

Our commitment

We have a responsibility to support residential and small business 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 will be entitled to a payment as compensation. This is in recognition of our commitment to support and work with customers 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
www.financialcounsellingaustralia.org.au

Uniting

1800 668 426
www.unitingvictas.org.au/get-help-now/

Anglicare

1800 809 722
03 5662 4561
(Leongatha office)
www.anglicarevic.org.au


Money Help

www.moneyhelp.org.au

Money Smart

www.moneysmart.gov.au

Contact us

 1300 720 711 and ask to speak with our Customer Care Officer

 customer care@westernportwater.com.au

Monday to Friday
8.30am – 5pm
2 Boys Home Road, Newhaven 3925
westernportwater.com.au

Finding it hard to pay your bill?



WESTERNPORT
WATER

Are you experiencing financial difficulty?

If you're struggling to meet your financial commitments, including paying your water and wastewater bill, you are invited to have a confidential chat with our **Customer Care Officer** who is here to lend a hand.

Our Customer Care 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

While 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 concession rebates if your property is your primary place of residence and you currently hold a:

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

Concession application forms are available to download on our website or by visiting our office in Newhaven.



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**.

Direct Debit

Stay on top of your bill using direct debit. It's a convenient and hassle free way of paying your account. Payments can be debited from your bank account or credit card on a payment schedule that meets your needs. Download the application form from our website or visit our office.

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 contact our Customer Care Officer on **1300 720 711** or email us customercare@westernportwater.com.au.

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 Care Officer **1300 720 711**.