

Water Charges Fact Sheet



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

You can read our Water Charges policy on our website:
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 debt 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)

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.

Water Usage Rate Card – Shared Meters

The weekly charges from 1 July 2024 are:

People in the Home	Weekly Charge	People in the Home	Weekly Charge
1 person	\$5.70	4 people	\$12.50
2 people	\$8.50	5 people	\$14.20
3 people	\$10.80	6 people	\$15.90



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).

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

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

Water usage charges are added to your water account weekly.

Your Payment Options

- 1. HumePAY - Using your debit card** - Access HumePAY on our website at humehousing.com.au/humepay.
- 2. BPAY - Telephone and Internet Banking** - Contact your bank or financial institution to make this payment. Your BPAY details are displayed on your water bill.
- 3. Centrepay Deduction** - To pay using Centrepay, contact Centrelink and provide Hume Housing's CRN: 555014310J.
- 4. Telephone Payments** - Call our Customer Service Centre on **1800 004 300, Option 3** and have your debit card details ready.

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.

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

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 and/or 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.

Appeals

Customers can appeal decisions relating to water charging. Refer to our Water or Complaints and Appeals Policy on our website www.humehousing.com.au

Translation Service

If you need an interpreter to assist with this document, please call the Translating and Interpreting Service (TIS National) for free on **131 450**.

Ask them to call Hume Community Housing on **1800 004 300**.