

28 July 2011

Media release

Gold Coast customers to receive accounts

Allconnex Water has recently issued July 2011 water and wastewater accounts to 230,000 Gold Coast customers.

This account includes charges for water consumed for the period December 2010 to May 2011. It also includes water and wastewater access charges from 1 July 2011 to 31 December 2011.

Despite Gold Coast City Council's decision to take back its water management from Allconnex, all accounts require payment. Accounts are for water and wastewater services that have been supplied or made available by Allconnex.

Any customers experiencing difficulties meeting payment requirements should contact Allconnex to discuss hardship arrangements and payment plans.

Payments are required by the due date.

Customers can pay their Allconnex Water accounts in the following ways:

- Pay in person at any Australia Post office using cash, EFTPOS cheque or money order.
- Pay in person at any Commonwealth Bank branch, using cash, cheque or money order
- Phone 1300 004 431 to go through to a payment service
- Pay with bank via BPAY – new Biller Code no. 868745 using your reference number shown on your account
- Pay by direct debit by downloading a direct debit form from our website or phone us and we will mail it to you
- Mail payment to Allconnex Water Locked Bag 3414, GPO Brisbane QLD 4001.

Money collected through water and wastewater payments is invested in significant infrastructure projects. These include:

- The \$66.2 million Coombabah Wastewater Treatment Plant upgrade – stage 5
- The \$15 million Elanora Wastewater Treatment Plant upgrade.

For more information please call 1300 000 WATER (1300 000 928) or visit allconnex.com.au.

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