

## **Important instructions to consumers**

1. Water Tariff w.e.f 1-2-2014

Slab (KL)	Domestic (Rs)	Commercial (Rs)	Domestic Slum (Rs)
0-15	10	40	7
16-30	12	70	N.A
31-50	22	70	N.A
51-100	27	70	N.A
101-200	35	100	N.A
Above 200	40	100	N.A
Plus 35% sewerage cess on water charges			

2. Objections on demand notice shall be notified in writing within 14 working days from the date of issue of bill (Rule 33).
3. In the first instance, the bill amount should be paid before lodging complaint.
4. If for any reason bill is not received, it is the responsibility of the consumer to pay as per previous bill amount. {Rule 29(2)}
5. Pay bill on or before the due date to avoid Disconnections and Penalty @18% p.a as per Tariff Rules 29 (2) and Regulation 37 (2).
6. To know outstanding water bill amount send SMS as BILL ,<CAN> to 9985035035
7. To register Mobile Number REGMOB<CAN> <LATEST BILL NO> to 9985035035. For Eg:REGMOB 022122300 D000001.
8. Pay the bill amount to Meter Reader/at door step/Cash counter/e-seva/aponline/online at [www.hyderabadwater.gov.in](http://www.hyderabadwater.gov.in) / NEFT-RTGS in Banks.
9. Failure to pay dues property of CAN holder/Occupant shall be attached for recovery.( Sec-95 & 99)
10. Sucking of water from service pipe is an offence, punishable with fine & imprisonment (Sec -32)
11. Do not use the domestic connection water for Non domestic purpose. (Sec. 38 )
12. To fix up the water meter and ensure it is in working condition (Sec-36).Information about availability of meters can be obtained from MCC No.155313
13. Failure to fix up meter or fixed meter is defunct/defective, double the normal charges shall be levied & collected (Rule-28)
14. Tampering of water meter is criminal offense & liable for prosecution, apart from charging 3 times of normal charges (Regulation 24-A).