

Water Fact Sheet

For AnglicareSA Tenancies commencing **from 1 December 2015**

CHARGES

As a tenant of AnglicareSA Housing you will receive quarterly tax invoices for water usage and charges will be calculated as per the South Australian Water Corporation Fees and Charges Schedule. You will be invoiced for **Full Water Usage** as this is a condition of your lease agreement under the Social & Affordable Housing or Better Places Stronger Communities (BPSC) programmes.

Any queries concerning your water charges should be directed to your AnglicareSA Tenancy Officer who can assist you.

WATER METERS

There are two types of water meters, **separate meters** or **shared meters**. If your property has a separate meter you will be responsible for the whole water usage.

Where more than one dwelling is attached to a single water meter it is referred to as a shared metered property. In this circumstance AnglicareSA Housing is responsible for paying 30% of the group water consumption. The remaining consumption (minus any allowance deducted from the group consumption) is evenly divided between the tenancies, as we are unable to calculate individual property water usage on a shared meter.

CONCESSIONS

If you are on a low to moderate income you may be eligible for a concession to assist you with the cost of your water bills. The Department for Communities and Social Inclusion (DCSI) is responsible for SA Water concessions. Please call the Concessions Hotline on (1800 307 758) for further information.

WATER SAVING TIPS

We recommend visiting the SA Water website (www.sawater.com.au) if you are interested in learning about water saving tips for around the home.

PAYMENT OPTIONS

The following options are available for the payment of your water invoice; Internet banking, deposits at ANZ branches and Eftpos payments at certain AnglicareSA offices as indicated on your tax invoice. Payment plans can also be arranged with your Tenancy officer, however full payment needs to be made prior to the next water invoice being issued.

- Please note that we do not accept CASH payments at any of our offices -

For more information please call our friendly customer service team on 1800 688 000 or visit

Holden Hill – Level 1, 560 North East Road

Elizabeth Grove – 60 Fairfield Road

Kilkenny – 3/10-14 Regency Road

Mount Gambier – ac.care 70-72 White Avenue

Berri – ac.care 5 Kealley Street