

As of December 2024, Housing Plus has introduced a new Water Charging Policy that will simplify how water usage is charged moving forward:



### **No more separate water bills**

Moving forward, customers will no longer receive separate water bills. Your water charges will be included in your Tenant Statement, including any credits or additional charges.



### **Water is paid in advance**

Water charges will now be paid in advance and adjusted based on actual water usage.



### **Meter reads will occur twice per year**

Water meters will be read in November and May each year. Any adjustments to your water account based on actual usage will be reflected on your Tenant Statement.

Important: Please ensure Housing Plus has your correct email address. From January 2025, Tenant Statements will be emailed to you on a quarterly basis, rather than delivered via post. You can check this with your Housing Officer.

