against overcharges at the applicable interest rate(s) available from our website.

A new statement containing these adjustments is attached for your records.

In line with our Customer Service Code (Section 5.7.4), you may request a refund of any overcharged amount including interest. Where no reasonable instructions for refund are received, TasWater will credit your account.

For any further enquiries in relation to this matter please contact our Customer Service team via e-mail on enquiries@taswater.com.au, or by phone on 13 6992. Alternatively you may wish to visit one of our shop fronts. Shop front locations and further information about water quality can be found on our website at www.taswater.com.au.

Yours sincerely

A handwritten signature in black ink, appearing to read "Diane Bambridge".

Diane Bambridge
Billing Manager

Tasmanian Water & Sewerage Corporation Pty Ltd
GPO Box 1393 Hobart Tas 7001
Email: enquiries@taswater.com.au
Tel: 13 6992

HPRM record number: B17/120669



24 August 2017

S E Pybus
1a Bayview Drive
Blackstone Heights TAS 7250

Dear Mrs Pybus

Corrections to your Account No. 211025765

We wish to inform you a recent audit has identified that water charges at Lot 78 Casino Rise, Prospect Vale has been charged incorrectly.

The table below outlines the adjustments made to your account:

Water fixed charges

Period	Former charge	Former price per connection	New charge	New price per connection	Difference per connection
29/01/16-30/06/16	20mm x 1	\$139.08	100mm x 0.0083	\$28.70	-\$110.38
01/07/16-30/06/17	20mm x 1	\$329.48	100mm x 0.0083	\$68.36	-\$261.12
01/07/17-30/09/17	20mm x 1	\$82.37	100mm x 0.0083	\$17.09	-\$65.28
TOTAL					-\$436.78

Additionally, interest of \$20.77 has been credited. This interest has been calculated from payments made against overcharges at the applicable interest rate(s) available from our website.

A new statement containing these adjustments is attached for your records.

In line with our Customer Service Code (Section 5.7.4), you may request a refund of any overcharged amount including interest. Where no reasonable instructions for refund are received, TasWater will credit your account.

For any further enquiries in relation to this matter please contact our Customer Service team via e-mail on enquiries@taswater.com.au, or by phone on 13 6992. Alternatively you may wish to visit one of our shop fronts. Shop front locations and further information about water quality can be found on our website at www.taswater.com.au.

Yours sincerely

Diane Bambridge
Billing Manager

Tasmanian Water & Sewerage Corporation Pty Ltd
GPO Box 1393 Hobart Tas 7001
Email: enquiries@taswater.com.au
Tel: 13 6992

HPRM record number: B17/119099

Taswater

Tasmanian Water & Sewerage Corporation Pty Ltd
ABN 47 162 220 653



Mrs S E Pybus
1a Bayview Dr
BLACKSTONE HEIGHTS TAS 7250



054

R1_393

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EMAIL enquiries@taswater.com.au

WEBSITE www.taswater.com.au

POSTAL GPO BOX 1393 HOBART TAS 7001

Tax Invoice *Indicates taxable supply

Account no.	211025765
Overdue	\$0.00
Total due	\$240.43
Due date	20/09/2017

3403243

000SSMV

Statement no. 7111842001

Issued 16/08/2017

Charge details

SERVICE ADDRESS **INSTALLATION NUMBER** 411006202
Lot78 Casino Rise PROSPECT VALE TAS

FIXED OR SERVICE CHARGES

Full Fixed Water Charge - 20mm (01/07/17-30/09/17) \$82.37
Full Fixed Sewerage Charge (01/07/17-30/09/17) \$158.06
\$240.43

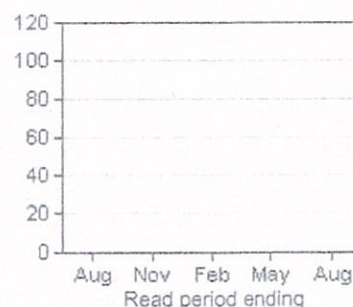
TOTAL NEW CHARGES **\$240.43**

Account summary

Last Account \$231.48
Paid / Adjusted -\$231.48
Balance \$0.00
New Charges \$240.43
Total Due \$240.43
GST \$0.00

Your usage

Average daily usage in litres



Current av. daily use: 0 L/day
Current av. daily cost: \$0.00/day

If paying in person please keep account intact

Payment slip

Account no.	211025765
Overdue	\$0.00
Total due	\$240.43
Due date	20/09/2017

See over page for payment options

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Tasmanian Water & Sewerage Corporation Pty Ltd
ABN 47 162 220 653

Mrs S E Pybus
1a Bayview Dr
BLACKSTONE HEIGHTS TAS 7250



054

Statement no. 7111847017

Issued 24/08/2017

Charge details

SERVICE ADDRESS **INSTALLATION NUMBER** 411006202
Lot78 Casino Rise PROSPECT VALE TAS

FIXED OR SERVICE CHARGES

Full Fixed Water Charge - 100mm (01/07/17-30/09/17)	\$17.09
Full Fixed Sewerage Charge (01/07/17-30/09/17)	\$158.06
	\$175.15

CREDIT NOTES

Full Fixed Water Charge - 20mm (01/07/17-30/09/17)	-\$82.37
Full Fixed Sewerage Charge (01/07/17-30/09/17)	-\$158.06
	-\$240.43

TOTAL NEW CHARGES **-\$65.28**

ALL ENQUIRIES & EMERGENCIES 13 6992

EMAIL enquiries@taswater.com.au

WEBSITE www.taswater.com.au

POSTAL GPO BOX 1393 HOBART TAS 7001

Tax Invoice *Indicates taxable supply

Account no.	211025765
Overdue	\$0.00
Total due	-\$217.12
Due date	Credit Balance

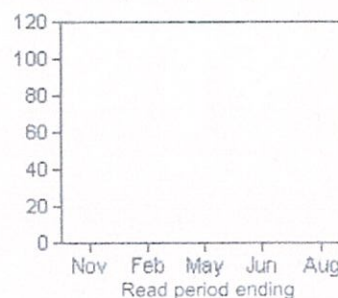
3403243
000554V

Account summary

Last Account	\$240.43
Paid / Adjusted	-\$392.27
Balance	-\$151.84
New Charges	-\$65.28
Total Due	-\$217.12
GST	\$0.00

Your usage

Average daily usage in litres



Current av. daily use: 0 L/day

Current av. daily cost: \$0.00/day

If paying in person please keep account intact

Payment slip

Account no.	211025765
Overdue	\$0.00
Total due	-\$217.12
Due date	Credit Balance

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24 August 2017

Pybus Superannuation Pty Ltd
C/ A K Pybus
1a Bayview Drive
Blackstone Heights TAS 7250

Dear Property Owner

Corrections to your Account No. 211025763

Vacant block

We wish to inform you a recent audit has identified that water charges at Lot 80 Casino Rise, Prospect Vale has been charged incorrectly.

The table below outlines the adjustments made to your account:

Water fixed charges

Period	Former charge	Former price per connection	New charge	New price per connection	Difference per connection
27/01/16-30/06/16	20mm x 1	\$140.88	100mm x 0.0167	\$58.50	-\$82.38
01/07/16-30/06/17	20mm x 1	\$329.48	100mm x 0.0167	\$137.52	-\$191.96
01/07/17-30/09/17	20mm x 1	\$82.37	100mm x 0.0167	\$34.39	-\$47.98
TOTAL					-\$322.32

Additionally, interest of \$15.40 has been credited. This interest has been calculated from payments made against overcharges at the applicable interest rate(s) available from our website.

A new statement containing these adjustments is attached for your records.

In line with our Customer Service Code (Section 5.7.4), you may request a refund of any overcharged amount including interest. Where no reasonable instructions for refund are received, TasWater will credit your account.

Taswater

Tasmanian Water & Sewerage Corporation Pty Ltd
ABN 47 162 220 653



Pybus Superannuation Pty Ltd
C/ A K Pybus
1a Bayview Dr
BLACKSTONE HEIGHTS TAS 7250



054
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R1_429

ALL ENQUIRIES & EMERGENCIES 13 6992

EMAIL enquiries@taswater.com.au

WEBSITE www.taswater.com.au

POSTAL GPO BOX 1393 HOBART TAS 7001

Tax Invoice *Indicates taxable supply

Account no.	211025763
Overdue	\$0.00
Total due	\$177.20
Due date	20/09/2017

3403251

OOGSUMV

Statement no. 7111842002

Issued 16/08/2017

Charge details

SERVICE ADDRESS **INSTALLATION NUMBER** 411006203
Lot80 Casino Rise PROSPECT VALE TAS

FIXED OR SERVICE CHARGES

Full Fixed Water Charge - 20mm (01/07/17-30/09/17) \$82.37
Unconnected Sewerage Service Charge (01/07/17-30/09/17) \$94.83
\$177.20

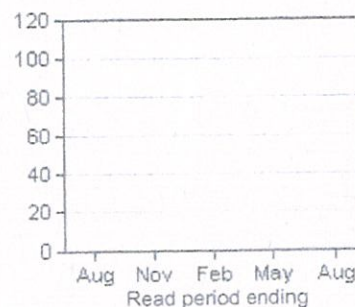
TOTAL NEW CHARGES **\$177.20**

Account summary

Last Account \$171.83
Paid / Adjusted -\$171.83
Balance \$0.00
New Charges \$177.20
Total Due \$177.20
GST \$0.00

Your usage

Average daily usage in litres



Current av. daily use: 0 L/day

Current av. daily cost: \$0.00/day

If paying in person please keep account intact

Payment slip

Account no.	211025763
Overdue	\$0.00
Total due	\$177.20
Due date	20/09/2017

See over page for payment options

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Tasmanian Water & Sewerage Corporation Pty Ltd
ABN 07 162 270 653

Pybus Superannuation Pty Ltd
C/ A K Pybus
1a Bayview Dr
BLACKSTONE HEIGHTS TAS 7250

054

Statement no. 7111847019

Issued 24/08/2017

Charge details

SERVICE ADDRESS **INSTALLATION NUMBER** 411006203
Lot80 Casino Rise PROSPECT VALE TAS

FIXED OR SERVICE CHARGES

Full Fixed Water Charge - 100mm (01/07/17-30/09/17) \$34.39
Unconnected Sewerage Service Charge (01/07/17-30/09/17) \$94.83
\$129.22

CREDIT NOTES

Full Fixed Water Charge - 20mm (01/07/17-30/09/17) -\$82.37
Unconnected Sewerage Service Charge (01/07/17-30/09/17) -\$94.83
-\$177.20

TOTAL NEW CHARGES

-\$47.98

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EMAIL enquiries@taswater.com.au

WEBSITE www.taswater.com.au

POSTAL GPO BOX 1393 HOBART TAS 7001

Tax Invoice *Indicates taxable supply

Account no. 211025763
Overdue \$0.00
Total due -\$160.52
Due date Credit Balance

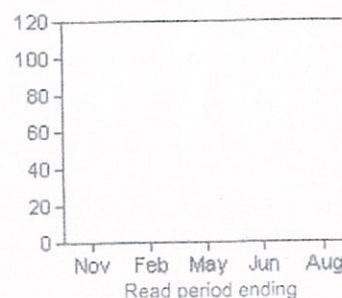
3403251
000SUMV

Account summary

Last Account \$177.20
Paid / Adjusted -\$289.74
Balance -\$112.54
New Charges -\$47.98
Total Due -\$160.52
GST \$0.00

Your usage

Average daily usage in litres



Current av. daily use: 0 L/day

Current av. daily cost: \$0.00/day

If paying in person please keep account intact

Payment slip

Account no. 211025763
Overdue \$0.00
Total due -\$160.52
Due date Credit Balance

See over page for payment options



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