

Bill Changes Q & A



Why does my bill look different?

We have introduced a new look bill to improve customer communication and make it easier for you to monitor your water usage.

Why is my billing cycle changing to a different time?

Westernport Water has changed the billing cycle to improve its meter reading operations, and in doing so we are able to keep prices down for our customers. Please refer to the back of the flyer enclosed in your bill to find out which months you will receive your bills.

What do I need to do if I pay using Bpay?

If you pay using Bpay, please use your new account number when paying your bill. For your convenience the Westernport Water biller code will remain the same 93682.

What do I need to do if I pay my bill using direct debit?

You do not have to do anything, changes have been automated for direct debit customers.

Why do I need to have my Easyway payment card replaced?

You need to request a new card so that it will include your new account number.

My bill is higher than usual, why?

Most likely it's because of the pro-rata charge fixed charge which brings your bill in-line with your new billing cycle. To discuss this further please contact our Customer Support Team on 1300 720 711.

How do I get help to pay my bill?

Please speak with one of our Customer Support Team members about the help available on 1300 720 711. We can offer customised flexible payment plans to suit your individual situation.

Because of this change my bill is more than normal and I can't afford it!

- To assist customers through this change we have extended the due date.
- The annual fixed charge remains the same.
- The additional fixed charge on this transition account is to bring you up to date with your new billing cycle.
- We offer flexible payment arrangements, simply chat to one of our customer support team and have a payment plan tailored to your circumstances.

I want to change my billing cycle/period, can I do this?

No, you cannot change when your meter is read, however there are a number of options to help manage your bills. Please contact our Customer Support Team on 1300 720 711.

Can I pay monthly/yearly?

Yes, you can choose how to pay your account to suit your own needs. Monthly payment arrangements are common and some customers choose to pay their entire account and receive a balance after reconciliation at the end of the year.

Can I receive my Westernport Water bill online?

No, however the option to go paperless will be available in the next 12 months. Westernport Water is currently developing functionality so that customer may receive bills via email.

Can I access my account online?

Not yet, Westernport Water is currently developing new e-services so that customer may access their accounts and usage data online.

What are e-services?

E-services are a term used to describe electronic services offered on the internet. E-services currently offered by Westernport Water include, our website and e-mail.

What other e-services are Westernport Water looking to offer in the future?

In the future you will be able to receive information via e-mail or login into your account online, monitor your usage, view, pay and manage your bills online.

I don't think we've used as much water as my bill states. What can I do?

Firstly, check the meter reading shown on your bill is correct. To do this you need to read the black numbers on your meter, and then check your bill. If the numbers on the meter are higher than 'This Reading' as it shows on your bill, the reading is correct. If it is lower than 'This Reading' please contact our Customer Support Team with the reading and we can look into this for you.

If the meter reading is correct, you may wish to carry out a leak test on your property to check for a concealed leak. You can find instructions on how to do this on our website.