
WATER CHARGES

FACTSHEET

HOW DO WE CHARGE WATER?

City West Housing (CWH) charges water on a quarterly basis to all residents who have an individual water meter. Water usage is broken down in to hot and cold water on the quarterly invoice. The invoice is then billed to a residents non-rent account. A non-rent statement will also be enclosed with the invoice.

HOW DO I PAY?

Your water bill must be paid on to your non-rent account within 21 days. It is essential that you use your non-rent reference number when making this payment. This reference starts with a 'W' and can be found on the second page of your lease or on your non-rent statement. Alternatively, you can contact CWH to obtain this.

WHAT IF I CAN'T PAY MY BILL?

If you are having difficulties paying your bill, please contact your Housing Manager to discuss a payment arrangement.

WHAT IF I THINK MY BILL IS INCORRECT?

If you think there is an error with your water bill, please contact your Housing Manager to discuss this. Your Housing Manager will then raise this with our technical officer for further investigation. If CWH acknowledge that there is an obvious spike in water charges, you will receive an amended invoice for your water usage based on an average of previous charges. You will receive an outcome within 14 days. Following this, CWH will send a request to Jemena for your water meter to be investigated for any faults.

WHAT IF I AM NOT SATISFIED WITH THE OUTCOME?

If you are not satisfied with the outcome, you can appeal the decision. You will need to provide as much detail as possible to outline why you are not satisfied with the outcome. Your appeal can be sent in writing to our postal address or by e-mail to complaints@citywesthousing.com.au.