

## What you need to do

Contact us as soon as you begin to experience financial difficulty.

Agree and maintain a suitable payment arrangement.

Keep us informed of any change in your circumstances.

Contact us to request an alternative arrangement if you are having difficulties maintaining the agreed plan.

Contact a financial counsellor if requested. This is a free service where you will be able to discuss your situation in confidence.

### Are you registered for a concession?

If you hold a WA Seniors Card, a Commonwealth Seniors or Pension Card you may be eligible to receive a concession.

### Are you a business customer?

We understand that business customers sometimes experience cash flow problems. If you are in this situation please contact us as soon as possible.

You can request:

- Deferment of payment for a short period of time.
- A payment plan based on reasonable terms and conditions.

### Are you a tenant?

If you are a tenant experiencing financial difficulty you should advise your agent or landlord as soon as possible. Your agent or landlord can contact us to organise a suitable payment arrangement on your behalf.

We can also provide you with assistance and information on ways to save water.

### What is financial hardship?

Financial hardship describes the difficulty faced by individuals or families who struggle to meet their normal living expenses including food, mortgage, electricity account, etc.

If paying your water charges will affect your ability to meet basic living expenses you may be deemed to be in financial hardship.

For some customers this may be a temporary situation due to:

- An unexpected emergency
- A temporary reduction in income
- A sudden change in living circumstances

For others, it may be longer term. This can apply to people with low or fixed incomes who may require ongoing assistance.

You can view a copy of our Financial Hardship Policy at [www.busseltonwater.wa.gov.au](http://www.busseltonwater.wa.gov.au) or call us, we'd like to hear from you.

---

8.30am-4.30pm Weekdays  
Phone: (08) 9781 0500  
Fax: (08) 9754 1075  
E-mail: [admin@busseltonwater.wa.gov.au](mailto:admin@busseltonwater.wa.gov.au)  
[www.busseltonwater.wa.gov.au](http://www.busseltonwater.wa.gov.au)  
1 Fairbairn Road, Busselton WA 6280



**BUSSELTON WATER**

## Having Difficulty Paying your Water Account?



**Then Talk to Us**

**(08) 9781 0500**

# Having Difficulty Paying your Account?

## We understand it's sometimes difficult to pay accounts on time

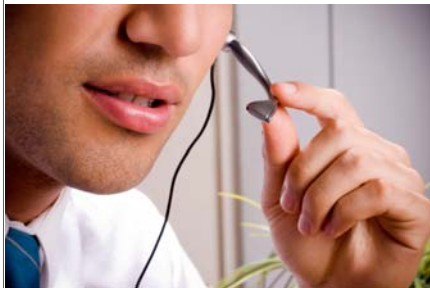
That's why we have a range of flexible payment options that can be tailored to meet your needs.

By working together we can find a solution.

Our Customer Service representatives will be sensitive and supportive.

Our team will always handle your enquiry in confidence and with fairness and compassion.

For customers with special needs this information can be made available in alternative formats. Please call us on 9781 0500 to make a request.



**By working together we can find a solution.**

## Having difficulty paying?

We will treat you with sensitivity on a case-by-case basis.

You have the right to:

- Receive information and advice regarding our various payment options and methods available.
- Nominate to have your account redirected at no charge to a third party or an alternative postal address. This request must be in writing.
- Receive information in alternative formats at no charge.
- Receive water efficiency information that may assist you in managing/reducing future water use.
- Receive information on Government funded concessions and financial assistance schemes eg. Hardship Utility Grant Scheme.
- Receive information on our Financial Hardship Policy.
- Receive written confirmation of the agreed arrangement. This will be sent to you within two business days of the agreement being reached.

- Renegotiate the amount of your installments if there is a change in your circumstances.
- Be referred to a free counselling service to receive independent advice. During this time recovery action will cease, pending the establishment of an agreed payment arrangement.
- Be shielded from recovery action and associated recovery costs when you agree to and maintain a suitable payment arrangement. A reduced interest rate may be applicable.
- Be advised in writing that recovery action will continue if you have failed to honour your payment arrangement.