



## How to get and pay my 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

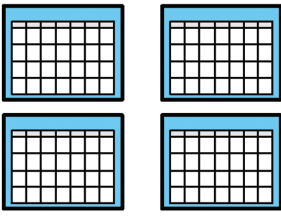


This book is from Hunter Water.

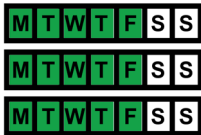


This book is about your water bill.

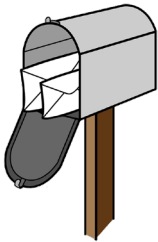
## How you will get your water bill



We will send your water bill every  
4 months.



When you get the water bill you will have 21  
days to pay it.



We can send your water bill

- in the mail



- as an email.



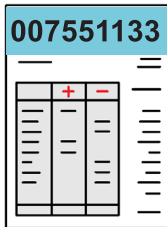
If you want us to send your water bill as an email you need to

- make an online account

or

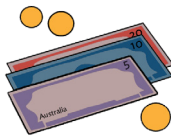


- call us so we can help you.



Your water bill will show

- your account number



- how much you have to pay

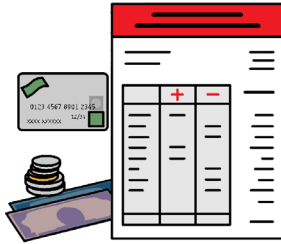
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

- when you have to pay.

1	_____
2	_____
3	_____
4	_____

There are 4 ways you can pay your water bill.

# 1. Pay with direct debit

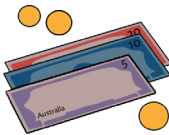


**Direct debit** means we take money from your bank account when your water bill is due.

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		

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 your water bill.



If you choose direct debit you might be able to use **Easy Pay**.



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

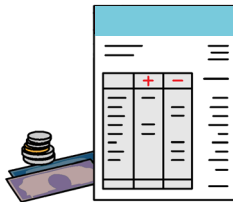
SUN	MON	TUE	WED	THU	FRI	SAT
✓	✓	✓	✓	✓	✓	✓

- every 2 weeks.

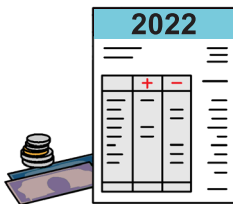
SUN	MON	TUE	WED	THU	FRI	SAT
✓	✓	✓	✓	✓	✓	✓



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.

## 2. Pay with BPay



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

You will need to type

- our Biller Code

Our Biller Code is **747717**

- your **reference number**.

Ref: 17551100008



Your reference number has 11 numbers.

Your reference number is at the bottom of your water bill next to the BPay logo.

### 3. Pay with Centrepay



**Centrepay** is when you pay your bills using the money you get from Centrelink.



To pay with Centrepay

- contact Centrelink
- give them our Customer Reference Number or CRN.



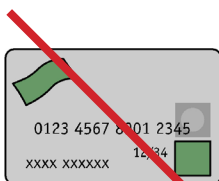
Our CRN is **555052571V**.

### 4. In person



You can pay your water bill at Australia Post.

You can pay with cash or a debit card.



You **cannot** pay your bill with a credit card at Australia Post.

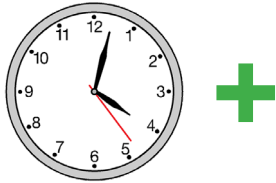
Payco



## Help to pay



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



For example

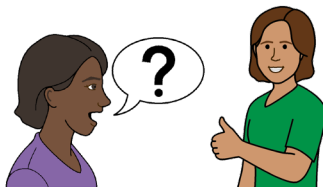
- if you need more time to pay



- if you **cannot** pay



- if there is a problem when you try to pay.



You can ask someone you trust to call for you.

## More information



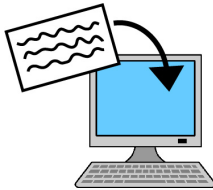
For more information contact  
Hunter Water.



Call 1300 657 657



Website [www.hunterwater.com.au](http://www.hunterwater.com.au)



Email [enquiries@hunterwater.com.au](mailto:enquiries@hunterwater.com.au)

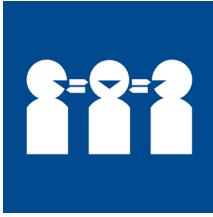


Facebook [Hunter Water](https://www.facebook.com/HunterWater)



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 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](http://communications.gov.au/accesshub/nrs)



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

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