

AT YARRA VALLEY WATER WE UNDERSTAND THAT SOMETIMES CUSTOMERS CAN HAVE DIFFICULTY PAYING THEIR BILLS.



WE'RE HERE TO HELP DURING DIFFICULT TIMES. OUR APPROACH IS BASED ON EMPATHY AND TRUST.

Often our customer - who could be your clients - don't know that we can help. We want people to get in touch with us early if they're having trouble paying their bill.

We don't require evidence, don't charge late fees or interest and have programs available that can help customers in a range of circumstances, including those with large families or medical issues.

A SPECIALIST TEAM SUPPORT CUSTOMERS EXPERIENCING ONGOING FINANCIAL DIFFICULTIES.



The Watercare team can:

- Case manage customers
- Set up reduced and under-cost payment arrangements based on what the customer can afford
- Apply for government grants to reduce debt through the utility relief grants scheme
- Provide referrals to financial counsellors



HOW WE CAN HELP CUSTOMERS MANAGE THEIR ACCOUNTS:

- Checking eligibility and applying a concession card
- Setting up a payment arrangement
- Payment extensions



WE UNDERSTAND THAT FAMILY VIOLENCE CAN HAPPEN TO ANYONE AT ANYTIME.

We can provide extra support by:

- Applying extra privacy measures to accounts to lock them down
- Having respectful conversations
- Customising solutions to manage debt
- Providing referrals to specialised family violence services

If you or someone you know does not speak English, you can contact our in-house consultants:

LANGUAGE ASSISTANCE

العربية 1300 914 361 Ελληνικά 1300 931 364
廣東話 1300 921 362 普通话 1300 927 363

For other language assistance, please call (03) 9046 4173

CONTACT US

 **Call:** 1800 994 789

 **Email:** customerassist@yvw.com.au

FOR MORE INFORMATION

YVV.COM.AU

