

Jayne Warwick
[address removed]

25 July 2014

I make these comments –

- in response to SA Water's recent billing errors
- in response to ESCOSA's request for comments on its draft SA Water Report

I commenced renting at [address removed] on 31 October 2013. I pay for consumption of water above 0.3288 kL per day.

SA Water billing error

In its invoice for [address removed] ([A/c No removed]) – issued 19 February 2014 – SA Water billed for 9kL more than it should have (alternatively, it billed for correct kL over 13 fewer days than it should have).

SA Water ignored my initial complaint submitted 17 March 2014. I resubmitted the complaint 20 June 2014. On 27 June 2014 (SA Water's) [name removed] phoned me – he attributed the error to an incorrect date in the electronic reader (device). That is, the meter reader forgot to update the device when taking 'missed' readings on 28 January (which caused the readings to be recorded as taken on 15 January).

The process of reading water meters

When one learns of the process involved in reading of water meters it seems inevitable that billing errors occur more often than one might expect.

A contractor reads the meters for SA Water. The contractor has high turnover of staff. It is relatively common to have inexperienced people reading water meters.

The device used to read water meters has 'software' loaded onto it, somewhat like a book is loaded onto an eReader. After a reading is entered into a page (on the device) that page turns and a new page awaits input. Every water meter has its own page. There are many devices, each loaded with pages for a certain area. Some of the devices might lay about for a time with a few, or many, pages awaiting entry of a reading.

SA Water presumes the water meter at [address removed] was missed during routine reading of water meters in the area on 15 January 2014. It would be difficult for a water meter to be more accessible and visible than the meter at [address removed] – no dogs, no fences, no shrubs. During my phone conversation with [name removed] he commented (based on image in Street View) that it was "a bit embarrassing" that the meter was missed.

I saw a meter reader in [address removed] on or about 28 January 2014. He didn't arrive in a car, get out and read my meter, get back in car and drive to next meter that was missed. He walked up the street, reading device in hand, and entered properties (I can't be sure he entered all properties but he appeared to conduct routine read of each meter in the street).

When he phoned me, [name removed] said that the meter at [address removed] was an isolated missed reading on 15 Jan. Following further discussion, and my observation that the reader appeared to conduct routine read of each meter in the street, [name removed] concluded that it was likely a few streets were missed on 15 January (for unknown reason). How many streets were missed seems to be unknown, possibly unknowable. Why those streets weren't read the day before or after (14 or 16 Jan) is unexplained.

(Note: SA Water doesn't know what circumstances caused the meter at [address removed] to be missed during routine reading of meters on 15 Jan 2014. My observation that the meter reader appeared to enter other nearby properties resulted in the assumption that a few streets might have been missed. An alternative explanation could be that I had a sprinkler on the lawn that was watering around the meter, thus preventing access to the meter for a person who didn't want to get wet.)

By the time SA Water responded to my complaint (at end of June) the meter had been read twice more – for the two subsequent billing periods (of 77 days and 78 days). SA Water concluded its customer was not disadvantaged because the error in January's reading was offset in the next reading (on 2 April). SA Water's observation - that one reading was offset by the next - was correct for SA Water's customer - my landlord. But SA Water did not know details of the arrangement I have with my landlord.

(Note: The reading on 2 April created a daily consumption of 0.3506 kL, which meant that – except for me paying for some consumption 3 months earlier than I should have – one reading offset the other for me (as well as for my landlord). However, this would not have been the outcome if SA Water's billing cycle was smoother (i.e. consistently approx 91 days) – e.g. if SA Water read the meter 91 days after 15

Jan (on 16 April) consumption was 0.3187 kL per day.)

Tenants are invisible to SA Water

[name removed] told me SA Water did not intend to review any other accounts that were, or might have been, affected by the incident, "because no one else complained".

(Note: There seems to be general assumption at SA Water that mis-reads don't matter because the next reading will offset the previous error. This was the attitude I encountered during my initial telephone contact with SA Water on 17 March 2014 – I spoke to [name removed].)

But SA Water does not know whether there are tenants in other homes affected by this error. Tenant's water charges (passed onto them by the landlord) are based on some readings that are taken by the landlord – i.e. the initial and final readings are taken on the date the tenant moves in and moves out. This independent billing, and reading of meters, means SA Water must provide accurate readings at all times (it cannot assume one reading will offset the other).

[name removed] response contrasts with CEO John Ringham's recent comments in relation to the two "rogue" meter readers who (it is assumed) didn't read meters. Through the media Mr Ringham said SA Water reviews all instances where an error is suspected.

(Perhaps the two "rogue" meter readers did read meters but failed to enter correct date/s in devices.)

Is the meter reading process robust?

There appears to be weaknesses in the current arrangement for reading of meters. How many water meters are missed during routine readings (throughout Adelaide and beyond)? It seems likely a good few are, especially if entire streets are missed, or a sprinkler operating over the meter can prevent reading. Most modern electronic devices automatically keep track of date and time. Why doesn't the device the meter readers use automatically keep track of date/time without need for manual input?

SA Water has one foot in each camp

[name removed] advised that the contractor who reads water meters also reads electricity meters. He said the rules that govern how readings are taken varies between the two utilities because those rules were carried over from structures that were in place when the two utilities were Government owned. [name removed] suggested SA Water won't change its rules because they are too deeply embedded in the way it operates. However, SA Water has changed how it bills customers. Its meter reading process was designed at the time when SA Water issued half-yearly accounts and charged for cumulative annual water consumption. SA Water now bills customers the same way that electricity companies do (for daily usage).

Electricity bills are generated the day after a meter is read.

SA Water issues all bills for an area (local government area?) in one bunch. Thus all bills for the area around [address removed] (all of [area removed] council area?) were issued about 19 February 2014 even though readings were completed by end January.

Electricity bills arrive within days of the meter being read (which enables householder to check the reading on their meter within days of the official reading). Water bills arrive around one month after the meter was read.

SA Water gives the contractor around 10 (or 11?) business days to complete readings of an area (a local government area?). The contractor can complete this task in any way it chooses – it can saturate an area with readers and complete the task in a few days or it can use fewer personnel and read throughout the allotted period. Any missed readings can be taken any time before the allotted period is up. This enabled meters around area of [address removed] to be read on 15 January and the 'missed' readings to be taken on 28 January.

SA Power Network advises me (via SMS and email) when my electricity meter is about to be read (provides a three-day range). This enables me to provide access to the meter by unlocking a gate for those few days.

The span of time during which a water meter might be read covers 2-3 weeks.

How does SA Water cope with meters that are permanently inaccessible (behind locked gate etc)?

Erratic billing periods

Electricity meter readings are roughly around 91 days apart (+ / – a day or two).

The number of days between water meter readings is unpredictable – recent billing periods at [address removed] have varied between 64 and 98 days (allowing for the correct date of reading on 28

January) or between 77 and 85 days (according to dates on SA Water accounts).

Where a meter reader has returned at a later date – due to a missed reading – does SA Water normally issue the bill with correct date (of reading)? I'm sceptical. I suspect those readings are routinely billed to the earlier date (when the majority of meters were read). Bills are issued around one month after the meter is read. Few people can challenge the reading after such a lapse of time (if I had not kept a log of readings I couldn't have challenged; I would not have had the evidence).

Tenants pay for wasteful garden watering systems

I kept the log because my landlord's garden irrigation system belongs in the ark. It was installed at the time (20 or so years ago) when water consumption was virtually free. The system is in poor repair and was partially dysfunctional when I commenced tenancy. A neighbour told me the landlord, "hardly ever" used the system (this was landlord's home, I am first tenant). Nevertheless I was expected to water the garden using the system. I quickly discovered the system was incredibly wasteful of water and stopped using it. I advised I would maintain the garden using my own water-efficient portable sprinklers and hand watering. My landlord insisted I use the watering system, but that insistence ultimately came unstuck when some of the electrical parts of the system failed (and were not repaired until last week). I decided to log water use so I had evidence I watered the garden adequately (in case any plants succumbed to the extreme heat over summer).

I am not aware whether South Australia has regulation that requires landlords to install water-efficient equipment inside the dwelling if they require the tenant to pay for water, which is the case in NSW and Qld. The house at [address removed] is water efficient inside but, as described above, it is water inefficient outside. The agent tells me that some landlords have garden irrigation systems that the tenant cannot alter or switch off even though the tenant is required to pay for water the system uses. I think tenants should be protected from this attitude of landlords. In addition to requiring landlords to install water-efficient devices *inside* the dwelling I think landlords should be required to install water-efficient *outdoor* irrigation systems if they require tenants to use the system and to pay for the water it uses. After a while it became apparent my landlord wanted the watering system used because she was concerned about the foundations of the dwelling (60's-built home on reactive clay soil). This is understandable and legitimate concern but my opinion is that the tenant should not be required to pay for consumption of water to maintain integrity of foundations of a dwelling – that should be the landlord's responsibility.

Billing periods and daily usage

On the following couple of pages are some examples that display how short billing periods in summer/autumn push more consumption into tier 2 rates. In my example the impact on bills is small but there are many people for whom every dollar is precious. I think the current billing system – where the lowest rate for water consumption (currently \$2.32/kL) applies to 0.3288 kL per day – unfairly penalises people with a garden who consume minimal water within the home. I am an example of such a household – two of my quarterly SA Water bills (I was a home owner until Nov 2013) – the winter and spring bills – were for consumption of between 3 and 5 kL, but watering of garden during summer and autumn produced higher consumption. SA Water's uneven billing periods adds injury because high consumption is squeezed into shorter period of time. For a garden, highest consumption is often concentrated into mid Dec to mid April period – a span of about 120 days. A billing span (2 x accounts) of about 180 days captures some days of lower consumption.

(Note: In two of the examples on next page, for simplicity, I applied 2013-2014 rates for water usage beyond 30.6.14.)

Quality of water delivered through pipes

When responding to SA Water's recent survey it occurred to me that I don't know many people who drink unfiltered tap water. I use the local Greenhill Springs water (11 litre bottles) for drinking and cooking. Tap water (including that filtered using Puratap filter) upsets my stomach (I have chronic gut issues).

Perhaps we should consider whether delivery of drinking-quality water (for use throughout house and garden and by businesses) is appropriate. Would it be cheaper to deliver drinking-quality water to businesses and homes in bottles and deliver lower-quality water through the pipes?

Appended –

- Pages 4 - 5 Examples of billing periods
- Page 6 Street View image (of water meter)
- Pages 7 - 12 My original complaint submitted (via email) to SA Water on 17 March 2014
- Page 13 SA Water's response dated 30 June 2014

Inconsistent billing periods affect cost to customer due to shift in kL billed in Tier 1 –

NOTE: SA WATER METER READING DATES = 22 October 2013 + 28 January, 2 April and 19 June 2014
 SA WATER BILLING DATES = 22 October 2013 + 15 January, 2 April and 19 June 2014
 Readings (below) for all other dates are taken from my log of meter readings

Readings -- 22 October = 1045
 15 January (should be 28 Jan) = 1108
 2 April = 1135
 19 June = 1140

Smoother (~ 91 days billing period) produces saving to customer –

Cost of water for customer using SA Water's billing period (without correction for Jan error) – 22 October 2013 to 2 April 2014 (+ allowance for consumption to 16 April 2014) – 85 + 77 day billing periods (+ 14 days to extend period to 176 days) – cost to customer = \$243.55 (\$124.91 + \$118.64)

22.10.13 - 15.1.14 = 85 days	1045 - 1108 = 63 kL = 0.7412 kL/day	0.3288 kL x 85 days = 27.95 kL @ \$2.26 = \$63.17	0.4124 kL x 85 days = 35.05 kL @ \$3.23 = \$113.21
15.1.14 - 2.4.14 = 77 days	1108 - 1135 = 27 kL = 0.3506 kL/day	0.3288 kL x 77 days = 25.32 kL @ \$2.26 = \$57.22	0.0218 kL x 77 days = 1.68 kL @ \$3.23 = \$5.43
Include SA Water charge to 16.4.14 to smooth comparison -			
2.4.14 - 16.4.14 = 14 days	1135 - 1137 = 2 kL = 0.1429 kL/day	0.1429 kL x 14 days = 2 kL @ \$2.26 = \$4.52	
176 days		\$124.91	\$118.64

Cost of water for customer where second billing period is 91 days – cost to customer = \$241.92 (\$128.71 + \$113.21)

22.10.13 - 15.1.14 = 85 days	1045 - 1108 = 63 kL = 0.7412 kL/day	0.3288 kL x 85 days = 27.95 kL @ \$2.26 = \$63.17	0.4124 kL x 85 days = 35.05 kL @ \$3.23 = \$113.21
15.1.14 - 16.4.14 = 91 days	1108 - 1137 = 29 kL = 0.3187 kL/day	0.3187 kL x 91 days = 29.00 kL @ \$2.26 = \$65.54	
176 days		\$128.71	\$113.21

Another example –

Cost for customer where all billing periods are smoothed –

Using start date of 22 October 2013 but then apply 91 day periods

22.10.13 - 21.1.14 = 91 days	1045 - 1101 = 56 kL = 0.6154 kL/day	0.3288 kL x 91 days = 29.92 kL @ \$2.26 = \$67.62	0.2866 kL x 91 days = 26.08 kL @ \$3.23 = \$84.24
21.1.14 - 22.4.14 = 91 days	1101 - 1137 = 36 kL = 0.3956 kL/day	0.3288 kL x 91 days = 29.92 kL @ \$2.26 = \$67.62	0.0668 kL x 91 days = 6.08 kL @ \$3.23 = \$19.63
22.4.14 - 22.7.14 = 91 days	1137 - 1141 = 4 kL = 0.0330 kL/day	0.0330 kL x 91 days = 4 kL @ \$2.26 = \$9.04	
273 days		\$144.28	\$103.67

Cost = \$248.15 for 273 days (\$144.28 + \$103.87)

Cost for customer with SA Water's actual billing periods commencing 22 October 2013 (without correction for Jan error) –

22.10.13 - 15.1.14 = 85 days	1045 - 1108 = 63 kL = 0.7412 kL/day	0.3288 kL x 85 days = 27.95 kL @ \$2.26 = \$63.17	0.4124 kL x 85 days = 35.05 kL @ \$3.23 = \$113.21
15.1.14 - 2.4.14 = 77 days	1108 - 1135 = 27 kL = 0.3506 kL/day	0.3288 kL x 77 days = 25.32 kL @ \$2.26 = \$57.22	0.0218 kL x 77 days = 1.68 kL @ \$3.23 = \$5.43
2.4.14 - 19.6.14 = 78 days	1135 - 1140 = 5 kL = 0.0641 kL/day	0.0641 kL x 78 days = 5 kL @ \$2.26 = \$11.30	
Extrapolate SA Water charge to 22.7.14 to smooth comparison -			
19.6.14 - 22.7.14 = 33 days	1140 - 1141 = 1 kL = 0.0303 kL/day	0.0303 kL x 33 days = 1 kL @ \$2.26 = \$2.26	
273 days		\$133.95	\$118.64

Cost = \$252.59 for 273 days (\$133.95 + \$118.64)

With smoother billing periods customers have ability to monitor water use and attempt to remain within tier 1.
 For example, during April 2014 my consumption ticked over to 30kL on 25 April.
 That should have ensured I remained in tier 1 for that billing period (but 77 days billing period allowed just 25 kL for tier 1).
 Currently it is impossible for customer to predict how much water consumption will fall into tier 1 (in one billing period).

SA water's billing error at [address removed] didn't alter cost of water to customer over the 162 days billing period but \$4.14 was billed earlier than it should have been -

22.10.13 - 28.1.14 = 98 days	1045 - 1108 = 63 kL = 0.6429 kL/day	0.3288 kL x 98 days = 32.22 kL @ \$2.26 = \$72.82	0.3141 kL x 98 days = 30.78 kL @ \$3.23 = \$99.42
28.1.14 - 2.4.14 = 64 days	1108 - 1135 = 27 kL = 0.4219 kL/day	0.3288 kL x 64 days = 21.04 kL @ \$2.26 = \$47.55	0.0931 kL x 64 days = 5.96 kL @ \$3.23 = \$19.25
	162 days	\$120.37	\$118.67
22.10.13 - 15.1.14 = 85 days	1045 - 1108 = 63 kL = 0.7412 kL/day	0.3288 kL x 85 days = 27.95 kL @ \$2.26 = \$63.17	0.4124 kL x 85 days = 35.05 kL @ \$3.23 = \$113.21
15.1.14 - 2.4.14 = 77 days	1108 - 1135 = 27 kL = 0.3506 kL/day	0.3288 kL x 77 days = 25.32 kL @ \$2.26 = \$57.22	0.0218 kL x 77 days = 1.68 kL @ \$3.23 = \$5.43
	162 days	\$120.39	\$118.64

[picture of house removed]

Memo from Jayne Warwick

Following my phone discussion with [name removed] this
afternoon RE: [account number removed]
Residential property: [address removed]

As a tenant residing at this address I have a financial interest in this account.

I believe the date of the meter reading is incorrect.

I believe this and other meters in this street were read on or about 28 January 2014.

I believe this for the following reasons:

1. I observed the meter reader in the street in late January (not in the middle of January).
2. I read my meter regularly, almost daily, during January. The reading on 15 January was 1099, whereas the reading on 28 January was 1108.
3. The invoice date = 19 Feb 14.

I checked back through my previous SA Water accounts. It is very unusual for the invoice to be dated more than one month after the meter is read.

I.e. History for [account number removed] Residential
property: [address removed]

Meter read: 14.12.11	Invoice date: 11.1.12
20.3.12	11.4.12
12.6.12	11.7.12
5.9.12	10.10.12
21.12.12	9.1.13
18.3.13	10.4.13
18.6.13	10.7.13
19.9.13	9.10.13
27.12.13	8.1.14

On the second and third pages of this PDF is a copy of my handwritten record of readings.
I am prepared to sign statutory declaration to swear the authenticity of that record.

I believe SA Water needs to re-assess all accounts recently issued to households and
businesses in geographic vicinity of [address removed] to ascertain accuracy of the date of
meter reading in those accounts.

Water

My meter

2 Dec - 107613.85 }
- 107889.85 } 276L

246.6

3 Dec - 107895.85 - overnight

✓ - 107903.25 - start wobble-tee 8:30am }
✓ - 108390.20 - end Wobble-tee - 10am } 486.95L
My meter 6.1 l/min
536.2L

9 Dec 1071784.3 -

15 Dec 1076158 - 9:10 AM

20 Dec 1081644 - 8:45 AM

23 Dec 1082201 - 6:15 AM

26 Dec 1084816 - 12:15 PM

27 Dec 1085108 - 6:30 AM

28 Dec 1086336 - 7:05 AM

✓ 1086994 - 10:30 AM

29 Dec 1087059 - 8:25 AM

✓ 1087319 - 10:20 AM

30 Dec 1087324 - 7:30 AM

✓ 1087532 - 8:45 AM

31 Dec 1088635 - 6:30 AM

✓ 1088903 - 7:40 AM

8 Jan 1089737 - 11:30 AM

✓ 1089750 - 6:45 PM

9 Jan 1090344 - 7:00 AM

✓ 1091078 - 10:23 AM

✓ 1092521 - 8:30 PM (< 3x water cans on pots)

11 Jan 1094406 - 7:48 AM

✓ 1095048 - 10:10 AM

12 Jan 1095768 - 9:30 AM

13 Jan 1096795 - 9:07 AM

14 Jan 1097881 - 9:00 AM

15 Jan 1099378 - 9:30 AM

16 Jan 1100472 - 8:30 AM

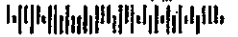
17 Jan 1101813 - 8:20 AM

22 Jan 1102837 / 5pm / 1103881 - 7:45pm

23 Jan - 1104293 - 7.44AM / 1104644 - 8.35AM
27 Jan - 1106761 - 10.00AM
28 Jan - 1108117 - 8.00AM
31 Jan - 1111186 - 10.08AM
1 Feb - 1112360 - 8.00AM
6 Feb - 1117654 - 11.30AM
7 Feb - 1119368 - 10.00AM
8 Feb - 1120914 - 8.35AM
11 Feb - 1124130 - 10.05AM
17 Feb - 1125737 - 7.25AM
1 Mar - 1127421 - 7.40AM
3 Mar - 1129197 - 10.20AM
9 Mar - 1131666 - 10.00AM
10 Mar - 1132690 - 10.15AM
14 Mar - 1133004 - 6.30PM
17 Mar - 1133091 - 7.45AM



SA Water
 250 Victoria Square / Tarntanyangga
 Adelaide SA 5000
 GPO 1751
 Adelaide SA 5001
 APN 69 336 525 019
 www.sawater.com.au



031578 047-9065

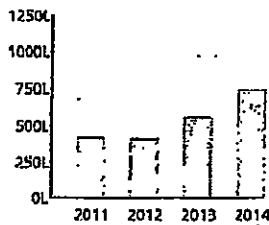
[name & address removed]

Enquiries
 General, billing and
 payment difficulties 1300 650 950
 Monday to Friday 8.30am-5pm
 customerservice@sawater.com.au

Service difficulties 1300 863 121
 7 days per week 24 hours per day
 Water Wise Hotline 1800 130 952

Daily water use

Your average daily water use compared with the same quarter for previous years.



Find out more about water and wastewater services at www.sawater.com.au.

Your account

Account number [number removed]

Invoice date 19 Feb 14

Pay by 11 Mar 14

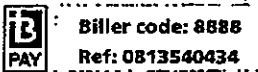
Total due \$428.17

Account summary

Residential property: 19 PITCAIRN AVE
 URBRAE LT 31

Previous balance	\$265.35
Amount paid	\$265.35cr
New charges	\$428.17
Current balance	\$428.17

Date paid / /
 Amount paid \$



Telephone and Internet Banking - BPAY*. Call your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account. More information: www.bpay.com.au

Trancode 831 User code 009915 Commonwealth Bank ref 0813540434



Please do not mark below

Payment slip

Account number [number removed]

Invoice date 19 Feb 14

Pay by 11 Mar 14

Total due \$428.17



<0000042817>

<009915>

[code removed]

PAYED

Account details

Water

Meter reading

Quarterly meter reading, water use details (in kilolitres (kL) - 1kL = 1000L) and a supply charge to deliver the water

Meter	Previous reading	Current reading	Proposed next read between 31 Mar 14 and 11 Apr 14
M40200275	22 Oct 13 1045	15 Jan 14 1108	63 kL 63 kL
Total readings			

Water use	22 Oct 13 to 15 Jan 14 (85 days)	63.00 kL	27.95 kL at \$2.26	63.17	\$176.38
			35.05 kL at \$3.23	113.21	\$368.70
Supply charge	01 Jan 14 to 31 Mar 14				\$68.70

\$245.08

Sewerage

Access charge	01 Jan 14 to 31 Mar 14	Property value: \$550,000 at 31.525 cents per \$1000 Quarterly charge for removal and treatment of wastewater based on your property's value as determined by the Valuer General	\$173.39
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\$173.39

Other

Levy	01 Jan 14 to 31 Mar 14	Save the River Murray Levy See how your money is being invested to improve the health of the River Murray, search for 'Save the River Murray Levy' at www.sa.gov.au	\$9.70
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\$9.70

Total

\$428.17

Total GST of this invoice \$0.00

Paying your bill



BPAY
Telephone and Internet Banking - BPAY®. Call your bank or financial institution to make this payment from your cheque, savings, debit, credit card or transaction account.
More information: www.bpay.com.au

Direct debit
Call us on 1300 650 990 and we'll send you an application form or download the form at www.sawater.com.au to arrange payment from your cheque or savings account (no credit cards).



Paying by phone - 1300 650 870
Call us to make a payment using Visa or Mastercard - 24 hours a day, seven days a week.



Paying online - www.billpay.sawater.com.au
Visit www.billpay.sawater.com.au to make a payment using Visa or Mastercard.



Paying by mail
Detach the payment slip and post it with your cheque or money order to SA Water GPO Box 1039 Adelaide SA 5001.



Paying in person
Present this account and payment to a Commonwealth Bank branch or BPOINT outlet displaying the BPOINT logo. For retailer locations visit www.bpoint.com.au. Alternatively, payment can be made at any Australia Post outlet. Note: No credit card payment accepted at Australia Post.



Bill code: 35478
Ref: 0813540434

Cheque details

Drawer	Bank	Branch	Amount \$



1-7-14
SOUTH AUSTRALIAN
WATER CORPORATION
A. B. N. 69 336 525 019

GPO BOX 1039, ADELAIDE SA 5001
OUR REF AD76542
INQUIRIES JOY
TELEPHONE 08 7424 1185

30 June 2014

Ms Jayne Warwick
[address removed]

Dear Ms Warwick

Account Number : [number removed]
Property Location: [address removed]

Thank you for your enquiry regarding the water usage on the above property and further to your phone conversation with [name removed] our Senior Billing Officer confirmation of our conversation is provided below.

Over 650,000 meters are read every quarter by our meter reading contractors, Service Stream. Meter readers endeavour at all times to read meters accurately.

The meter reader first visited your street to read on 15th January but was unable to obtain a reading at your property in the first instance.

A follow up visit to your property was made on 28th January and a reading was obtained however the reader inadvertently failed to update the read date in the hand held device they use to record the readings. .

Based on the conversation it was agreed with you that no adjustment would be made on the account as no financial benefit would result.

Thank you for your inquiry and trust the information provided regarding this matter has helped to resolve your concerns.

Yours sincerely

[name removed]
BILLING OFFICER

14.3.14

Klemich Property Management

85 King William Street
KENT TOWN SA 5067
Tel: 08 8361 4044 Fax: 08 8363 1847

Jayne Warwick
[address removed]

Tenant Invoice

Regarding: Jayne Warwick
[address removed]

Date: 12/03/14
Ref: WARWICKJ

Description	Due Date	Owing
Water Usage lease start date - 15/1/14		\$122.78
Meter Reading Details		
From : 31/10/13 - 15/01/14		
Reading : 1108		
Units : 63		
	Total Owing	\$122.78

Payment can be made by **BPAY biller code 4481** using your usual DEFT reference number or go to www.deft.com.au or call 1300 30 10 90. Sorry, cash or cheques no longer accepted.

REMITTANCE ADVICE

Tenant: Jayne Warwick
Premises: [address removed]

T/Ref: WARWICKJ
[code removed]
Period: 12/03/2014

Total Due \$122.78

Amount Paid \$ _____

Please return this section with your payment to:
Klemich Property Management
85 King William Street
KENT TOWN SA 5067
Tel: 08 8361 4044 Fax: 08 8363 1847