



About my water bill

Hunter Water



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.

We will write contact information at the end of this book.

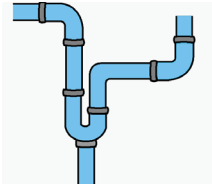
About this book



This book is from Hunter Water.



This book is about how to read your water bill.



We use pipes to get clean water to your house.



You can use the water from your taps to

- drink



- shower



- water your garden



- wash and clean

For example, wash your dishes.



The front page of your water bill will show you the name and address of the **property owner**.

The property owner is the person who gets the bill.



The front page of your bill will also show you

- how to contact us



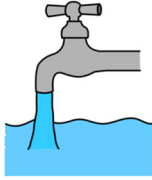
- our website



- your account number.

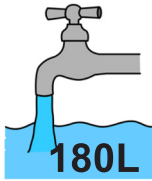
About the water you use

The front page of your water bill will also show you

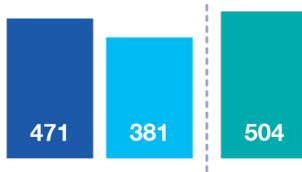


- how much water you use

and



- how much water you use each day.



The front page also shows

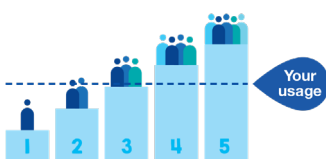
- changes in your water use



- how much water is normal for your type of home

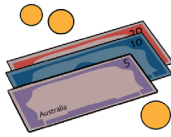


- the address the bill is for



- how your water use is different to other people's water use.

The front page of your water bill will also show you



- how much you have to pay

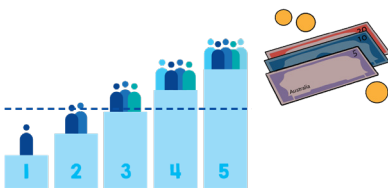
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

- the due date or when you need to pay your water bill



- any new information about your water bill.

New information could include if you need to pay a different amount of money to usual.



If you use more water than usual you will have to pay more money.

The back page of your water bill

Previous
Balance

\$123.33

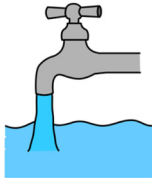
The back page of your water bill will show you

- how much your last water bill cost

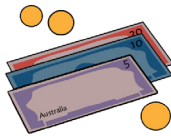
Remaining
Balance

\$146.67 CR

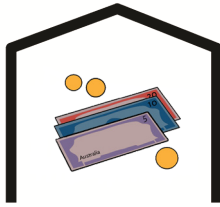
- if you paid too much or **not** enough on your last water bill



- how much water was used at your address in the last 4 months

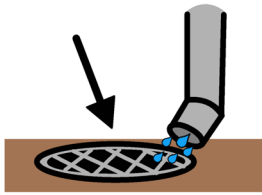


- how much you have to pay for the water you used in the last 4 months.



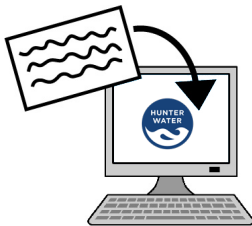
The back page of your water bill will also show you **fixed service charges**.

Fixed service charges means money that all customers have to pay.



The back page of your water bill will also show you

- how much you have to pay for sewerage services in the last 4 months



- that you can get your water bill sent to you as an email



- that we can help you if you do **not** have enough money to pay your water bill.

There is also information on the back page of your water bill about a website called

My Account.



On the My Account website you can

- choose to get your bill by email
- see copies of your old bills.



More information



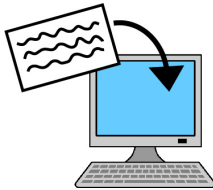
For more information contact
Hunter Water.



Call 1300 657 657



Website hunterwater.com.au



Email enquiries@hunterwater.com.au

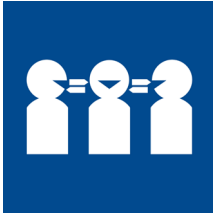


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Instagram [@ourhunterwater](https://www.instagram.com/ourhunterwater)

If you do not speak English



Contact us through the Translating and Interpreting service or TIS.

Call 131 450



Give the TIS officer the number you want to call.



If you need help to speak or listen use the National Relay Service.

Call 1800 555 660



Website

communications.gov.au/accesshub/nrs



Give the relay officer the phone number you want to call.

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