

# 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



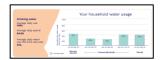
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This book is about

- 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



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

### When you need to pay



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

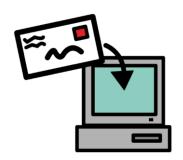




You can pay your water bill from your Centrelink payments.

You can call Centrelink for more information.

### Your details



If we sent you a water bill it means you have an **account** with us.

An account means we know who you are.

Your account details are on your bill.

Your account details are

123 Sample St Sampletown VIC 3000

Account number 12345 67890

**Tax invoice** 597081628 **Date of issue** 02/10/24

#### Service address

123 Sample St, Sampletown, VIC. 3000

- your name
- your account number
- your service address.

Your service address is

- where we bring your water
- usually where you live

## 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

This publication was produced by Greater Western Water in 2024.

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