

having difficulty paying
your water charges?





need help understanding this?

This brochure is available in the following languages:

Chinese (traditional)

Italian

Vietnamese

Arabic

Persian

French

Somali

Croatian

Spanish

Indonesian

Please call us on **13 13 85** to request a copy. If your preferred language is not available we can provide free access to a Translating and Interpreter Service.

For customers with special needs this information is available in alternative formats. Please call us on **13 13 85** to make a request.

we understand it's sometimes difficult to pay accounts on time

That's why we have a range of flexible payment options that can be tailored to meet your needs. By working together we can find a solution.

finding it difficult to ask for help?

Our Customer Service Representatives and Case Managers are trained to be sensitive and supportive.

You can trust that our team will always handle your enquiry in confidence and with fairness and compassion.



having difficulty paying?

We will treat you with sensitivity on a case-by-case basis.

You have the right to:

- Receive information and advice regarding our various payment options and methods available.
- Nominate to have your account redirected at no charge to a third party or an alternative postal address.
- Receive a language interpreter service at no charge.
- Receive information in alternative formats on request at no charge.
- Receive water efficiency information that may assist you in managing/reducing future water use.
- Receive information on Government funded concessions and financial assistance schemes e.g. Hardship Utility Grant Scheme.
- Receive information on our Financial Hardship Policy and Water Assist scheme.
- Choose from various alternative payment arrangements in accordance with your circumstances and capacity to pay.
- Receive written confirmation of the agreed arrangement. This will be sent to you within two business days of the agreement being reached.
- Renegotiate the amount of your instalments if there is a change in your circumstances.
- Be referred to a free counselling service to receive independent advice. During this time recovery action will cease pending the establishment of an agreed payment arrangement.
- Be shielded from recovery action and associated recovery costs when you agree to and maintain a suitable payment arrangement. You may also be eligible for a reduced interest rate.
- Be advised in writing that recovery action will continue if you have failed to honour your payment arrangement.

what you need to do

- Contact us as soon as you begin to experience financial difficulty.
- Agree and maintain a suitable payment arrangement.
- Keep us informed of any change in your circumstances.
- Contact us to request an alternative arrangement if you are having difficulties maintaining the agreed plan.
- Contact a financial counsellor or relevant consumer representative organisation if requested. This is a free service where you will be able to discuss your situation in confidence.



are you registered for a concession?

If you hold a Pensioner or State Concession Card, a Commonwealth Seniors Health Card with a WA Seniors Card, or a WA Seniors Card you may be eligible to receive a concession.

Please visit our website at

www.watercorporation.com.au or call us on **1300 659 951** to register.

are you a business customer?

We understand that business customers sometimes experience cash flow problems. If you are in this situation please contact us as soon as possible.

You can request:

- Deferment of payment for a short period of time.
- A payment plan based on reasonable terms and conditions.



are you a tenant?

If you are a tenant experiencing financial difficulty you should advise your agent or landlord as soon as possible. Your agent or landlord can contact us to agree a suitable payment arrangement on your behalf. A reduced interest rate may apply.

We can also provide you with assistance and information on ways to be Waterwise.

is your property tenanted?

As a service to landlords we will issue accounts to either the agent or tenant on request.

However, this does not affect your liability for charges. Where the account is sent to anyone other than you and remains unpaid after the due date, recovery action will commence.

If you are having payment difficulties please contact us to make a suitable payment arrangement. A reduced interest rate may apply.

what is financial hardship?

Financial Hardship describes the difficulty faced by individuals or families who struggle to meet their normal living expenses including food, mortgage, electricity account, etc.

If paying your water charges will affect your ability to meet basic living expenses you may be deemed to be in financial hardship.

For some customers this may be a temporary situation due to:

- An unexpected emergency
- A temporary reduction in income
- A sudden change in living circumstances

For others, it may be longer term. This can apply to people with low or fixed incomes who may require ongoing assistance.

You can view a copy of our Financial Hardship Policy at www.watercorporation.com.au or call us on **13 13 85** to request a copy.

if you are experiencing financial hardship

In addition to the extensive support outlined in this brochure we can offer:

- Payment arrangements free of interest if you agree and maintain your arrangement.
- Equal repayment plans that allow you to combine outstanding charges with anticipated future water charges into regular instalments.

been making payments and still can't get ahead?

- You may be eligible for our **Water Assist Scheme**. Designed for customers in financial hardship who require a greater level of assistance, this scheme helps customers get overdue charges back to a manageable position by providing incentives to pay.
- Based on your individual circumstances we may refer you for qualified advice from a free counselling service. We will work together to assess your eligibility for this scheme.

we'd like to hear from you

We encourage feedback. It's our way of ensuring the services we offer customers experiencing financial difficulties are fair and supportive.

If you would like to give feedback or need more information please contact us.



how to contact us

account enquiries (8am to 5pm weekdays)

Call us on **13 13 85**

TTY (Telephone Typewriter for customers with hearing or speech difficulties)

Call us on **13 36 77**

to arrange an interpreter

Call us on **13 13 85**

This information is available in alternative formats on request.

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