

Important Notice:

Your Water Service

Dear Occupant,

At QV1, the charges for your water usage for your apartment are being collected by the Owners Corporation to recover the cost of water billed for the entire site by City West Water.

The Owners Corporation has engaged WINconnect to handle the billing and collection process on their behalf.

This means you will need to **register an account with WINconnect** to ensure there is no interruption to your water service.

Important Information:

Opening an account:

Signup can be completed either through our website at www.winconnect.com.au/get-connected/ or by calling our customer service team on 1300 791 970. Completion of the form should take no longer than 5 minutes.

Closing an account:

To close your account, ensure you do so at least 2 business days prior to your planned move out date so we can arrange for a final read for your selected date. Account closure is completed through our 'Moving Out' form www.winconnect.com.au/moving-out/

Bi-monthly billing:

Once your account has been set up, you can expect to receive your bills bi-monthly.

Billing and Payments:

Payment options available:

For payment of your bills, this can be done using Direct Debit, Bpay, Austpost bill pay, payment over the phone or at an Australia Post branch.

Rates:

Your rates will be provided upon signup and can be found on page two of your bill. For a copy of your rates, email 'enquiries@winconnect.com.au' or call 1300 791 970.

If you have any questions, please contact the WINconnect Customer Service Team:

1300 791 970

Mon - Fri, 8am to 6pm

enquiries@winconnect.com.au

Interpreter services: 13 14 50

Kind Regards,
WINconnect Customer Service Team