



# WATER BILLING

## FACTSHEET



Hume customers need to pay for water used in their home. This is set out in section 139 of the *Residential Tenancies Act 2010*.

### Water meters

If your property has a water meter, which measures your water usage, you will be charged for the actual amount of water you use. If you live in a unit or property that has a common water meter, your property will have a shared water meter (see below).

The water authority in your area is responsible for checking your water meter and Hume receives a bill from them every quarter. Each time we receive a bill, we will check your water account to see if you have any credit or debit owing. We will then send you a bill that will show the credit or debit amount.

### Shared water meters

If you live in a unit or property that shares a common water meter, your property has a 'shared water meter'. This means you will be charged differently from properties that have a separate water meter.

The money you need to pay for your water usage is based on the number of members living in your household. Before we send your water invoice to you, we will calculate **your building's water usage and we will reduce the total amount by 10% for common area water usage.** The leftover amount is then divided between the number of properties sharing your water meter.

You can read our full policy on our website: [www.humehousing.com.au](http://www.humehousing.com.au)

### What information will Hume send you?

- A bill advising you of the recent water charges added to your account. The amount is based on the water authority's bill combined with your current account balance.
- A copy of your water account statement showing the full details of your charges and any payments that we have received from you.

*Due to office closures because of the pandemic, we are unable to print water statements. Please call our Customer Service Team on (02) 9722 4300 and we will email you a copy.*

### How can I pay for water usage charges?

Water usage charges should be paid in advance just like your rent.

Your water usage account is separate to your rent but is linked to your tenancy. We do not add water charges to your account until the end of each water authority's billing period (usually every quarter).

We encourage you to pay for water as you use it, because it is easier to pay a set amount each week or fortnight into this account than a big lump sum at the end of the quarter.

If you do not make regular water usage payments, you must pay your water bill within 21 days of receiving your water usage letter.

If water charges remain unpaid for more than 21 days, Hume may act through the NSW Civil and Administrative Tribunal (NCAT) to recover the unpaid water charges.



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### 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.

### How do I apply for an allowance?

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.