



Communication and Agreement

Any payment arrangement reached between Westernport Water and our customers will be confidential and mutually agreed. Both parties have a responsibility to maintain open communication.

By notifying us early you will have access to a greater range of alternatives and our Customer Relations Coordinator will work with you to develop an appropriate payment solution.

Need more information?



Call our Customer Relations Coordinator on 03 5956 4144



Email us: hardship@westernportwater.com.au



Visit us:
2 Boys Home Road Newhaven
Mon to Fri, 8:30am to 5:00pm

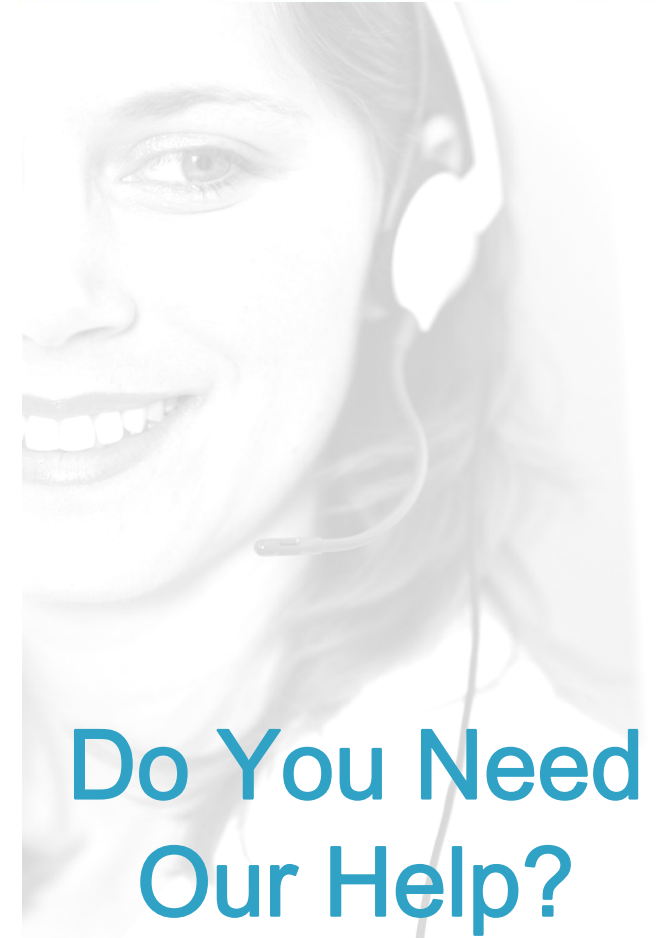


Fax us on 03 5956 4101



Write to us:
Customer Relations Coordinator
2 Boys Home Road
NEWHAVEN VIC 3925

WESTERNPORT WATER



Do You Need Our Help?

Customers experiencing financial hardship should contact our Customer Relations Coordinator immediately on **03 5956 4144** for a confidential discussion on our payment options.

Our Hardship Policy

We all may experience times of financial hardship due to changes beyond our control. Our hardship policy ensures that all customers who seek assistance under our policy will be treated with dignity and respect.

Customers who may apply under our policy include:

- People on low or fixed incomes;
- People who may have experienced a sudden change in circumstances (such as ill health, unemployment, separation, a death in the family, a loss arising from an accident), or some other temporary financial difficulty;
- People who, through self-assessment, have identified their position regarding their ability to pay;
- People eligible for a government funded concession (e.g. Health Care Card, Social Security benefit, etc.);
- People who have previously applied for a Utility Relief Grant;
- People whose payment history indicates that they have had difficulty meeting our payment terms in the past;
- *Other eligibility criteria may also be considered*

Anyone experiencing financial hardship will:

- Be treated respectfully, sensitively, and without judgement;
- Have their case individually considered and their circumstances kept confidential;
- Receive prompt information on options for alternative payment arrangements and government concessions such as the Utility Relief Scheme and other government financial assistance programs;
- Nominate an amount he/she can afford to pay on an arrangement plan;
- Choose from various payment methods and receive written confirmation of the agreed payment arrangement within 14 days;
- Renegotiate the amount of their instalment if there is a change in their circumstances;
- Receive information about free, independent and accredited financial counselling services;
- Have access to a language interpreter service at no cost;
- Not have water supply restricted as long as they have agreed to a payment arrangement and are meeting it;
- Be shielded from legal action and additional debt recovery costs whilst they continue to make payments in accordance to the agreed schedule; or an agreed altered schedule of payments;
- Speak directly with our Customer Relations Coordinator in order to re-negotiate the payment arrangement if a payment is missed or likely to be missed;
- Be advised about how to reduce usage to assist in reducing future water consumption; and
- Be advised about their right to lodge a complaint with the independent dispute resolution scheme (Energy and Water Ombudsman of Victoria) if their affordability issue is not resolved with us.