

Illustration 1 of billing arrangement

An account was issued with a water bill based on estimated reading in April 2020.

Actual Reading	Estimated Reading	Meter Reading Suspended
Water bill issued by system	Water bill not issued	Water bill not yet issued
Dec-19	Apr-20	Aug-20
		Dec-20

After resumption of routine meter reading, a new water bill will be issued in the next billing cycle (December 2020) based on actual consumption between December 2019 and December 2020, with the previous water bill in April 2020 cancelled. The new water bill will cover a 12-month period. As the consumption for each tier is adjusted by the number of days in the billing period, the extension of a billing period would not result in an additional increase in water charges. The amount payable will be the water charges of new water bill minus the water charges already paid under the previous issued water bill.

Actual Reading	Estimated Reading	No Reading	Actual Reading
Issued water bill to be cancelled by system	Water bill not issued	Water bill to be replaced by the water bill for combined billing periods	
Dec-19	Apr-20	Aug-20	Dec-20
Water bill to be issued by system in December 2020 covering the combined billing periods			

Illustration 2 of billing arrangement

Account was issued with a water bill based on estimated reading in April 2020.

Actual Reading	Estimated Reading	Meter Reading Suspended
Water bill issued by system	Water bill not issued	Water bill not yet issued
Dec-19	Apr-20	Aug-20
		Dec-20

If the premises is located at buildings with recently confirmed or probable cases or those locations of high risk at the next scheduled meter reading date (December 2020), meter reading for the premises will continue to be suspended and water bill will not be issued. A new water bill will only be issued in the next billing cycle (April 2021) after the resumption of routine meter reading for the premises. The new water bill will cover a 16-month period. As the consumption for each tier is adjusted by the number of days in the billing period, the extension of a billing period would not result in an additional increase in water charges. The amount payable will be the water charges of new water bill minus the water charges

already paid under the previous issued water bill. However, there should only be a few of such cases.

Actual Reading	Estimated Reading	No Reading	No Reading	Actual Reading
Issued water bill to be cancelled by system	Water bill not issued	Water bill will not be issued	Water bill to be replaced by the water bill for combined billing periods	
Water bill to be issued by system in April 2021 covering the combined billing periods				
Dec-19	Apr-20	Aug-20	Dec-20	Apr-21