

## Payment options

NEV Water will provide you with a water and sewer invoice every quarter which will itemise your charges and advise the due date for payment.

Customers have the following options available for them to make their payment.

**Direct transfer from your bank account** – the quarterly invoice will contain the NEV bank account details. Simply make the transfer by the due date and include your customer reference number on the invoice. This is NEV's preferred method of payment as it is the easiest and cheapest process.

**Credit card payment** – NEV accepts payment using a MasterCard or VISA card. The link to our Visa and MasterCard payment gateway will be included on the statement.

**Cheque payment** – send a cheque in payment of your quarterly invoice to NEV Water 25 Research Road Narara NSW 2250.

Customers are expected to make their payment using one of these options by the date due on the invoice.

We understand that from time to time people experience difficulties in making their payment. If you are having difficulties making the payment by the due date you are encouraged to contact our retail services team on 02 4328 1588. NEV is a community based on the principles of sustainability and we are willing and able to act in a flexible and compassionate way to accommodate any short term difficulties that our members may experience. NEV Water reserves the right to recover the costs of late payments and charges for dishonoured cheques.

Our approach to handling customer payment difficulties is governed by our policy “Code of practice for debt recovery”. A copy of this policy is available from the following link. [NEV Code of Conduct for Debt Recovery](#)