



# About your water bill

Greater Western 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

# About this book



This book is written by Greater Western Water

Greater Western 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 water bill

# How much you need to pay

Your water bill shows



- How much water you use
- How much you need to pay

Amount to pay	
<b>\$272.04</b>	
Previous bill	\$223.89
Payments received	-\$230.00
Balance	\$6.11CR
Current charges	\$278.15
<b>Total charges</b>	<b>\$272.04</b>
<small>Government concession applied</small>	

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

# When you need to pay

<b>Amount to pay</b> <b>\$272.04</b>	<b>Pay by</b> <b>23 Oct 2024</b>
Previous bill \$223.89 Payments received -\$230.00 Balance \$6.11CR Current charges \$278.15 <b>Total charges \$272.04</b> <small>Government concession applied</small>	<b>Having trouble paying your bill?</b> Call us on 13 44 89 or visit <a href="http://gww.com.au/accounts-billing">gww.com.au/accounts-billing</a>

The day you need to pay is written next to the amount you need to pay.

We will send you a water bill every 3 months.

# How to pay

You can pay your water bill in 5 different ways.



All the ways you can pay are at the bottom on the front of your bill.

## Direct debit

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



You can call us to set up a direct debit. You must:

- Set it up before your water bill is due
- Have enough money in your bank account to pay

## BPay



Bpay means you pay online using a code on your water bill.

The code is on the bottom of your water bill.

## Australia Post billpay

Australia Post billpay means you can:



- take your water bill into the post office and pay there.
- pay over the phone
- pay online
- download the Auspost app on your phone and pay there



### On our website

You can visit our website and pay your water bill online

## Centrelink



You can pay your water bill from your Centrelink payments.

You can call Centrelink for more information.



## We can help you

You can call us if you need help.



For example

- if you need more time to pay your water bill
- if you can not pay
- if you have problems when you try to pay
- if there is a problem with your water.

You can ask someone you trust to call for you.



## More information



For more information contact Greater Western Water



Call 13 44 99



If you need help to speak or listen  
The National Relay Service can help you make  
a phone call.

Call the National Relay Service on 13 36 72



Visit our website at [www.gww.com.au](http://www.gww.com.au)

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