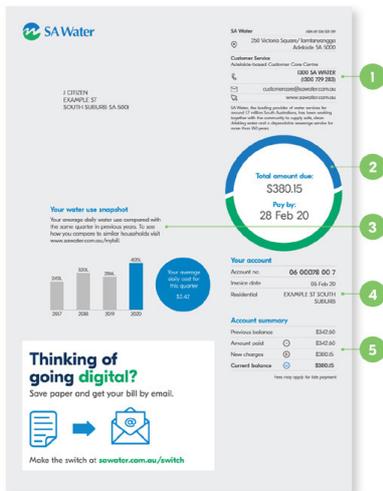




SA Water

About your water bill



SA Water
250 Victoria Square/Sandstonegrogg
Adelaide SA 5000

Customer Service
1300 SA WATER
1300 739 369
customers@sa.water.com.au
www.sa.water.com.au

1

2
Total amount due: \$380.15
Pay by: 28 Feb 20

3

4
Your account
Account no. 06 00096 00 7
Invoice date 01-04-20
Residential EXAMPLE ST SOUTH
328,048

5
Account summary
Previous balance \$347.00
Amount paid \$347.00
New charges \$300.00
Current balance \$300.00

Thinking of going digital?
Save paper and get your bill by email.
Make the switch at sa.water.com.au/switch



Government of South Australia

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**
- we write what the hard words mean.

You can get help with this book



You can get someone to help you

- read this book
- know what this book is about



- find more information.

About this book



This book is written by SA Water.



SA Water

- brings clean water to your house



- takes used water from your house.



This book is about

- information on your water bill



- how to pay your bill.

How much you need to pay



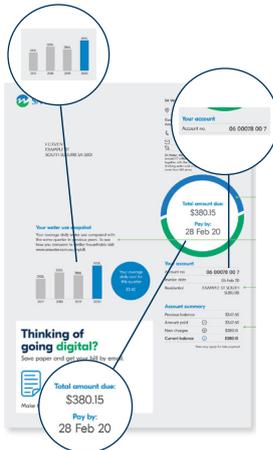
You must pay for your water services.



We will send you a water bill every 3 months.

Your water bill shows

- your account number
- how much water you use
- how much you need to pay.



The amount you need to pay is in large print on the front of your water bill.

Everyone gets a different water bill.



If you rent you need to talk to your landlord about how much you each pay.



If you own a house you have to pay extra fees.

You might be able to get a **concession**.



Concession means you have a card from the government. For example, you might get a concession if you

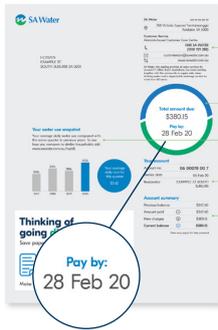
- are older



- have a disability

You can ask if you are allowed to get a concession.

When you need to pay



The day you need to pay by is written under the amount you need to pay.



We will send you a water bill every 3 months.



You can ask us to

- change the day you pay your water bill
- set up **direct debit**
 - direct debit means we take money from your bank account when your bill is due.



How to pay

You can pay your water bill in 7 different ways.

There is a link to more information about payment options at the end of this book.

1. Direct debit



If you want to pay by direct debit you must

- set it up **before** your water bill is due



- have enough money in your bank account to pay

2. BPay

BPay means you pay online using a code on your water bill

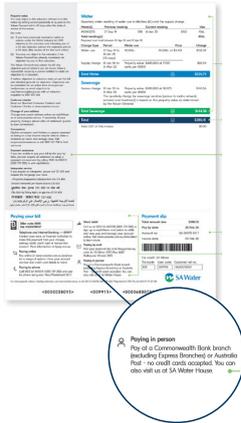


You will need your **account number** to set up BPay.

Your account number is on the front of your bill under the heading that says **Your Account**.

3. Pay in person

You can take your water bill into the post office or a Commonwealth Bank branch for help to pay.



Some Commonwealth Bank branches **cannot** manage bills, including small express branches.



4. On our website

You can visit our website and pay your water bill online.



5. Centrepay

You can pay your water bill from your Centrelink payments.

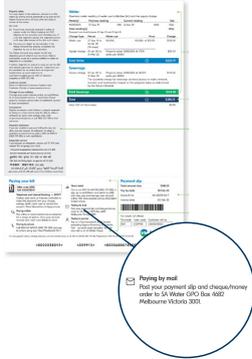


You can call Centrelink for more information.



6. Phone

You can call us to pay your water bill by credit card.



7. Cheque

You can send us a cheque in the mail.

Help to pay

You can call us if you need help to pay your water bill.

For example



- if you need more time to pay



- if you cannot pay



- if you have problems when you try to pay.

You can ask someone you trust to call for you.

Help with your water service



You can call us if something is wrong with your water service.



For example

- if there is no water when you turn on the tap



- if there is a water leak.

About the water you use



Your bill also tells you

- how much water you use
- changes in your water use.

Call us for more information on how you use water.

More information

Contact SA Water for more information.



Website

sawater.com.au



Phone

1300 729 283

Information about payment options



Website

sawater.com.au/paynow

If you need help to speak or listen

Contact us through the

National Relay Service or NRS.



Call the NRS help desk

1800 555 600



Website

communications.gov.au/accesshub/nrs

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