

Our service level guarantee...

We have a responsibility to support residential customers experiencing financial difficulties. If you're having trouble paying your bill, and we restrict your water supply or undertake legal action without taking reasonable steps to contact you and provide information about the help available, you may be entitled to a rebate.

To be eligible for a rebate, customers must be a recognised hardship customer experiencing financial difficulties.

Financial assistance...

Find out about financial assistance programs and flexible payment options including a payment plan that suits your needs.

Visit our 'need help' page on our website:

www.westernportwater.com.au

Financial Counselling Australia

Financial counsellors are non-judgmental, qualified professionals who provide information, support and advocacy to people in financial difficulty.



1800 007 007



www.financialcounsellingaustralia.org.au



Contact us...

For more information on the assistance available, please contact Westernport Water on any of the following options or visit us in person:



1300 720 711 and select option 2 and ask to speak with our Customer Relations Coordinator.



hardship@westernportwater.com.au



www.westernportwater.com.au



2 Boys Home Road
Newhaven
Victoria 3925
Office hours: 8.30am - 5pm / Mon - Fri

Other useful resources...

Various financial counselling programs are available to provide free independent information, options and advocacy for people experiencing financial difficulties.

Anglicare



www.anglicarevic.org.au



1800 809 722



03 5662 4561 (Leongatha office)

Kildonan (Uniting Care)



www.kildonan.org.au

Money Help



www.moneyhelp.org.au

Money Smart



www.moneysmart.gov.au

We are committed to helping our customers.
Please contact us for assistance.

Finding it hard to pay your water bill?



We are here to help...



WESTERNPORT
WATER

Are you experiencing financial difficulty?

If it's hard to meet your financial commitments, including paying your water and wastewater bill, you are invited to have a confidential chat with our **Customer Relations Coordinator**. They will listen to your individual circumstances then work with you on a plan to help you pay and manage your bill.

Our Customer Relations Coordinator can provide you with:

- information on the range of **flexible payment options** including direct debit, Centrepay, payment plans; and
- information on financial assistance programs, concessions, rebates and Utility Relief Grants.

Whilst you maintain an affordable **payment plan**, you will:

- not incur penalty interest on outstanding amounts
- be shielded from restriction of water supply
- be protected from legal action and any debt recovery costs.



Are you eligible for concession?

You may be eligible for a State Government funded concession on your water and wastewater account at your primary place of residence if you hold a:

- Pensioner Concession Card
- Health Care Card
- Veteran Gold Repatriation Card
- Repatriation Health Care Card.

Customers who hold a Concession Card may be eligible for a discount. To apply, simply complete our Water and Sewerage Concession Application form, available on our website and from our office.

Payment options...

Payment Plans

We offer flexible and affordable payment plans which allow you to pay off the balance of your account weekly, fortnightly or monthly at a pace convenient to you.

For support setting up a payment plan please call: **1300 720 711** and select option 2.

Direct Debit

Stay on top of your water bill using direct debit. It's a convenient and hassle free way of paying your account, making sure your bills are paid on time. Payments can be taken directly from your everyday banking or credit card account on a payment schedule that meets your needs. Download the application form from our website.

Centrepay

If you receive a Centrelink payment you can pay your bills by automatic fortnightly instalments through regular deductions from your benefit.

Need support to pay your bill?

Need more time to pay?

If you need more time to pay your bill we may be able to offer an extension. To request a payment extension please give our team a call.

Have your circumstances changed?

If your circumstances have changed and you are finding it hard to meet your financial commitments we encourage you to phone our Customer Relations Coordinator to chat about the options available to you.

Utility Relief Grant Scheme (URGS)

The Utility Relief Grant is available to low income households who are unable to pay their water bill due to a temporary financial crisis, and who are at risk of disconnection or restriction of supply.

The amount of the grant is based on the balance owing at the time of application and does not have to be paid back.

Application forms are available by contacting our Customer Relations Coordinator. See our 'Financial Assistance' page on our website for more details.

