

Need Support?

Finding it hard to pay your 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 Officer**. 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 Officer can provide you with:

- information on a range of **flexible payment options** including direct debit, Centrepay and payment plans
- 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 valid 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.

To setup a payment plan please call **1300 720 711** and select option 2.

Direct Debit

Stay on top of your 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 debited 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?

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 Officer to chat about the options available.

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 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 Officer or visit

westernportwater.com.au/financialassistance for more details.

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

To find out about financial assistance programs and flexible payment options including a payment plan that suits your needs visit westernportwater.com.au/needhelp

Other useful resources

Financial Counselling Australia

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

1800 007 007

financialcounsellingaustralia.org.au

Anglicare

1800 809 722

03 5662 4561

(Leongatha office)

anglicarevic.org.au

Money Help

moneyhelp.org.au

Money Smart

moneysmart.gov.au

Kildonan (Uniting Care)

kildonan.org.au

Contact us



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



hardship@westernportwater.com.au

Monday to Friday

8.30am – 5pm

2 Boys Home Road, Newhaven 3925

westernportwater.com.au