



How we help make a sustainable future

South East Water



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

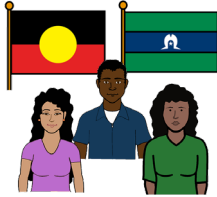
- understand this book

- find more information.



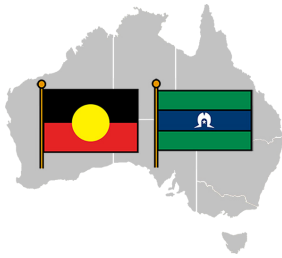
Contact information is at the end of this book.

We acknowledge First Nations people



Acknowledge means we understand the importance of **First Nations people's**

- culture
- language
- history.



First Nations people are the Aboriginal and Torres Strait Islander people.

We acknowledge the

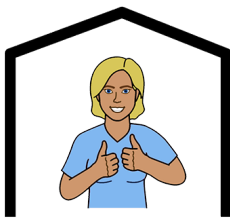
- Bunurong
- Gunaikurnai
- Wurundjeri Woi Wurrung.

About this book



This book is from South East Water.

We wrote this book to tell you how we help make a **sustainable future**.



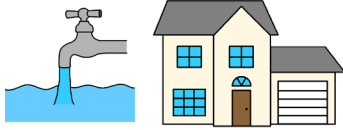
Sustainable future means we make sure everyone can enjoy where they live.



We make a sustainable future by being careful about how we treat the **environment**.

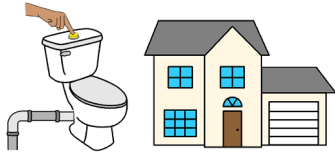
The environment is where everyone lives.

How we help

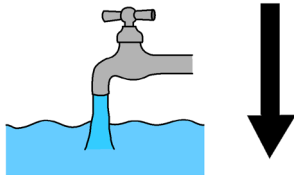


Our job is to

- bring clean water to your home or business



- take dirty water away from your home or business

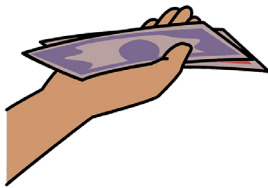


- tell you how to use less water.



We tell you how to use less water because it

- helps the environment



- saves you money.

How to use less water

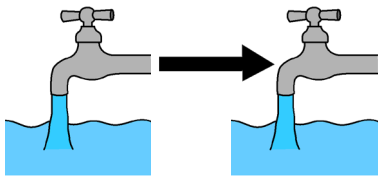


To help you use less water we have

- government programs
 - for example, you can get a shower head that saves water



- rules about using water
 - for example, what to do in an emergency.



Another way you can use less water is to use **recycled water**.

Recycled water means we have used it before.



It might be available to use at your home or business, like to water the garden.



If you contact us we can tell you more about using less water to help the environment.

More information

For more information contact South East Water



Call 131 851



Website southeastwater.com.au



Email support@sew.com.au



Easy English

This book is an Easy English version of part of our Customer Charter.

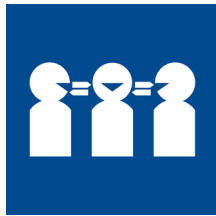
On our website you can read

- the original version of the policy

- our other Easy English books.



Website [southeastwater.com.au/about-us/
community/easy-english/](http://southeastwater.com.au/about-us/community/easy-english/)



If you need help with English

Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.



If you need help to speak or listen

Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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