

# WATER AND ENERGY EFFICIENCY

## SOUTHERN CROSS HOUSING FACT SHEET



### WHAT IS A WATER CHARGE

All SCH tenants are required to pay for their personal water usage. SCH is responsible for meeting all other water costs, including water connection charges and water usage that is associated with common areas of complexes.

### WHAT IF YOU LIVE IN A COMPLEX?

For properties that have shared meters, tenants are charged a proportion of total water usage for the complex. The final amount that you have to pay is calculated considering:

- The number of people that live in your unit.
- The total number of people that live in your complex.

It is important to note that your final charge is determined after SCH deducts an allowance for the common areas that are in your complex (which is payable by SCH).

### HOW DO I PAY MY WATER CHARGE?

Tenants may elect to pay for their water in advance by equal instalments that are spread over the billing period. The instalments that you pay are calculated based on an estimate of your water usage over the previous quarter. You can choose to pay your bill in a lump sum instalment rather than by multiple instalments. If you choose to pay your water bill in a lump sum every quarter your bill must be paid within 21 days from the day that you receive a water bill from SCH.



### IF I AM ABSENT FROM MY PROPERTY, WILL I STILL HAVE TO PAY FOR WATER?

Yes. There is no exemption from water usage charges for tenants that are temporarily absent from their property.

### WHO TO CONTACT IF YOU DISAGREE WITH THE AMOUNT OF WATER CHARGES?

If you think that we have made an error or a wrong decision about your water usage or water bill please speak to your Housing Officer on 1300 757 885.

### WATER CHARGES AND ENDING YOUR TENANCY?

At the end of your tenancy with SCH you will be required to pay any water charges that are outstanding.



# WATER AND ENERGY EFFICIENCY SOUTHERN CROSS HOUSING FACT SHEET

## BE COOL SAVE ENERGY AND FUEL

When you move into a SCH property it is your responsibility to set up and manage your electricity account and/or gas with a service provider.

## GET THE BEST DEAL

Check that you are getting the best deal from your energy provider at:

[www.canstarblue.com.au/electricity](http://www.canstarblue.com.au/electricity)

You can also access information about rebates, grants and schemes that are available in NSW by going to: [www.energy.nsw.gov.au/households](http://www.energy.nsw.gov.au/households).

## FINDING IT HARD TO PAY YOUR BILL?

There are a range of supports that are available if you are having problems paying your energy and water bills. Always speak to your energy provider first and ask them if they have any programs that can help you to pay your debt. Many providers are able to give you a flexible payment plan or may even drop a late payment charge that you have incurred.

Another great place to find support is the Energy and Water Ombudsman NSW at [www.ewon.com.au/page/customer-resources/help-paying-bills](http://www.ewon.com.au/page/customer-resources/help-paying-bills).

## APPLY FOR A REBATE FROM THE GOVERNMENT

The NSW Government provides rebates for energy and water use. To access these rebates head to [www.ewon.com.au](http://www.ewon.com.au).

You may be eligible for Energy Accounts Payment Assistance (EAPA) vouchers, Water Payment Assistance Scheme (PAS) vouchers and the No Interest Loan Scheme (NILS).

## ENERGY EFFICIENCY

If you have a complaint about your energy, gas or water supplier please contact your supplier in the first instance. If you are not happy with the outcome and want to lodge a complaint this can be done through the NSW Energy & Water Ombudsman at [www.ewon.com.au](http://www.ewon.com.au).

It is important to use electricity wisely and not to waste it. Electricity costs are increasing and extravagant use is bad for the environment. Some appliances use more electricity than others. Appliances like air-conditioners and clothes dryers use a lot of electricity. Try to limit your use of energy hungry appliances whenever you can.

## HERE ARE A FEW TIPS TO HELP REDUCE YOUR WATER USE

Only use your dishwasher or washing machine when you have a full load. This saves water and energy and reduces the amount of detergent entering our sewerage system.

- Limit your showers to three minutes or less. Consider getting an aerator shower head.
- Don't water your garden in the middle of the day. Water late in the afternoon or early morning. This is when evaporation is lowest.

## REPORT ALL WATER LEAKS IMMEDIATELY – 1300 757 885