

Excess Water Charge fact sheet

The Department of Housing and Community Development charges water usage to tenants in properties with separate water meters. The department pays for the first 500 kilolitres of water used.

If you use over 500 kilolitres of water in a year the department will send you an invoice. This invoice is called an excess water charge.

The excess water charge also has details of the extra water used. You then have one month to arrange to pay this invoice.

How to pay an excess water charge

There are a number of ways for you to pay the excess water charge. These are:

- **Centrepay** – money can be deducted from your Centrelink pension or allowance. The department can help set up these payments for you. No fees apply.
- **Income Management Deductions** – if you are an Income Management client you may set up automatic payments to be paid from income management. The department can help set up these payments for you. No fees apply.
- **Direct Debit Request** – You can set up automatic direct payments with your bank. You will need to reference your account number. The department can help set up these payments for you. No fees apply.
- **Post Billpay** – pay in person at any post office. You will need to reference your account number.
- **In person** – pay in person at your local Housing office.

DEPARTMENT OF HOUSING
GPO BOX 4621, DARWIN NT 0801
Telephone: 8999 8880

INVOICE NO. DAR 4 / 2015
ISSUE DATE 08/10/2015
DUE DATE 07/11/2015

TENANT CHARGE FOR EXCESS WATER

TENANT: WILLIAM CITIZEN
27 DARWIN ST
DARWIN NT 0800

SERVICE ADDRESS: 27 DARWIN ST
DARWIN CITY

Handling Officer:
JOE OFFICER

Lot No. XXXXXX
Account No. 70000000
Group No. 00000

METER NUMBER	READ DATE	METER READING	CONSUMPTION
107600000	10/8/2015	107600000	107600000
107600000	10/8/2015	107600000	107600000
107600000	10/8/2015	107600000	107600000
107600000	10/8/2015	107600000	107600000

TOTAL KILOLITRES USED	541
LESS BASIC ALLOWANCE IN KILOLITRES	-500
EXCESS WATER CONSUMPTION IN KILOLITRES	41
CONSUMPTION CHARGED AT 181.88 CENTS PER KILOLITRE	\$74.47
PREVIOUS BALANCE	\$0.00
TOTAL INVOICE	\$74.47
ROUNDING ADJUSTMENT @ 0.02	
AMOUNT DUE	\$74.45

DEPARTMENT OF HOUSING EXCESS WATER CHARGE

TENANT: WILLIAM CITIZEN

Payment may be made by any of the following methods:

DIRECT DEBIT FACILITY: Monies can be transferred from your bank account. AUTOPAY Monies can be deducted from your Centrelink pension or allowance.

CENTREPAY: Pay in person at any post office.

BY POST: Cheques to be made payable to: DEPARTMENT OF HOUSING, GPO BOX 4621, DARWIN NT 0801.

Mail To: DEPARTMENT OF HOUSING, GPO BOX 4621, DARWIN NT 0801

Quote on back of cheque. Account number 8 Invoice number:

If payment in full within this due date may create financial difficulties, please contact your Housing Officer to discuss the payment option.

Any enquiries concerning this invoice should be directed to the Department of Housing on telephone 8999 8880. Fax: 8999 4771

Account No. 70000000
Group No. 00000
Invoice No. DAR 4 / 2015
Due Date 07/11/2015
Amount Due \$74.45

POST billpay

950 07000000

Example of an Excess Water Charge Invoice

What if I can't pay my bill by the due date?

As a public housing tenant you have one month to arrange to pay your excess water charge.

If you cannot pay the full amount of the invoice by the due date you should contact your local Housing office to discuss other payment options. This includes entering into an Agreement to Pay.

How to reduce water use

Please call the maintenance call centre if you notice any of the following:

- Dripping taps or taps that are tight to turn
- The toilet keeps running after flushing
- Leaking water mains and pipes.

Visit the Power and Water Living Water Smart website;
www.livingwatersmart.com.au for hints and tips on how to use water more efficiently.

What if I don't agree with my excess water charge?

You need to contact your local Housing office before the due date of your excess water charge. You can discuss any concerns you have with the department including if you believe the charges are not correct.

If a resolution is not reached, you can lodge a complaint with the Complaints Unit. You can contact them by calling 1300 301 167 or emailing housing.complaints@nt.gov.au.

Where can I get more information?

Contact your local Housing office:

Greater Darwin	8999 8814
Nhulunbuy	8987 0533
Arafura Region	8995 5122
Tennant Creek	8962 4497
Katherine	8973 8513
Palmerston	8999 4767
Alice Springs	8951 5344
Visit the website	nt.gov.au