# We're changing our payment terms

Coliban WATER

## Important information for our valued suppliers

From 1 October 2026, we're updating our payment systems and terms to streamline operations and give our valued suppliers greater transparency and reliability.

As part of these changes, our standard supplier payment terms will be 30 days from receipt of your tax invoice.

### Your questions answered

**Why are the payment terms changing?**

We are updating our systems and reviewing our procurement and accounts payable processes. As part of this work, we are standardising supplier payment terms to create a consistent operating model and meet current legislative and reporting requirements.

**What are the new payment terms?**

Our standard supplier payment terms will be 30 calendar days from the date we receive a correctly issued tax invoice.

**When do the new payment terms start?**

The 30-day payment terms take effect from 1 October 2026. Tax invoices submitted after this date will be processed under these terms.

**We're already on a 30-day payment term. Does this change affect us?**

No. If your agreed payment terms are already 30 days, your arrangements will not change and no action is required.

**Will this change affect existing invoices?**

No. The change only applies to tax invoices we receive after 1 October 2026.

**Will there be exceptions to the new payment terms if this impacts my business?**

If you are concerned the changes may affect your business, please contact the Procurement Team via procurement@coliban.com.au by Wednesday 12 August 2026.

**How can I ensure my invoices are paid on time?**

Please ensure you send tax invoices to us on the day they are issued. Make sure they include all required information, including the correct purchase order number, your ABN, company details, and the GST amount to avoid any processing and payment delays.

**What does 'from receipt of a correct tax invoice' mean?**

It means the payment period starts when we receive a valid tax invoice that includes all information needed for processing. Incomplete or incorrect tax invoices may delay payment because the terms apply only once the tax invoice is compliant and correct.

**What happens if my tax invoice is incorrect or incomplete?**

If a tax invoice is missing required information or does not meet processing requirements, we may need clarification or a resubmitted tax invoice before payment can be processed. This may affect payment timing because the terms are based on receiving a correct tax invoice.

**Who should I contact if I have questions about the change?**

If you have any questions about the payment terms change, please contact the Procurement Team at procurement@coliban.com.au.

**Where can I find more information regarding the change?**

More information can be found at coliban.com.au/about-us/procurement.

**Can I request an exception to the 30-day payment terms?**

You can raise a request with the Procurement Team for internal review. Standard payment terms are being introduced for consistency and align supplier payment arrangements with established contractual terms and legislative requirements. Any request for an exception will be assessed on its merits.

**Will existing contracts or purchase orders be updated?**

The updated Terms and Conditions are available coliban.com.au/about-us/procurement. The new standard payment terms apply to purchase orders and transactions governed by our standard purchase order Terms and Conditions.

Where a supplier has an existing agreement or contract in place, the payment terms and conditions set out within the agreement will continue to apply unless otherwise agreed by both parties through a formal contract variation.