

OUR CUSTOMER ASSISTANCE TEAM

Our Customer Assistance Team can provide the support needed to get you back in control of your water and sewerage bill.

We will develop assistance options tailored to your unique situation.

ONE POINT OF CONTACT

To make it a straight forward process, we'll assign you a dedicated team member as your point of contact.

REFERRAL ADVICE

If needed, we'll provide you with access to professional financial counselling services tailored to your circumstances at no cost.

ADDITIONAL SUPPORT

For customers needing extra support we may visit you at home to provide assistance completing application forms or to help those having difficulty communicating by phone.

Have a confidential chat about your situation by contacting us at customer.enquiries@chw.net.au or on **1800 061 514**

CONTACT US

If you are experiencing difficulty paying your bill, please contact our Customer Assistance Team.

BALLARAT AND DISTRICT

7 Learmonth Rd
Wendouree VIC 3355

P: 1800 061 514
(8.15 am – 5.00 pm, Mon-Fri)

E: customer.enquiries@chw.net.au

MARYBOROUGH AND DISTRICT

118 High St
Maryborough VIC 3465

P: 1800 061 514
(8.15 am – 5.00 pm, Mon-Fri)

E: customer.enquiries@chw.net.au



INTERPRETER SERVICE
131 450



TTY HEARING SERVICE
133 677

chw.net.au

05-13-SD01



Need help
paying your bill?



We've developed a range of support, payment and referral options to assist you.

OUR COMMITMENT TO HELP YOU

We understand that customers may experience financial difficulty and need some extra help to pay their water and sewerage bill.

It may be due to ill health, a change in household income, relationship breakdown or the loss of a loved one.

At Central Highlands Water our policy is to assist customers at these times.

If you're eligible for our assistance you will:

- be treated sensitively on a case-by-case basis knowing your circumstances are kept confidential
- receive information about alternative payment arrangements, our hardship policy and government concessions
- receive information about free and independent financial counselling services from an accredited financial counsellor
- be protected from further debt recovery action and avoid restriction of your water supply while we work together to find solutions
- have access to water efficiency information to assist in reducing consumption.

HOW WE CAN ASSIST YOU

SET UP A PAYMENT PLAN

We'll work with you to set up a payment plan so you can pay your bill in regular, affordable instalments. Should your circumstances change, we can adjust the amount of your agreed instalments with you.

Setting up a direct debit from your bank account allows convenient payment of your bill in full or in instalments. You can switch to direct debit online, or download an application form at chw.net.au.

Find out about getting an EasyPlan Card by contacting us.

APPLY FOR BILL SMOOTHING

Enjoy the convenience of small scheduled payments weekly, fortnightly or monthly with our bill smoothing service.

By scheduling payments over 12 months you take control of what you pay and reduce the impact of your tri-cycle bill on the household budget.

Calculated payments are based on your current debt, prior 12 months water usage pattern, service costs and any price increases.

NEED MORE TIME TO PAY?

Sometimes having a bit more time to pay your bill can help. Customers can apply for a payment extension of 14 days past the due date and sometimes longer, depending on individual circumstances.

PENSIONS AND CONCESSIONS

Customers with an eligible concession card from Centrelink or the Department of Veteran Affairs can apply for a water and sewerage concession.

To register for a concession online visit chw.net.au or phone us on **1800 061 514**.

CONSIDER CENTREPAY

Pay your bill regularly with automatic deductions from your Centrelink benefits directly to us. Centrepay is a free, direct bill payment service for customers receiving benefits from Centrelink. Contact us to arrange this for you.

GOVERNMENT ASSISTANCE PROGRAMS

We provide information on various government assistance schemes to eligible customers, including the Utility Relief Grant Scheme. To assist with water and sewerage connection costs we can assist you to apply for the Water and Sewerage Connection Hardship Relief Grant Scheme.

NEED ADVICE ON SAVING WATER?

We offer information and products to assist customers to achieve more water efficient homes and gardens – resulting in real savings on your water bill.