

## Payment assistance

### 1. Overview

#### 1.1 At a glance

Our policy explains how we can help you if you're having trouble paying your bill.

#### 1.2 Scope

Our policy covers you if you're the owner of the property and you're having trouble paying it.

#### 1.3 Objective

Our policy helps you:

- keep the water on – regardless of your capacity to pay
- pay your bill in a way that you can manage.

## 2. Policy in detail

We want to help you when you need it.

### 2.1 We'll make it easy if you need help with your bill

We understand that every customer's situation is different. Our staff will offer you a payment arrangement to help you pay your bill. Our payment arrangements are flexible and you can re-negotiate them if your circumstances change.

It's a good idea to pay small amounts regularly so your future bills are more manageable.

### 2.2 We'll offer support if you need a little more help with your bill

For residential customers, whether you're an owner or a tenant, we can offer you more help if you need it. If you get in touch, we can work together to get on top of your bill and offer you specialised help. We can:

- make sure you get the government concessions you're entitled to
- give you the right payment plan
- help you set up Centrepay payments if you get Centrelink support
- refer you to a community service agency that we partner with for help. This might be for counselling services, emergency financial relief and medical advice and support
- offer you help through our Payment Assistance Scheme (PAS) or BillAssist® program
- help you use less water by giving you tips
- offer emergency and essential plumbing work through our PlumbAssist® service (if you own and live in your home).

If the bill is for your business and you need help, we can:

- offer a deferral of payment for a short period of time
- negotiate a payment arrangement with you based on reasonable commercial considerations and market conditions.

### 2.3 We won't restrict your water supply or take legal action if we're helping you

We'd like to work with you to keep the water on. We won't restrict your water supply or take legal action in any of these situations:

- You've asked for a payment plan and are making payments.
- You've set up Centrepay payments through Centrelink and are making payments.
- We're helping you through our Payment Assistance Scheme (PAS) or our BillAssist® program.
- You've lodged a complaint about your bill and we're looking into it or you've lodged one with the [Energy & Water Ombudsman NSW](#).

It's a good idea to pay small amounts regularly so your future bills are more manageable.

## 2.4 We'll give you a respectful, confidential service

Our staff work respectfully with you and care about your [privacy](#). We take it very seriously and comply with NSW privacy laws.

## 2.5 We'll give you help for free

Our help and advice is free. We also offer a free:

- interpreter service if you have trouble with English
- teletypewriter (TTY) service if you're hearing impaired.

We promote [help with your bill](#) on bills for your home, reminder notices and on our website. We also publish water wise tips on our website.