



SA Water

Support for paying your bill



Easy to read



**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 word means.

You can get help with this book



You can get someone to help you

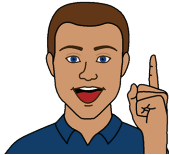
- read this book
- know what this book is about
- find more information.



About this book



This book is written by SA Water.



When you see the word us or we,
it means SA Water.

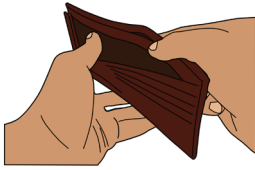


This book is about

- the information on your water bill
- how to pay your water bill.



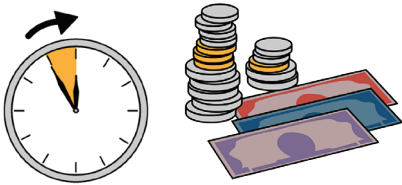
Support for paying your water bill



Some people **do not** have enough money to pay their water bill.



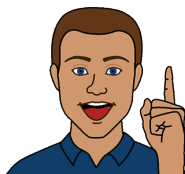
We have options that can help.



Some options help people who **will** have money again soon.



Some options help people who **will not** have enough money for a long time.



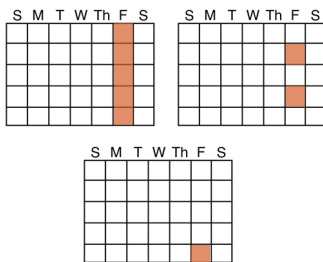
This book tells you what these options are.

How we can help you pay your bill

1 Set up a **payment plan**.



A payment plan means you pay your bill with small amounts of money.



You choose to pay the small amounts of money each week, each two weeks or each month.

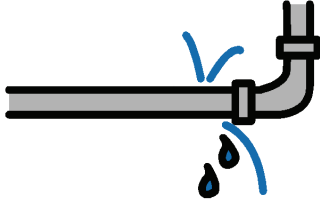


Call us on 08 7424 1650 and we will help you arrange a payment plan.



If you use Centrepay, we can help you set it up.

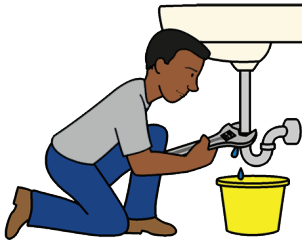
2 Fix leaks in your plumbing or toilet.



If you have a leak in your water pipes, water can leak from these pipes.



You need to pay for the water that leaks, even though you are not using it.



If you fix the leak, your water bill will be less.

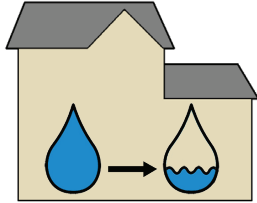


We can help you find someone to see if you have a leak and fix it.

3 Use less water in your home.



By using less water in your home, your water bill will be less.



There are many ways you can use less water in your home.



Call us on 08 7424 1650 to ask us about things you can do to use less water.

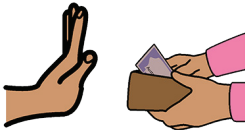
4 We can help you find more support to pay your bill.



There are other services that will help you pay your water bill.



These services are provided by other people.

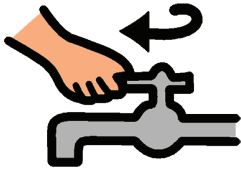


These services are free.

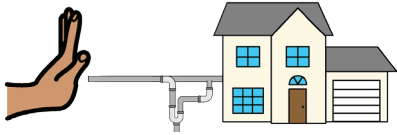


We can help you find the services that will help you the most.

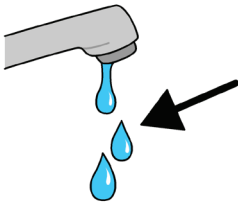
More ways we can help



If your water has been restricted.



Sometimes we restrict the amount of water going to someone's house.



If we restrict water, only a small amount of water will come through your taps.



We only do this if you have not paid your water bill in a long time and we cannot contact you.



If you think your water has been restricted, we can help.



Call 08 7424 1650 to find out how.



More information

Contact SA Water for more information.



Call 1300 729 283



Website sawater.com.au/my-account/my-bill/help-paying-my-bill



If you need help to speak or listen use the
National Relay Service.

Call 1800 555 660



Website
communications.gov.au/accesshub/nrs

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

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