



## **Your bill and how we can help**

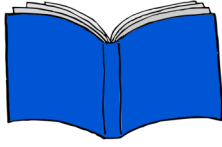
**PS23 Book 3**

**Coliban Water**

**Easy English**



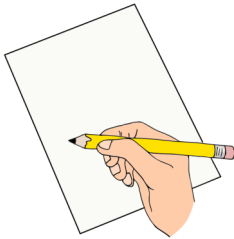
## Hard words



This book has some hard words.

The first time you read a hard word

- the word will be **blue**



- we write what the hard word means.

## You can get help with this book



You can get help to

- read this book
- know what this book is about



- find more information.

# About this book

This book is about Coliban Water bills.



This book tells you

- how to read your bill



- how to get help with your bill

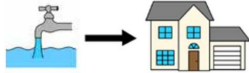


- where your money goes.

## Your bill



Our customers pay bills for the water they use.



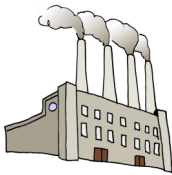
Customers pay us to

- bring clean water to their house



- take used water from their house.

Coliban Water uses this money to pay for things like **assets**.



Assets are things we can use like a building or pipes.



On page 8 of this book we tell you what things we pay for.

# How to read your bill



Our bills show the money you have to pay.

We show the **water consumption fee**.



A water consumption fee shows the money you pay for water you use at your house.



This money pays for water you use at your house in places like

- your bathroom

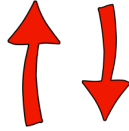


- your kitchen and laundry



- your garden.

The water consumption fee is a **variable charge**.



A variable charge will be different on every bill.



A variable charge is

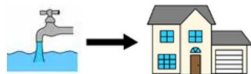
- higher if you use more water



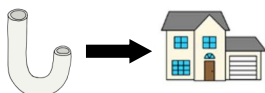
- lower if you use less water.

On our bills we also show the

- **water service fee**
- **sewerage service fee.**



The water service fee shows the money you pay for water pipes to come to your house.



The sewerage service fee shows the money you pay for sewerage pipes to come to your house.



Sewerage is used water that is taken away from your house.

These fees are **fixed charges**.



A fixed charge is money a home owner pays for water and sewer pipes to go to their house.

A fixed charge stays the same.



A fixed charge does **not** go

- up if you use more water



- down if you use less water.



We use the money from these service fees to pay for everything we do.

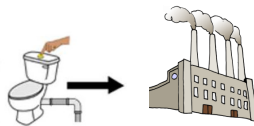
## What do we spend money on



We use money from bills to pay for everything we do at Coliban Water.



When you pay \$100 to Coliban Water the money pays for different things.



We will spend

- \$45.13 cleaning water and sewerage



- \$13.28 on **technology** and to pay for our office spaces



- \$5.12 to pay our workers



Technology is tools or machines that make our lives easier.



We will also spend

- \$4.74 to help look after the **environment**

- \$2.54 to look after our **reservoirs**



- \$29.19 to fix water and sewer pipes.



We spend this same amount of money for every \$100 we get from customers.

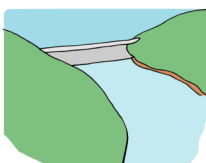


Our environment is

- our town



- plants and animals.



Reservoirs are where we hold lots of water.

## How to get help with your bill

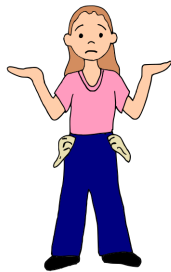


Coliban Water will help you to

- read your bill



- pay your bill.



We help people who are

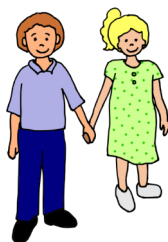
- having trouble with money

- going through **family violence**.



Family violence is when someone hurts

- another person in their family



- their partner or ex partner.

We can help using our **Coliban Assist Program**.



Our Coliban Assist Program helps us to know

- which customers need our help

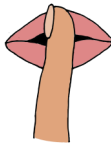


- how to help these customers.



Our team will

- be kind and friendly



- not tell other people what you talk about.

We can help you with things like

- **concessions**
- **hardship support.**



Concessions are a way the government helps you pay your water bill.



Hardship means you sometimes find it hard to pay for things.



Hardship support can help you pay your water bill.



We can talk to you about how we can help.



We can

- talk to you on the phone



- come to your house



- send you an email.

We can help you with a **payment arrangement**.



A payment arrangement says how you will pay your bills in the future.



We can make a plan with you that will work for your needs.

## More information



For more information contact Coliban Water.



Call 1300 363 200



Website [www.coliban.com.au](http://www.coliban.com.au)



Email [coliban@coliban.com.au](mailto:coliban@coliban.com.au)

## More information



If you do not speak English

- call 13 14 50 for help



- our website can be translated into other languages.



National Relay Service

TTY 13 36 77

Then ask for 1300 363 200

Speak and Listen

1300 555 727

Then ask for 1300 363 200

Internet Relay users connect to the NRS

Then ask for 1300 363 200.

## Notes

[illegible]

© Coliban Water

Information in this document was correct at the time of publication June 2022. Coliban Water reserves the right to change information at any time.

This document is copyright.

No part may be reproduced by any process except in accordance with the provisions of the Copyright Act 1968.

Please recycle.

