

## About your water bill

The Water Company



Easy English

## Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
  
- we write what the hard word means.

## You can get help with this book



You can get someone to help you

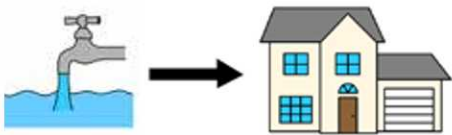
- read this book
  
- know what this book is about
  
- find more information.



## About this book



This book is written by The Water Company.



The Water Company

- brings clean water to your house



- takes used water from your house.



This book is about

- information on your water bill



- how to pay your water bill.

## How much you need to pay



You **must** pay for your water services.



We will send you a water bill every 3 months.

Your water bill shows

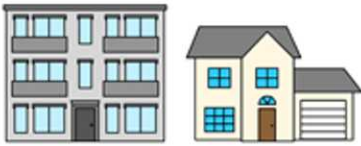
- your account number
- how much water you use
- how much you need to pay.



The amount you need to pay is in large print on the front of your water bill.

Everyone gets a different water bill.

For example



- if you rent you only pay for the water you use



- if you own a house you have to pay extra fees

- you might be able to get a **concession**.

Concession means you have a card from the government. For example, you might get a concession if you



- are older



- have a disability.

You can ask if you are allowed to get a concession.



## When you need to pay

The day you need to pay is written under the amount you need to pay.



We will send you a water bill every 3 months.



You can ask us to change the day you pay your water bill. For example, you can ask to pay every month.

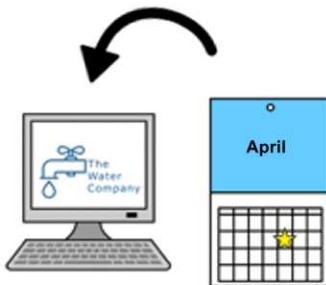
# How to pay

You can pay your water bill in 7 different ways.



## 1. Direct debit

Direct debit means we take money from your bank account when your water bill is due.



If you want to pay by direct debit you **must**

- set it up **before** your water bill is due
- have enough money in your bank account to pay.



## 2. BPay

BPay means you pay online using a code on your water bill.





### 3. Australia Post billpay



You can take your water bill into the post office and pay.

### 4. On our website



You can visit our website and pay your water bill online.



### 5. Centrepay

You can pay your water bill from your Centrelink payments.



You can call Centrelink for more information.



## 6. Phone



You can call us to pay your water bill by credit card.

## 7. Cheque



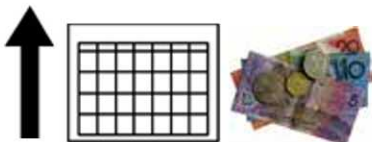
You can send us a cheque in the mail.

## Help to pay

You can call us if you need help to pay your water bill.

For example

- if you need more time to pay



- if you can **not** pay



- if you have problems when you try to pay.



You can ask someone you trust to call for you.

## Help with your water service



You can call us if something is wrong with your water service.

For example

- if there is no water when you turn on the tap



- if there is a water leak.

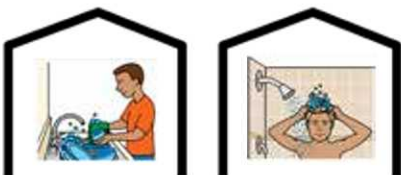
## About the water you use

Your bill also tells you

- how much water you use



- changes in your water use



- how much water is normal for your type of home.

Call us for more information on how you use water.



## More contact information

### If you need help to speak or listen

Contact The Water Company through the National Relay Service or NRS.

Call the NRS help desk

1800 555 660



Website [communications.gov.au/accesshub/nrs](https://communications.gov.au/accesshub/nrs)

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