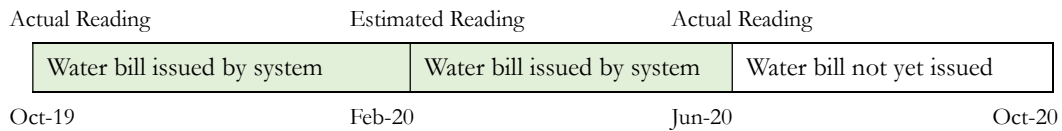


Illustration 3 of billing arrangement

An account was issued with water bills based on estimated reading in February 2020 and based on actual reading in June 2020.



After the resumption of routine meter reading, a new water bill will be issued in the next billing cycle (October 2020) based on actual consumption between October 2019 and October 2020, with the previous water bills in February and June 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 two issued water bills.

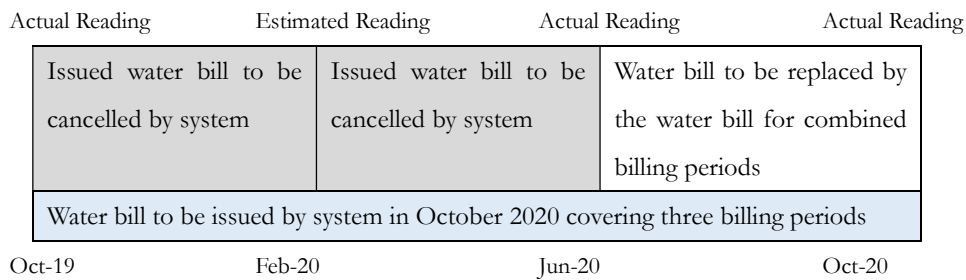
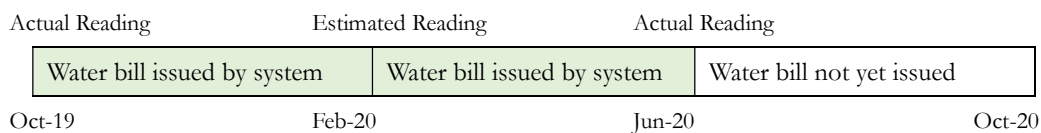


Illustration 4 of billing arrangement

Account was issued with water bills based on estimated reading in February 2020 and based on actual reading in June 2020.



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 (October 2020), meter reading for the premises will be suspended and water bill will not be issued. A new water bill will only be issued in the next billing cycle (February 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 two issued water bills. However, there should only be a few of such cases.

Actual Reading	Estimated Reading	Actual Reading	No Reading	Actual Reading
Issued water bill to be cancelled by system	Issued water bill to be cancelled by system	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 February 2021 covering three billing periods				
Oct-19	Feb-20	Jun-20	Oct-20	Feb-21