### Evaluate your water usage

Essential Water's bill provides valuable information, from your average daily consumption to the average daily cost of your water use. However, this only tells you how much water has been used, not where it has gone.

To help evaluate how much water your appliances and daily activities use and to identify ways to make water savings visit **essentialwater.com.au**. If you don't have internet access, call **13 23 91** for our 'bucketfuls of water saving ideas' brochure.

#### **Payment options**

A range of payment options are outlined in your water bill. If you would like to arrange a direct debit for hassle free payment, visit **essentialwater.com.au** or call **13 23 91** and we will send you a direct debit request form. If you are experiencing difficulty paying your water bill please call us on **13 23 91** to discuss payment options available to you. These include pay as you go plans. We also offer an Essential Support program specifically designed to assist customers in times of hardship.

Essential Support is about providing residential, farming and small business customers with long term payment solutions – not just short term fixes.

## What to do if you feel your account may be incorrect:

If for any reason, you feel that your account is incorrect, we want to hear from you. You can raise your concerns:

- Over the phone on 13 23 91
- In person at our Broken Hill Essential Service
  Centre located at 160 Beryl Street
- In writing to Essential Water, PO Box 718, Oueanbevan NSW 2620.

Essential Water will investigate your concerns and keep you informed of progress. However these investigations can sometimes be quite lengthy so we appreciate your patience and understanding.

#### An investigation may involve:

- Visiting your premises and taking a check read of your meter. A check read may incur a charge if it demonstrates your bill is accurate
- Visiting your premises and testing the meter.
  If the meter is found to be inaccurate by more than 3% Essential Water will replace the meter.
  If the meter is found to be accurate a charge may apply.

## What if I am not satisfied with the solution offered by Essential Water?

Developing a solution will be a mutual process between you and Essential Water. If you are not happy with the proposed solution, please let us know so that we can do everything possible to resolve your concerns. This process may involve clarifying issues, providing further explanation, correcting an error or offering a different payment plan.

However if, after giving Essential Water the opportunity to resolve the situation, you are still not satisfied you may choose to contact the Energy and Water Ombudsman NSW (EWON).

EWON can independently review issues relating to the supply of water services, disputed accounts, customer service, restriction and most other matters requiring dispute resolution. EWON can investigate your concerns and try to negotiate a settlement. You can contact EWON by phoning **1800 246 545** or visiting their website **www.ewon.com.au** EWON's service is free.

#### **Further information**

If you have any questions or require more information please call an essential service adviser on **13 23 91** or visit **essentialwater.com.au** 

# We're here to help.

For general enquiries call 13 23 91 essentialwater.com.au



Fsse

## How to read your water services bill

#### Page 1

#### **1** Total amount payable

The amount you need to pay. It includes the amount of your account balance at the time your current bill was produced. If you have an overdue amount it is listed just below.

#### Payment due by

The date your bill should be paid by.

#### Querque amount

The unpaid amount which has passed the due date from previous bills and remains unpaid at the time the current bill was produced.

#### Your postal address

Your current postal address. This address may be different from your billing address.

#### Account summary

A breakdown of costs for your bill, including any adjustments, overdue amounts or credits from previous bills. GST applies only to items supplied in addition to your main water services.

#### **Pension rebate**

If you receive a pensioner's water and sewer rebate, the amount is shown here.

#### **7** How we would prefer you to pay

This lists the most convenient ways to pay your water service account. Other ways to pay are listed on the back of the bill.

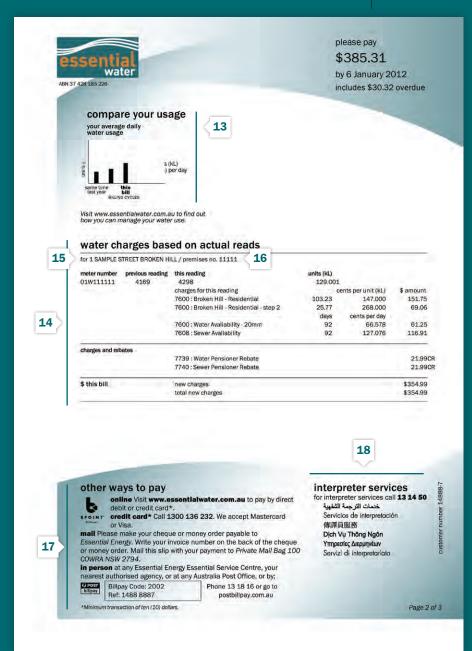
#### **Q** Bill enquiries

The number to call for any queries regarding your bill.

#### Your Customer Number

Please quote this number when making enquiries.





#### **1** Supply interruptions

The number to call if you experience any supply interruptions.

#### 11 Info online

Essential Water's website address for any queries you have.

#### 12 Customer assistance

Information about forms of financial assistance.

#### Page 2

#### 13 Average daily usage graph

A bar graph showing your water usage in kilolitres (kL). You can use it to compare your current usage with usage from your previous bills.

#### **14** Charges for this bill

A detailed breakdown of the charges for your water usage and any GST.

#### **15** Premises address

The address where the service is provided.

#### 16 Premises no.

The number we allocate to the address where the service is provided.

#### 17 Other ways to pay

Lists the otherways that you can pay your water bill.

#### 18 Interpreter services

Contact details for translator services in the listed languages.