

# What you need to know

## Payment options

### Bills

There are two ways you can receive your bill:

- printed and posted to a mailing address
- electronically through Sydney Water eBill or BPAY View.

### Flexible payment dates

To make things easier on your budget, we offer flexibility. You can:

- call us to extend your due date
- arrange fortnightly or monthly payments through a number of payment options.

Call us to set this up on **13 20 92**.

### Easy ways to pay your bill

You can pay your bill many different ways, including:



Direct Debit



BPAY



Phone



Australia Post



Mail



Centrepay

## Help with your bills

### Help with your bill

We understand that sometimes bills pile up and become hard to pay. We offer a number of support options to help, including:

- extra time to pay your bill
- payment assistance credits on your bill
- personalised support by qualified social workers in our Customer Care team.
- referral to our PlumbAssist® service for essential or emergency plumbing repairs.

Call us to discuss your options on **13 20 92**.

### Pension rebates

We may give you a rebate on your bill if you hold one of these cards and live in an eligible home.



A **Pension Concession Card** issued by either Centrelink or the Department of Veterans' Affairs.



A **Repatriation Health Card** embossed with: TPI, TTI, EDA, War Widow or War Widower

Find out if you're eligible and apply online at:

**[sydneywater.com.au/pensionrebates](http://sydneywater.com.au/pensionrebates)**

or call us on **13 20 92**.

## Stop blockages



Wastewater blockages can be messy and costly.

Don't put the following into the toilet or down the sink:

- ✗ wet wipes
- ✗ tissues
- ✗ cigarette butts
- ✗ cotton buds
- ✗ fats & oils
- ✗ sanitary items
- ✗ dental floss
- ✗ food scraps
- ✗ rags & nappies

The only things you should flush are the three

**Ps - pee, poo, and toilet paper.**

Visit **[sydneywater.com.au](http://sydneywater.com.au)**  
or call **13 20 92**

Sydney  
**WATER**

# Checking for leaks

## Finding leaks

We've found that one in seven homes have a water leak, at any time. Leaks can happen almost anywhere. They waste water and cost you money.



## Checking for leaks with a water meter

Turn off all water inside your home including your dishwasher and washing machine.

Find your water meter. It's usually at the front of your property. Call us if you need help finding it.

Write down the numbers on your meter. Wait 10 min and check the numbers.

If the numbers have moved, it could mean you have a leak.

## Other ways to check for leaks

- Place a piece of toilet paper on the back of the toilet bowl. The paper should stay dry between flushes.
- Look for damp patches or mould inside your home.
- Listen for unusual noises coming from taps and toilets such as running water, hissing and bubbling sounds.

If you find a leak, call a licensed plumber and check they have the right equipment and experience to fix the problem.

# Water saving tips

There are easy ways to save water around your home and garden

## Indoor



Use the half flush on your toilet and save up to 36 litres a day.



Thaw your food in the fridge instead of under running water.



Turn the tap off when brushing your teeth or shaving.



Use a dishwasher or a part-filled sink to wash up instead of running water.

## Outdoor



Water your plants at their roots, not their leaves, to let the water absorb into the soil.



Don't water if it has rained recently.



Use compost to improve your soil health. It will then hold more water for your plants.



Sweep your path rather than hosing.

**We can speak your language**  
**Over 160 language options**  
**Call 13 14 50**

إذا كنت تحتاج إلى مترجم، يرجى الاتصال بالرقم أعلاه.  
如果您需要傳譯員的協助，請致電以上的號碼。

Αν χρειάζεστε διερμηνέα, τηλεφωνήστε στον παραπάνω αριθμό.

Se vi serve un interprete, telefonate al numero indicato sopra.

통역사가 필요하시면 위의 번호로 전화하십시오.

Nếu quý vị cần thông dịch viên, hãy gọi đến số trên đây.

**Your drinking water is great quality, and safe to drink straight from the tap.**

**Make tap water your drink.**