

Help to pay your 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.

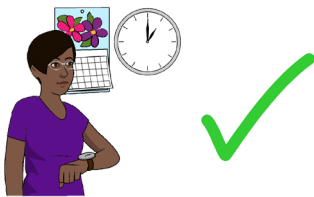


This book is about how to get help to pay your water bill.

1	_____
2	_____
3	_____
4	_____
5	_____
6	_____
7	_____

There are 7 ways you can get help to pay your water bill.

1. Extension



An **extension** means you can have more time to pay your bill.

SUN	MON	TUE	WED	THU	FRI	SAT
✓	✓	✓	✓	✓	✓	✓
SUN	MON	TUE	WED	THU	FRI	SAT
✓	✓	✓	✓	✓	✓	✓

We can give you 14 extra days to pay your water bill.



To get an extension you can

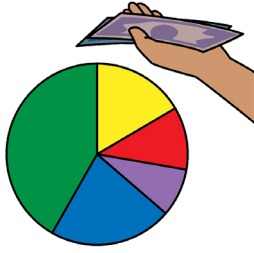
- call us



<input checked="" type="checkbox"/>	_____
<input checked="" type="checkbox"/>	_____
<input checked="" type="checkbox"/>	_____
<input checked="" type="checkbox"/>	_____

- fill in the payment extension form on our website.

2. Easy Pay or bill smoothing



Easy Pay or bill smoothing is when you pay your bill in many small payments.

SUN	MON	TUE	WED	THU	FRI	SAT
✓	✓	✓	✓	✓	✓	✓

You can choose to pay

- every week

or

SUN	MON	TUE	WED	THU	FRI	SAT
✓	✓	✓	✓	✓	✓	✓

- every 2 weeks.

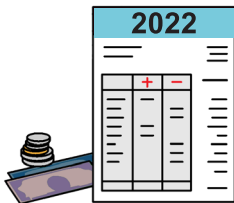
SUN	MON	TUE	WED	THU	FRI	SAT
✓	✓	✓	✓	✓	✓	✓



You will still get a bill.



The bill will show how much you need to pay each time.



Each year we will check how much you pay and tell you if it will change.

3. Centrepay



Centrepay is when you use your Centrelink payments to pay your water bill.



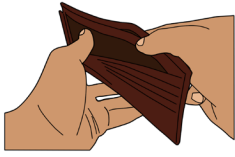
To use Centrepay you can

- contact Centrelink
- tell Centrelink our Customer Reference Number or CRN.



Our CRN is **555 052 571V**.

4. Payment Assistance Scheme



If you **cannot** pay your bill, you might be able to use the **Payment Assistance Scheme** or PAS.



PAS is when we help you pay your water bill.



To see if you can use PAS you can

- call us
- call one of the community organisations that work with us.

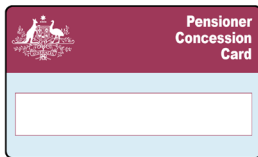


You can find a list of the community organisations on our website.

5. Pension rebate



Pension rebate means you might **not** have to pay as much for your water bill.



You can get a pension rebate if you

- have a Pensioner Concession Card

or



- have a Department of Veterans Affairs Gold Card.



To get a pension rebate for your water bill you **must** also

- own the place

and



- live in the place.



To apply for a pension rebate you can

- call us



- go to our website.



6. Important plumbing work

We might help you pay for important plumbing work if you **cannot** pay for it.



To get help with important plumbing work you **must**

- own the place



- live in the place



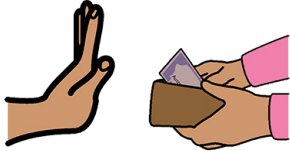
- **not** be able to pay for plumbing work

- contact us.



7. Financial counselling

Financial counselling is when someone talks to you about how to use your money.



You do **not** have to pay for financial counselling.



To get financial counselling you can

- call us



- go to our website.

More information



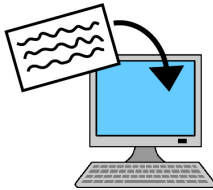
For more information contact
Hunter Water.



Call [1300 657 657](tel:1300657657)



Website www.hunterwater.com.au



Email enquiries@hunterwater.com.au

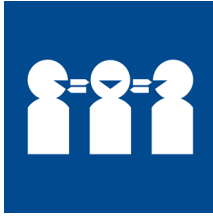


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If you do not speak English



Contact us through the Translating and Interpreting service or TIS.

Call 131 450



Give the TIS officer the phone 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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