

Recently, we wrote to you advising Rous is upgrading its information technology systems including the billing system that distributes your water accounts.

Previously, your water bill was for specific dates however now your water bill will be on a fixed billing cycle (the Period of Supply) and your facility charges will relate to this number of days.

On the following page, there is a sample invoice marked with numbers corresponding to the list below, explaining how to read your new bill.

1. **Rous has a new logo and street address** (see top right); our contact details remain the same.
2. **The property number is now called a meter point.** It is also the same as the reference code for BPay and Billpay (without 0000 at front). Use this number when contacting Rous about your water bill.
3. **This is your due date and amount due.** The due date has been amended to reflect the delay in sending your invoice.
4. **The graph shows your water consumption from this period of supply.** For previous quarters, please refer to earlier bills or use the MyRous app.
5. Your supply address.
6. Important notes regarding water billing services will be featured on the invoice.
7. Your period of supply.
8. Your meter number.
9. Your previous reading.
10. Your current reading.
11. **These are the details of your water charges for the period of supply.**
Water usage is based on the date of the reading.
Note:
 - For this invoice only there may be a water facility and backflow facility charge adjustment – these charges are for the period between the last reading and 5 December 2024 (the start of the billing period).
 - Some customers may see a credit for their backflow device charge days.
12. Your methods of payment and reference number remains the same, however please note:
 - If you are paying via BillPay – the barcode when scanned may show an incorrect payment code. Australia Post can manually enter the code 244 to apply payment to your bill.
 - If you made a payment to your water bill since 14 February 2025, it will not show in the balance owing on the invoice. But please note any amounts paid have been received.
 - Both issues are temporary and will be fixed before the June quarterly billing.

Pensioner Rebate

If you are a new Rous pensioner, you will receive the full pension rebate immediately.



20 Conway St LISMORE
 PO Box 230 LISMORE NSW 2480
 Tel: 02 6623 3800
 Email: council@rous.nsw.gov.au
 Web: www.rous.nsw.gov.au
 ABN 81 383 023 771
 Call 13 18 16 to pay by Visa or Mastercard
 Refer to 'How to Pay' section for Billpay code and reference
 Tax invoice issued: 11/04/2025

J Citizen
 1 Local Street
 LISMORE NSW 2480

INVOICE

6 New Water account format
 With the billing system in place, the water account looks slightly different, please refer to the new water account brochure for details.

Period of Supply	Charge Details	Units	Rates(\$)	Amount(\$)
05/12/2024 to 11/03/2025	Water usage	61	3.28	200.08
	Facility days for 20mm pipe	90	0.59	53.10
	Charge days for backflow device	90	0.53	47.70
	Allocation of any loss from bulk meter	6.5	3.28	21.32
	Refund			-20.00
TOTAL				\$302.20

Note: Interest will be charged on overdue accounts and a fee will be charged to disconnect any restriction device installed due to non-payment of account.



Name: J Citizen
 Supply address: 1 Local Street, Lismore
 Supply address number: S00000
 Meter number: SM00000000

Due Date: 6/05/2025

Amount Due: \$302.20

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How to Pay



Hassle free, automatic account payment. Pay your full account on the due date or make regular fixed payments. Go to www.rous.nsw.gov.au or call 02 6623 3800 for further details about direct debit.



Return this section to Rous County Council, PO Box 230 LISMORE NSW 2480 with your cheque made payable to Rous County Council. Present this payment slip at Rous County Council office to pay in person by credit card (surcharge will apply), EFTPOS, or cheque.



Billcode: 181800
 Reference: 1287044



Billcode: 0244
 Reference: 0000 1287044

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 Contact your bank or financial institution to make this payment from your savings or cheque account. More info: www.bpay.com.au
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Pay in-store at Australia Post, online at www.postbillpay.com.au, by phone 13 18 16 or via AusPost app.



2 4 4 0 0 0 0 1 2 8 7 0 4 4

WATER ACCOUNT
for meter point
1287044

Due Date	Amount Due
6/05/2025	\$302.20

AVERAGE DAILY CONSUMPTION FOR THIS WATER METER

kL/Day

Supply address: 1 Local Street, Lismore
 LOT 1 DP123456 PARISH OF LISMORE

As a property owner, you are responsible for the maintenance and repairs which may be required to any plumbing after the water meter. Consumers should regularly read their meter to detect and repair leaks as soon as possible. This should avoid unnecessary and sometimes expensive water consumption charges which could result from an undetected leak.