

Home haemodialysis

Information for customers using haemodialysis machines at home

Sydney Water understands that customers using haemodialysis machines at home need large quantities of water. That's why we provide a free water allowance of 100,000 litres (100 kilolitres) every three months to home dialysis customers. The allowance is credited directly to the property owner's account with Sydney Water.

If you're a tenant in a strata unit and pay for your own water usage, please discuss the allowance with the property owner or strata manager.

You can check that the allowance has been provided by referring to the notes in the Customer Information Section on your bill.

What do you need to do?

When you start dialysis treatment at home, your dialysis centre will ask your permission to forward your account details to us. This information will help us provide your allowance. If you change address, make sure your dialysis centre lets us know.

What if the water supply is interrupted?

To make sure our customers have a good quality water supply, we must occasionally change treatment practices or do maintenance work.

We'll let you know in advance of any planned interruption to the water supply in the same way we communicate this information to all our customers.

If an unplanned interruption to the water supply occurs (such as a water main break), it's not possible for us to give advance notice, but we'll fix the problem as soon as possible. When this happens, please follow the training provided by your dialysis centre.

We'll inform your local dialysis centre and NSW Health of any significant changes to water quality that might affect your treatment. Your dialysis centre will tell you how to manage this change.

What about your privacy?

We'll maintain your confidentiality and continue to provide you with the products and services outlined in our *Customer Contract*.

How can you contact us?

For more information about water quality visit sydneywater.com.au or call **13 20 92**.

For service difficulties and emergency service, phone **13 20 90**.