



NEW CUSTOMERS

WATER CHARGES



All Hume customers are charged for water used in their home. This is set out in section 139 of the Residential Tenancies Act 2010.

You can read Hume Water Charges policy on our website for more information: www.humehousing.com.au

Properties with a SEPARATE Water Meter

Hume bills customers in properties with separate meters for actual water use. The water authority in your area is responsible for checking your water meter and Hume receives a bill from them. Each time we receive a bill (usually every quarter), we charge you for the water usage. We also check your water account and include information in the bill about any credit or debit owing.

What information will Hume send you?

A water bill advising you of:

- the new water charges added to your account based on the recent water authority bill

- the total amount due now (the new balance of your account)

How can I pay for water usage charges?

Water charges are added to your account at the end of each water authority's billing period.

Your water bill should be paid within 28 days of the bill issue date.

TIP FOR STAYING ON TOP OF YOUR WATER BILL

You can pay your bill in a lump sum when you receive it **but it's** often easier to pay a set amount weekly or fortnightly into your water account to stay ahead.

The Estimator below is a good guide to how much you need to budget for and is based on typical usage as published by your local water authority.

For peace-of-mind we recommend you pay the estimated amounts based on the size of your household to cover your future water bills.

Estimated Water Charges for Water Efficient Households

People in the home	Weekly Charge	Fortnightly Charge	Metro - Quarterly	Regional - 3 x per year
1 person	\$5.00	\$10.00	\$65.00	\$86.67
2 people	\$7.50	\$15.00	\$97.50	\$130.00
3 people	\$9.50	\$19.00	\$123.50	\$164.67
4 people	\$11.00	\$22.00	\$143.00	\$190.67
5 people	\$12.50	\$25.00	\$162.50	\$216.67
6 people	\$14.00	\$28.00	\$182.00	\$242.67

*Add \$1 per week or \$2 per fortnight for each additional person

Remember that these are only estimates. Your actual water bill will vary from this figure if you have used more, or less, water than the typical water efficient household.



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What happens if I have paid too much, or not enough, when I get my water bill?

If you have under-paid your water usage you must pay the difference within 28 days of the water usage bill issue date.

If you have over-paid your water usage you can reduce your weekly or fortnightly payments. Our Customer Service Team will help you manage this.

If water charges remain unpaid for more than 28 days, Hume may act through the NSW Civil and Administrative Tribunal (NCAT) to recover any unpaid water charges.

If you would like help in understanding this information, please call us on (02) 9722 4300 and we can assist you.

If you need an interpreter, please contact the Translating and Interpreting Services on 131 450 and they will contact Hume Community Housing for you at no cost.