

We understand that at times it can be difficult to pay your water bill. Our approach to supporting customers experiencing financial difficulty is based on empathy and trust.



### WE'RE HERE TO HELP

Please get in touch with us early if you're having trouble paying your bill. We don't charge late fees and have programs in place that can help customers in a range of circumstances, including those with large families or medical issues.

### MORE SUPPORT

If you're still having difficulty paying your bill and need more support, we have a specialist team that can help manage your account.



#### The WaterCare Support Team can:

- Provide personalised support so you don't have to repeat your story to other staff members
- Set up payment arrangements based on what you can afford
- Apply for government grants on your behalf to reduce debt through the utility relief grants scheme
- Provide referrals to financial counsellors who can help you with other issues.



### HOW WE CAN HELP YOU MANAGE YOUR ACCOUNTS

There are some things that you can do to help manage your account:

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



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

The WaterCare Support team can also support you, if you're experiencing family violence by:

- Applying extra privacy measures to your account
- Having respectful conversations
- Customising solutions to manage debt
- Providing referrals to specialist 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](mailto:customerassist@yvw.com.au)

FOR MORE INFORMATION

[YVV.COM.AU](http://YVV.COM.AU)

