

For AnglicareSA Tenancies commencing **prior to 30 November 2015**

CHARGES

As a tenant of AnglicareSA Housing you will receive quarterly invoices for excess water usage.

AnglicareSA is responsible for providing each household with a Water Allowance each year. The Water Allowance is a calculated daily allowance. All water usage above the daily allowance is regarded as Excess Water. Tenants are responsible for all kilolitres consumed above the daily Water Allowance Limit.

Any water charged is strictly in line with the water allowance limit as written in the terms of your signed lease agreement. Please contact your Tenancy Officer if you require any further explanation.

WATER METERS

There are two types of water meters, **separate meters** and **shared meters**. If your property has a separate meter you will be charged for kilolitres consumed above the Water Allowance Limit.

Where more than one dwelling is attached to a single water meter it is referred to as a shared meter property. In this circumstance AnglicareSA Housing is responsible for paying the 'Water Allowance Limit' for each property associated with a shared water meter. The remaining consumption (minus any allowances 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