

Newsletter to Barossa Infrastructure Ltd Customers

November 2018

Apology to Customers

Over the past 12 months the billing system has been incorporated into the customer data base. This will in the long term mean lower costs, a continual record of meter readings used for billing purposes, and a simpler audit facility.

It has however also removed the ability not to charge for small amounts of excess water that may have been used on the day the meters are read, or to charge for small amounts of unused water where customers have used their best endeavour to accurately use all their entitlement. A better system will be incorporated in future to seek to avoid such frustrations. A manual credit will be incorporated into the next account of affected customers.

Additional Water

No customers have advised surplus Premium Water. There is an amount of surplus Off Peak water that customers may wish to order. For trades completed before the 30 November, up to 25% of the traded Off Peak water may be taken and the balance taken after 1 April 2019 (water taken from 1 December to 31 March 2019 must be Premium Water).

Customers with surplus Off Peak water should advise early as all trades will be done on a first come first served basis.

Access Your Meter Data

Customers are encouraged to access their meter data via the BIL website. Please give Neville Skipworth your email address and property ID(s). Meter data can also be made available to your vineyard manager. Billing is the actual meter reading at midnight on 30 Sept/1 Oct.

This meter data is not on line and is generally downloaded the following day. In some cases, this information may be further in arrears due to a fault or local interference with the signal when due to download. The data is transmitted over Telstra's 3G network. The age of the data is incorporated in the information you receive when you access the Outpost Central web site.

Contact for BIL Operations

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