



WATER CHARGES FACT SHEET



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

What do I need to pay for water?

This depends on whether you live in a house or property with its own (separate) water meter, which measures your individual water usage or if you live in a unit or property that has a shared water meter.

Some properties have an internal, separate water meter that is not checked by water authority meter readers and doesn't have a separate bill. Hume will charge customers of these properties the same way as shared water meter properties.

Properties with a SEPARATE Water Meter

Hume charges customers in these properties 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 and the total amount due now (the new balance of your account)

How do I pay for water usage charges if I live in a property with a separate meter?

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.

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.

If you do make regular payments into your water usage account, you must still pay the balance of your water bill within 28 days of the bill issue date (the date advised at the top of your water bill).

Properties with SHARED Water Meters

If you live in a unit or property that shares a water meter, your property has a shared water meter.

We will charge you a weekly water charge according to the number of people in your household.

The weekly charges from 1 July 2021 are:
WATER USAGE RATE CARD

People in the Home	Weekly Charge
1 person	\$5.00
2 people	\$7.50
3 people	\$9.50
4 people	\$11.00
5 people	\$12.50
6 people	\$14.00

How do I pay for water usage charges if I live in a property with a shared meter?

Water usage charges are added to your water account weekly.

Payments to your water account must be made weekly or fortnightly in advance just like rent payments.



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Your Payment Options

- Centrepay - If you receive Centrelink payments, you can choose to have your water amount deducted from your Centrelink payments and paid directly to us.
- BPAY - You can pay your water charges online using the BPAY details displayed on the front of your rent and water bill letters
- In-person at one of our offices - Via Credit Card, Debit Card, and Money Order
- Over the telephone - Please call our Customer Service Centre on (02) 9722 4300 and have your credit card details ready.

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

What if I am having difficulties paying my water charges?

We understand that people's financial circumstances can change.

If you are concerned about your rent or water charges or are having problems meeting your payments, it is important that you contact us as soon as possible.

We want to support you to keep your home. We work with you to customise a repayment plan and to seek support from financial counselling or another agency.

Are there any allowances?

Hume will consider granting allowances to customers with separate water meters if you or a member of your household:

- requires home-based kidney dialysis.
- has a health condition or disability which means they need to use significantly more water than normal.

Applications for a water charging allowance must be submitted to Hume in writing, along with documented medical evidence supporting your claim.

IMPORTANT: Allowances may only be claimed by customers in a property with a separate water meter.

What if I am not happy with the Water Charging Policy?

Customers can appeal decisions relating to water charging. In particular, the following appeal mechanisms exist:

- Appeals to Hume about how we apply this policy including method of calculation of water charges and grant of a water usage allowance. For further information about appeals refer to our Appeals policy.
- Appeals to the Housing Appeals Committee (HAC) about how we charge shared water usage or a decision to grant a water usage allowance.

The Housing Appeals Committee will not hear appeals on actual water usage charges for customers with separate meters.

We are here to help.

If you have any questions about water charges, call our Customer Service Team on
(02) 9722 4300.