

Understanding your bill

When will I receive my bill?

NEV Water invoices are generated every quarter at the end of January, April, July and October.

How will I receive my bill?

The invoice will be sent to your registered email address.

What is the due date for payment of my bill?

The exact due date for payment will be clearly stated on the bill. However generally payments are expected 21 days after the date on which the bill was issued.

How do you calculate the water usage charge of the bill.

Every NEV Water customer has a water meter installed close to the edge of their property. Each quarter a representative from NEV Water will read the meter and this is used to calculate the consumption of potable water for the quarter. The last 2 meter readings for the property will be itemised on the invoice to enable customers to reconcile their water consumption charge. Customers are encouraged to check their water meter readings during the quarter to keep track of their water usage.

Who do I contact if I have a query about my bill?

Contact NEV Water on (02) 4328 1588 or email NEV Water on water@nararaecovillage.com we will be happy to discuss your bill and if necessary make a correction.

Can I get copies of invoices from previous periods

If you want to compare water usage over the longer term then we encourage you to retain your quarterly invoices. We are able to provide copies of prior period invoices if needed to assist you with monitoring water usage. Simply email a request to NEV Water on water@nararaecovillage.com.

What happens if there is a burst pipe? Do I have to pay for the water lost?

If the leak is shown to be caused by NEV Water and has increased the consumption of water flowing through your own water meter then you may be entitled to an adjustment to your regular water invoice. NEV Water will discuss this issue with you and commits to achieving an agreed adjustment to your next water bill.