

Financial Hardship Policy

Our staff operate under our Financial Hardship Policy and an industry Code of Practice. Our policy is to ensure that customers identified as experiencing financial hardship are treated fairly and are protected from our debt recovery actions, whilst they are making every effort to resolve their account and communicate with us. Our policy encourages our staff to negotiate solutions that customers experiencing financial hardship can reasonably afford to pay.

If you are experiencing financial difficulty, please contact us immediately. By notifying us early, you will have access to a greater range of alternatives and our customer service staff will work with you to develop an appropriate payment solution.

Please contact South East Water on **131 851** for more information.

Financial Assistance Team

We have a specialised Financial Assistance team who have extensive training to ensure that customers experiencing financial hardship are given the support they need and are treated with respect and sensitivity. Our Financial Assistance team also work closely with the team at Good Shepherd Youth & Family Service, to assist our customers in accessing any support available to them.

Conserve water and save money

South East Water can offer free advice to help you achieve a more water efficient home and garden, which may also translate into real savings on your water account. To find out more contact us today on **131 851** or visit us at www.southeastwater.com.au

Interpreter service

إذا واجهتكم صعوبة في دفع الحساب المستحق، فالرجاء الإتصال بالرقم 9209 0126. أما إذا لم يكن لهاتفك أزرار رقمية، فإتصل بالرقم 9209 0129.

如果您在支付帳戶方面有問題，請致電 9209 0122 (粵語) 9209 0124 (國語)。如果您有撥號電話，請致電9209 0129。

Ako imate poteškoća u plaćanju računa nazovite 9209 0126. Ako imate telefon s brojčanicom nazovite 9209 0129.

Αν αντιμετωπίζετε δυσκολίες να πληρώσετε το λογαριασμό σας καλέστε το 9209 0126. Αν έχετε τηλέφωνο με δίσκο επιλογής (dial telephone) καλέστε το 9209 0129.

Se avete difficoltà a pagare il conto, chiamate il 9209 0126. Da un telefono con disco combinatore chiamate il 9209 0129.

Ako imate poteškoća u plaćanju računa pozovite 9209 0126. Ako imate telefon sa brojčanicom pozovite 9209 0129.

Si tiene dificultades para pagar su cuenta, sírvase llamar al 9209 0126. Si su teléfono es decádico, sírvase llamar al 9209 0129.

Nếu bạn gặp khó khăn trong việc thanh toán hóa đơn này, xin gọi số 9209 0126. Nếu điện thoại của bạn là loại số quay thay vì số bấm, xin gọi số 9209 0129.

For all other languages, please call **9209 0129**.

South East Water Limited

ABN 89 066 902 547

Account Enquiries: 131 851

Faults & Emergencies: 132 812

General Enquiries: 131 694

Email: info@sewl.com.au

www.southeastwater.com.au

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Need help paying
your water account?



The following is a list of options available to help you with your water account. Please contact South East Water's customer service staff on **131 851** to discuss a solution.



South East Water recognises that some of our customers may be unable to pay their water and sewerage account, due to financial circumstances, which could include:

- Low-income
- An unexpected reduction in income
- A large unexpected expense on an essential item
- Unemployment
- Illness
- Relationship breakdown
- Drug or gambling addiction
- Domestic violence

If you are experiencing financial difficulties, South East Water can help by providing a range of payment options to ease the financial burden and keep you connected to our vital services.

Concessions

Customers who receive income support from the Commonwealth Government may be eligible for a concession on their water and sewerage charges.

Payment extension

Payment extensions can be granted for a period of 14 days past the due date. Payment extensions can also be granted for longer periods depending on individual circumstances.

Instalment plans

Instalment plans can be negotiated to assist customers experiencing financial difficulties, allowing customers to pay their account with regular affordable instalments.

Direct Debit

Setting up a direct debit from your bank account allows you to conveniently pay your accounts in full or in affordable instalments.

Centrepay

Centrepay is a free, direct bill paying service offered to customers receiving benefits from Centrelink. This service allows you to have regular payments for your water account deducted directly from your benefits.

Utility Relief Grant Scheme

Provides a once-off payment from the Department of Human Services for customers experiencing temporary financial crisis.*

Financial Counselling

South East Water and Good Shepherd Youth & Family Service have established a partnership to provide free financial counselling assistance to customers who may be experiencing financial hardship. Financial counsellors can offer support, advice and assistance on debt management and other issues that you may wish to discuss confidentially.

For further information please contact South East Water on **131 851**, or alternatively, contact Good Shepherd directly on **1800 999 712**. South East Water also offers an interpreter service on **(03) 9209 0129**.

Good Shepherd
Youth & Family Service Inc

South East Water Hardship Relief Fund

For customers experiencing extreme financial hardship and who are eligible for a State Government Concession, South East Water can provide additional financial assistance in the form of a once-off Hardship Relief Grant, free minor plumbing repairs or a water conservation assessment.*

* Specific terms of eligibility apply