

Read Water Bill Like A Pro - Understanding Water Bill

English dialogue

VO : Hey, Water Save Dave. You look so happy.

Dave : Ha ha. My friend, who is a wise spender, wants to know how to save water charges. My advice is, to save water charges wisely, first we need to understand our water consumption habits through water bills. Apart from total amount due and the payment due date, we get to know how much scarce water resources we have consumed. With this opportunity, I'll teach him the first step in saving water!

VO : Please explain the water bill for us!

Dave : First, check whether the correspondence address and the service address printed on the water bill are correct. And then pay attention to the total amount due and the payment due date. Domestic consumers are billed for their water consumption around every 4 months. Water consumption is calculated based on the difference between the meter readings of the start date and the end date of water consumption period. As for the letters shown after the meter readings, "A" represents Actual Reading, "E" represents Estimated Reading, and "S" represents Self Reading provided by consumer. In order to conduct water meter reading, consumers are responsible to keep a clear passage to the meter. If not, the Water Supplies Department may request consumers to relocate the meter to a location approved by the Water Supplies Department at their own cost.

- Dave : A water bill covers charges for water and sewage.
Water charge and sewage charge are calculated based on tariff structures consisting of 4 tiers and 2 tiers respectively with progressively increasing rates.
That means the charge rate will increase as consumers move to a higher tariff tier.
For example, Mr. Chan consumed water at a volume of 62 cubic metres during a period of 122 days,
which means his water charge covers the rates from 1st to 3rd tiers and water charge for the period is \$251.06.
Meanwhile, his sewage charge as calculated based on the 2-tier structure is \$145.89.
By adding up water charge and sewage charge, that is \$251.06 plus \$145.89, the total charge will be \$396.95.
- VO : Water charge is settled at 4-monthly intervals.
Does it mean the longer the water consumption period, the easier it will be to fall into the next tariff tier?
- Dave : First of all, a 4-month water consumption period refers to around this number of days.
The water consumption covered by each tier will be calculated on a pro-rata basis according to the actual number of days in the period.
Even if the water consumption period extends, water consumption covered by each tier will increase on a pro-rata basis, so consumer will not be overcharged for their water consumption due to this extended period.
- VO : But I heard that someone had been billed for two water consumption periods at the same time.
Why is that so?
- Dave : To prevent cross-infection in the public during the epidemic, the Water Supplies Department had to suspend routine meter reading as well as the issue of water bills,
which means payments of water charges of the customers were also deferred.

Dave : Upon resumption of routine meter reading,
we'll combine the relevant water consumption periods
and issue water bills with consumption calculated
according to the preceding and the latest meter readings.
If there has not been a significant change
in your water consumption habit,
the combined water bill will include charges
for two water consumption periods,
which is approximately the double of the charge for one period,
and you're actually paying back the deferred charge.
Water bill is not that hard to understand, right?
If you want to save both water and money at the same time,
stay tuned for the next episode
where I'll explain how to find out
water consumption habits from water bills!

****End****