

# 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 are 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 page 2 of your bill.

When you start dialysis treatment at home, your dialysis centre will ask permission to forward your account details to Sydney Water. This information will greatly assist us in providing your allowance. If you change address, make sure that your dialysis centre informs Sydney Water.

To make sure our customers have a good quality water supply, Sydney Water must occasionally change treatment practices or carry out maintenance work. We will let you know in advance of any planned interruption to the water supply in the same way that we communicate this information to all our customers.

If an unplanned interruption to the water supply occurs (such as a water main break), it is not possible to give advance notice, but we will fix the problem as soon as possible. In such events, please follow the training provided by your dialysis centre.

We will inform your local dialysis centre and NSW Health of any significant changes to water quality that might impact on your treatment. Your dialysis centre will advise you about how to manage this change.

Sydney Water will maintain your confidentiality and continue to provide you with the products and services outlined in our Customer Contract.

**For more information about water quality visit [www.sydneywater.com.au](http://www.sydneywater.com.au) or phone 13 20 92. For service difficulties and emergency service, phone 13 20 90.**