<u>Illustration 3 of billing arrangement</u>

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

| A | ctual Reading | Estima | ted Reading Actua | al Reading | 1 | |
|---|-----------------------------|--------|-----------------------------|---------------------------|---|--|
| | Water bill issued by system | | Water bill issued by system | Water bill not yet issued | | |
| О | ct-19 | Feb-20 | Jun-2 | 0 Oct-20 |) | |

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.

| A | ctual Reading Estin | ated Reading | Actual | Reading | Actual Readi | ing |
|---------------|----------------------------|-----------------|--------------|------------------------|--------------|-----|
| | Issued water bill to be | Issued water | bill to be | Water bill to be rep | placed by | |
| | cancelled by system | cancelled by sy | ystem | the water bill for co | ombined | |
| | | | | billing periods | | |
| | Water bill to be issued by | system in Octob | oer 2020 cov | ering three billing pe | riods | |
| Oct-19 Feb-20 | | 0 | Jun-20 | | Oct-20 | |

<u>Illustration 4 of billing arrangement</u>

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

| Actual Reading | | Estima | Estimated Reading | | Reading | |
|----------------|-------------------|-------------|-------------------|--------------|---------------------------|--------|
| | Water bill issued | d by system | Water bill issue | ed by system | Water bill not yet issued | |
| O | ct-19 | Feb-20 |) | Jun-20 | | Oct-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 (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 | Es | timated Reading Ac | ctual Reading | No I | Reading Actual Reading |
|---|------|-------------------------|---------------------|------|------------------------|
| Issued water bil | l to | Issued water bill to be | Water bill will not | be | Water bill to be |
| be cancelled | by | cancelled by system | issued | | replaced by the water |
| system | | | | | bill for combined |
| | | | | | billing periods |
| Water bill to be issued by system in February 2021 covering three billing periods | | | | | riods |
| Oct-19 Feb-20 | | b-20 Ju | un-20 Oct | | 20 Feb-21 |