

How to pay your water bill

South East Water



Easy English

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 word means.

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.



We will write contact information at the end of this book.

About this book



This book is from South East Water.



This book is about

- when you need to pay your water bill



- how to pay your water bill



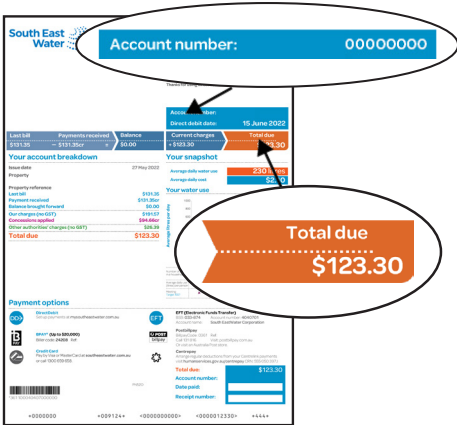
- what to do if you need help to pay your water bill.

About your water bill

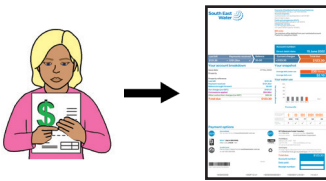


We will send you a water bill every 3 months.

Your bill shows



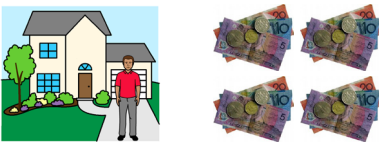
- your account number
- how much you need to pay in big numbers on the front of your bill.



Everyone gets a different water bill.



If you rent you only pay for the water you use.



If you own a house you have to pay for the water you use **and** the water service fees.

When you need to pay



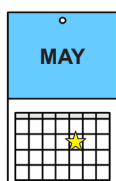
The day you need to pay is written on your bill.

Can you pay in small amounts?



You can ask us for a **Payment Plan**.

A payment plan means you can choose when to pay in small amounts.



You could pay

- every month



- every 2 weeks.



You can ask us for an **extension**.



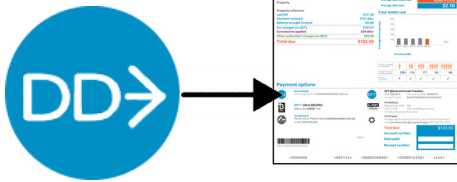
An extension means you have 30 more days to pay your water bill.

How to pay

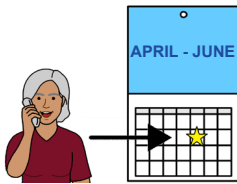


There are 5 ways you can pay your water bill.

1 Direct debit

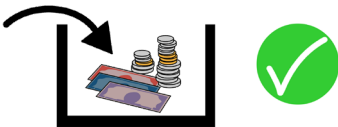


Direct debit means we take money from your bank account when your water bill is due.

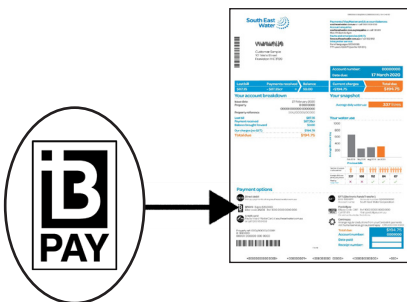


If you want to pay by direct debit you **must**

- tell us **before** your water bill is due
- have enough money in your bank account to pay.

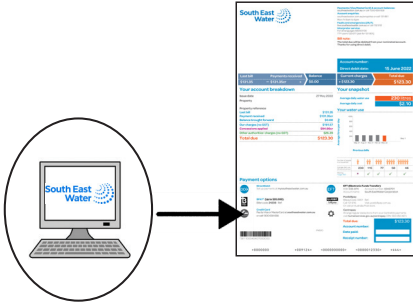


2 BPay



BPay means you pay online using the code on your water bill.

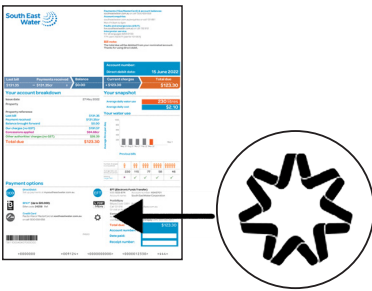
3 On our website



You can pay your water bill on our website.

southeastwater.com.au/paymybill

4 Centrepay



You can pay your water bill from your Centrelink payments.



You **must** call Centrelink to use Centrepay.

5 Phone



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



Call 13 18 51

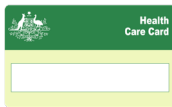
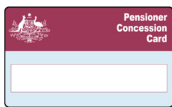
Do you have a concession card?

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

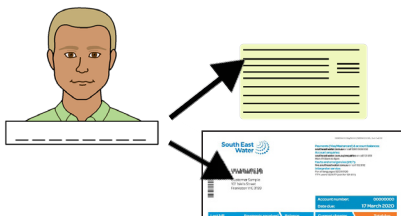


Concession means you pay less because you have a card from the government.

For example

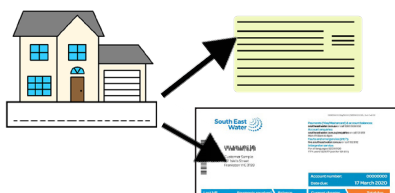


- a Pensioner Concession card
- a Department of Veterans Affairs card
- a Health Care card.



To pay less with your concession card

- the name on your card **must** be the same as the name on your water bill



- the address on your card **must** be the same as the address on your water bill



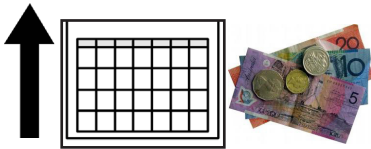
- you **must** live at the address on your card.

Do you need help to pay?



You can get help to pay your water bill.

For example



- if you need more time to pay



- if you have problems when you try to pay



- if you **cannot** pay.



If you need help to pay your water bill
call 03 9552 3540.

Can you get other help to pay?

You might be able to get a **Utility Relief Grant**.



A Utility Relief Grant means the government helps to pay your bills if you are having money problems.



To ask about Utility Relief Grants
call 1800 658 521.

More information



For more information contact South East Water.



Call 13 18 51



Website southeastwater.com.au



Email support@sew.com.au

If you do not speak English



Call 03 9209 0130



If you need help to speak or listen

Use the National Relay Service.



Website

infrastructure.gov.au/national-relay-service



Call 1800 555 660

Give the relay officer the phone number you want to call.

This Easy English document was created by Scope (Aust) Ltd. in October 2022 using Picture Communication Symbols (PCS). PCS is a trademark of Tobii Dynavox, LLC. All rights reserved. Used with permission. This document must not be sold to third parties. The images must not be reused without permission. For more information about the images, contact Scope on 1300 472 673 or visit scopeaust.org.au

