

Customer Support Policy

Version No	V5
Approved By	Board (via PSCC)
Approval Date	15 April 2025
Next Review Date	15 April 2028

Purpose

Westernport Water recognises that any customer may experience, to varying degrees, a period of financial difficulty during their lifetime. We acknowledge our social responsibility to assist vulnerable customers fairly, respectfully and with dignity.

The purpose of this policy is to:

- Assist customers to manage their ongoing water and wastewater costs and payments
- Ensure customers have access to essential water services
- Ensure that debt recovery actions do not add to the customer's burden
- Build customer awareness of the assistance and support services that Westernport Water provides
- Provide customers a pathway to account independence on an ongoing, sustainable basis.

The policy applies to both residential and small business customers. Small business customers comprise non-employing businesses (including sole proprietorships and partnerships without employees) or businesses that employ fewer than 20 people, which have an active Australian Business Number.

Application

A customer experiencing financial difficulties is someone who has been identified by themselves, Westernport Water, or by an independent accredited financial counsellor, as having the intention to pay, but not the financial capacity to make the required payments. The customer or individual could be experiencing one or more of these factors:

- Reliance on government assistance or Centrelink payments (e.g. pension, unemployment)
- Medical illness or mental health of the customer/individual or a dependant, affecting their capacity to pay
- Physical or intellectual disability of the customer/individual or dependant, affecting their capacity to pay
- Change in the family unit affecting capacity to pay
- Current and long-term financial situation may be vulnerable
- Experiencing family violence
- Sudden loss of income or substantial reduction in income
- Natural calamity such as fire, flood or storm damage.

Water supply will not be restricted and no legal action or additional debt recovery costs applied, while the customer is engaging with the Customer Care Officer.

Westernport Water provides customers with a confidential service and will be proactive in identifying and addressing customers who are experiencing payment difficulties.

Westernport Water's Customer Relations Team receives regular training on how to support vulnerable customers and those that may be at risk of, or experiencing, family violence.

Customer Assistance and Support

Water Concessions (Residential)

The Victorian Government provides concessions to residential customers to make water services more affordable for low-income households in Victoria. Eligible concession card holders can have 50 per cent deducted automatically from their water bill for water and sewerage charges up to a yearly maximum. A water account holder must hold one of the following eligible cards: Pensioner Concession Card; Health Care Card; or Veterans' Affairs Gold Card.

Utility Relief Grants (Residential)

The Utility Relief Grant Scheme is provided by the Victorian Government to help residential customers pay their water bill in the event of a temporary financial crisis. Eligible customers need to hold a Pensioner Concession Card; Health Care Card; or Veterans' Affairs Gold Card and meet one of the following four criteria:

- had a recent substantial decrease in income
- had high unexpected costs for essential items
- cost of shelter is more than 30% of household income
- have experienced family violence

A grant can only be given once every two years and is capped at \$650.00.

Customer Support Grants (Residential)

Customer support grants provide assistance to residential customers experiencing financial difficulties due to extenuating circumstances. Grants are available to residential customers on a case-by-case basis provided they meet our customer support criteria.

Customer support grants may be requested by the customer or proactively applied by Westernport Water. The purpose of customer support grants is to reduce increasing customer debt where there is demonstrable effort to engage with Westernport Water to manage their account.

Westernport Water may also proactively apply one-off customer support grants as a goodwill gesture to accounts where a customer has maintained a sustained payment plan to manage and/or reduce their account balance. These grants can be applied directly to customer accounts up to a specified value associated with the staff member's role.

In the event a Westernport Water staff member applies for a customer support grant as a customer, the request will be assessed and, if they are eligible, approved by the Customer Care Officer, Revenue Coordinator or Customer Relations Manager.

Payment Extensions (Residential and small business)

Westernport Water accepts payment extensions for periods of up to 21 days past the original due date, but can be longer depending upon individual circumstances.

Payment Arrangements (Residential and small business)

Short and long-term payment plans are offered to customers in accordance with a customer's capacity to pay. All payment arrangements are confirmed in writing within 10 days.

Direct Debit (Residential and small business)

Direct debit arrangements can be set up to pay quarterly accounts in full or to support pre-established flexible payment plans. This payment method can assist with budgeting.

Centrepay (Residential)

Centrepay is an option that customers can utilise via Centrelink. This allows the customer to have set payments automatically deducted from their Centrelink benefits and paid directly to Westernport Water. This service is at no cost to the customer and is ideal for customers who are on limited income who prefer to budget and pay by instalments.

Easyway (Residential)

Easyway payment plans are available for customers who wish to pay their accounts in regular instalments. This enables customers to budget according to their chosen payment frequency and avoid lump sum payments. An Easyway payment card is sent to the customer and can be used at Westernport Water's office and any Australia Post office.

Water Efficiency

Westernport Water provides customers with access to a range of information on how to reduce water usage and improve water efficiency. Residential customers experiencing financial difficulties will also benefit from relevant government water efficiency programs, which may include customer rebates for household improvements.

Debt Recovery

Participation in Westernport Water's customer support program is a joint effort between Westernport Water and the customer. Customers who make every effort to engage with Westernport Water will be supported through our program and protected from supply restriction, legal action and debt recovery costs, including accrued interest.

Whilst in the customer support program, customers are expected to:

- Make every effort to be as water efficient as possible, as this will assist in reducing the customers' future bills and debt.
- Adhere to agreed payment plans that have been based on their capacity to pay.
- Communicate with us and update us on their situation, particularly when they are unable to make payments.
- Seek advice from a financial counsellor, when recommended by Westernport Water.

In the following circumstances, customers will be exited from the customer support program:

- Customers who have been successful in achieving water account independence will be exited from the program.
- Customers who do not demonstrate genuine efforts to make payments in accordance with the agreed payment plan, manage their water usage and/or communicate with us, risk being exited from the program and placed into our normal debt recovery cycle.

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- Customers who have been exited from the program on two previous occasions due to lack of compliance may be refused re-entry into the program.

Dispute resolution

If a customer has any concern about their interaction with Westernport Water, we encourage them to contact us directly. We commit to handling complaints in line with our Complaint Handling Policy. There are multiple ways to get in touch with us to raise concerns.

- By phone (1800 249 090 and 1300 720 711)
- Via online form (www.westernportwater.com.au/contact-us/feedback)
- By email (westport@westernportwater.com.au)
- By mail (2 Boys Home Road, Newhaven, Victoria 3925)
- In person (2 Boys Home Road, Newhaven, Victoria 3925)

If customers are not satisfied with Westernport Water's resolution, EWOV resolves disputes between Victorians and their energy and water companies. Customers can register their complaint with the Energy and Water Ombudsman Victoria (EWOV) who provides independent dispute resolution. EWOV are impartial and may investigate and seek an agreement that is fair and reasonable. EWOV can be contacted by phone, email or by fax or in writing.

Free call 1800 500 509

Email ewovinfo@ewov.com.au

Fax 1800 500 549

Write to Reply Paid 469, Melbourne VIC 8060 (EWOV accept letters in Braille)

Responsible Officer

Policy Owner – General Manager, Corporate and Customer

Responsible Policy Officer - Manager, Customer Relations