

Last updated: 03 Apr 2023

Water payment difficulties

Your water company is required to tell you about the help available including payment options.

Have some outstanding debt on your water bills?



Contact your water company straight away and ask for a payment plan.

Be honest about what you can regularly afford to pay on your debt.

If you have a payment plan you can't be restricted or receive debt collection while you're paying.

Want to manage your water bills before they get out of control?



To help you manage your water account or repay amounts owing, call your water company and set up:

- an extension of the due date
- a payment plan – with regular/irregular instalments
- payment before the bill is due.

There are different ways to pay your water bill

Choose what suits you best. The options include:



- Centrepay - regular amounts taken from your fortnightly Centrelink payment before you receive it
- BPay - online or over the phone
- Direct debit - amount from your bank account at regular intervals
- Payment card - like Easypay or Easyway to make regular payments at the post office.

Need help?

1800 500 509 (Freecall)

Monday to Friday between 8:30 am and 5:00 pm

Email & Web

Email us at ewovinfo@ewov.com.au
or visit ewov.com.au

Post

GPO Box 469, Melbourne, Victoria 3001

Translating and Interpreting Service:

131 450

Your water company should also tell you about the following help:



Ask about:

- government grants and concessions
- practical advice to reduce water usage.

Concessions



Concessions can reduce your bills.

But you must give your concession card details to your water company for it to be applied and re-contact them when your card expires.

There's lots of help out there

Remember these services for additional help



- Call the Victorian Department of Families, Fairness and Housing on 1800 658 521 or visit services.dffh.vic.gov.au/concessions-and-benefits to check your eligibility.
- National Debt Helpline provides free, independent and confidential financial counselling service if you need help working out what is affordable for you to pay. Visit ndh.org.au, or call 1800 007 007.
- 1800Respect - National family violence telephone counselling. More information on 1800respect.org.au. Call 1800 737 732.

Need further help? If you're having payment difficulties, first contact your water company. If you're not happy with its response, contact EWOV – we're here to help!

Need help?

1800 500 509 (Freecall)

Monday to Friday between 8:30 am and 5:00 pm

Email & Web

Email us at ewovinfo@ewov.com.au
or visit ewov.com.au

Post

GPO Box 469, Melbourne, Victoria 3001

Translating and Interpreting Service:

131 450