

## About your water

South East Water



Easy English

## 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.

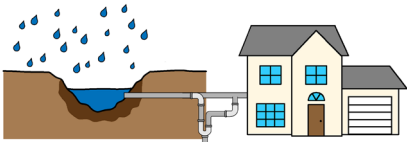


We will write contact information at the end of this book.

## About this book

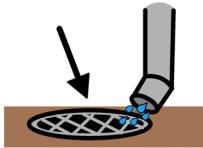


This book is from South East Water.



This book is about

- where your water comes from



- where your water goes after you use it

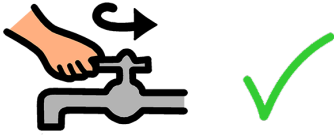


- who can fix a problem with your water service

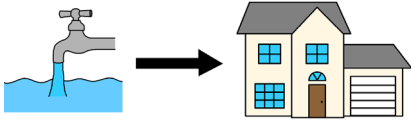


- what you pay for in your water bill.

## What does South East Water do?



We look after your **water service**.



Your water service

- brings clean water to your house



- takes waste water from your house.

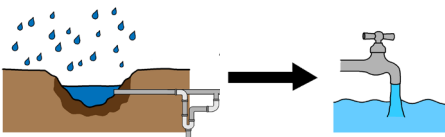


You **must** pay for your water service.

## Where does your water come from?



Your water comes from dams.



The water goes through pipes to get to your taps.

## What can you use your water for?

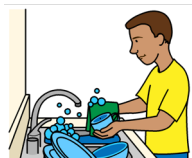


You can use your water to

- drink



- have a bath or shower



- wash your dishes

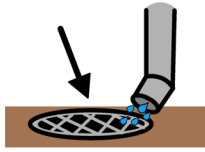


- wash your clothes



- water your garden.

## What is waste water?



Waste water is used water that goes down the drain.



For example, the water from your

- shower or bath



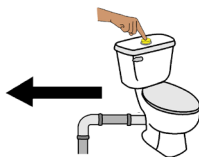
- washing machine



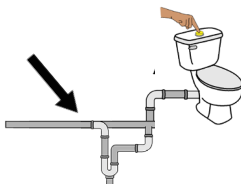
- dishwasher



- tap



- toilet.

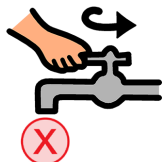


We look after the pipes that take waste water away from your house.

## Who can fix a water problem?

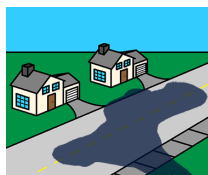


You can call us if something is wrong with your water service.



For example

- if there is no water when you turn on the tap



- if there is a water leak on the street.

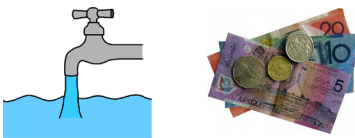
## What do you pay for?



We will send you a water bill every 3 months.



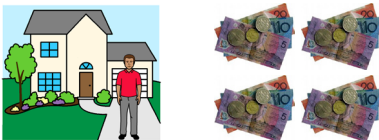
Everyone gets a different water bill.



You pay more when you use more water.

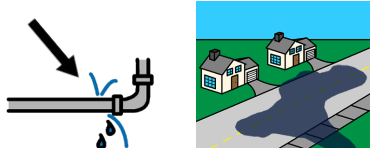


If you rent you only pay for the water you use.



If you own a house you have to pay for the water you use **and** other fees.



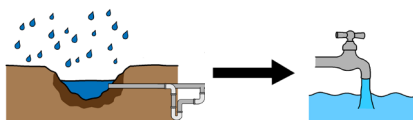


Other fees are used to

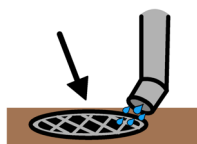
- fix the pipes in the street



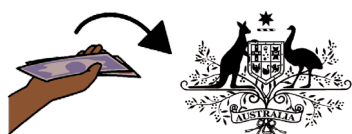
- build pipes



- manage the water system



- manage the waste water system



- pay the government to look after public parks.

## More information



For more information contact South East Water.



Call 13 18 51



Website [southeastwater.com.au](http://southeastwater.com.au)



Email [support@sew.com.au](mailto:support@sew.com.au)

### If you do not speak English



Call 03 9209 0130



### If you need help to speak or listen

Use the National Relay Service.



Website

[infrastructure.gov.au/national-relay-service](http://infrastructure.gov.au/national-relay-service)



Call 1800 555 660

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



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