

Need help paying your water bills?



Information for Victorian water customers

→ Your water company is required to tell you about the help available including payment options. Call EWOV if you're not happy with what's offered.

1



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.

2



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.

3



There are different ways to pay your water bill including:

- **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.



4



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

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

5



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:

- Call the Victorian Department of Health and Human Services on **1800 658 521** or visit: <http://ow.ly/ZSe6E> 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. **1800 007 007**
- 1800Respect - National family violence telephone counselling **1800 737 732**

FOR FURTHER INFORMATION:

Online: ewov.com.au
Freecall: 1800 500 509
Email: ewovinfo@ewov.com.au

Post: GPO Box 469, Melbourne, Victoria 3001
Translating and Interpreting Service: 131 450
National Relay Service: 133 677