



## Your Utility Services NV Apartments

At NV Apartments, there have been several systems installed in order to provide utilities to your apartment. Some of these systems have been dictated by council requirements, or to improve the overall service and energy efficiency at the building.

WINconnect has been engaged to manage these separate systems and bill you based on **actual use**. These systems are, **electricity, water use** and **air-conditioning (fair air)**.

You can create your utility accounts for your apartment by filling out our 'Get Connected' form online at:

**[www.WINconnect.com.au](http://www.WINconnect.com.au)**

or by speaking to our friendly customer service team on:

**1300 167 671**

Monday – Friday, 8.00am to 3.00pm  
(AWST)

Should you need further assistance you can also email us at

**[enquiries@WINconnect.com.au](mailto:enquiries@WINconnect.com.au)**

Interpreter services: 13 14 50

## The Services Managed by WINconnect at Your Building:

At NV Apartments, WINconnect replaces separate service providers, to manage three different services. Although WINconnect is a single service provider, due to statutory obligations about what must be shown on the invoice for each service, you will receive three separate invoices for the three services that WINconnect manage.

The benefit to this is you can contact **one** service provider with queries about your bills across all services, or set-up a direct debit in one authorisation for all services if you choose. The biller code remains the same for all invoices, however, the reference number for each of the three services will change. This is to allow us to correctly allocate your payment against the service you are choosing to pay.

The alternative to having WINconnect manage these services is for the utilities to be billed to you by apportionment, and not fairly based on each apartment's **actual** use.

**The services managed by WINconnect at NV Apartments are as follows:**

### Electricity:

Electricity at your building is part of the Community Energy Network. Each apartment has its own electricity meter to accurately record your use. Electricity rates are aligned to the standard WA market rate.

### Water Use:

All water use at NV Apartments is charged as one account, separate to any Water Corporation water rates. Your apartment has its own water meter which is used to accurately record your water use. Water use is also charged at the regulated WA rate as set by the state government.

### Fair Air:

Fair Air is the air-conditioning for your apartment. To maximise balcony space, a centralised air-conditioning system has been installed at your building. The air-conditioning system records the air delivered to your apartment and allows us to accurately determine the electricity used in providing heating or cooling to your apartment. This is also charged at the WA market rate for electricity.

# The Benefits of being a WINconnect Customer for your Utility Services:

## **Rates:**

For a copy of your rates, please contact our Customer Service Team on 1300 167 671. WINconnect follow stringent rules relating to pricing, and our pricing is that of the default retailer.

## **Easy opening and closing of accounts:**

To open or close all your utility accounts, simply head to our website [www.WINconnect.com.au](http://www.WINconnect.com.au) and fill out our online form, or contact our customer service team by phone on 1300 167 671.

## **Local Customer Service Team:**

Our friendly customer service team is based in Australia and is on hand to assist you. We also have interpreter services available by calling 13 14 50.

## **Connections:**

As all your utility accounts can be set up in the same phone call to our customer service team or online, this makes connecting your utility services easy. For your electricity, your meter is already part of the community energy network, meaning there is no lengthy installation process to delay your connection.

## **Concession Information:**

You may be eligible for a government concession. For further information, speak with our customer service team on 1300 167 671.

## **Easy bill payment options:**

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

Yours Sincerely,

WINconnect Customer Service Team