

Fact Sheet: **Paying your water account**

Western Water is pleased to offer our customers a range of options for paying your water account. Whether you wish to make total payment or are having difficulty meeting your account due date, we have an option for you.

POSTbillpay

Australia Post offers a service to Western Water customers, that allows you to pay your account over the Internet using Australia Post's POSTbillpay system; 24 hours a day, 7 days a week. Simply visit www.postbillpay.com.au and follow the instructions.

Direct debit

Western Water offers a flexible direct debit payment system for customers, which allows you to nominate to pay the full amount of your water bill every four months, or an agreed amount either fortnightly or monthly.

Direct debit can be arranged at no cost to you and payments are made automatically. This service is voluntary and customers can change or stop payments at any time. If you would like to arrange direct debit to pay your water account, or to change your direct debit details, please contact Western Water.



BPAY

BPAY, the easy-to-use telephone or Internet payment system is linked to most financial institutions and allows you to choose when you pay an account (seven days a week) from your nominated credit card, savings or cheque account. Payments do not have to be made from the same account each time and you will receive an immediate payment receipt number over the phone or online.

To pay using BPAY, contact your financial institution to register for this service. Make a payment by quoting your biller code and reference number, which can be found near the BPAY logo on the bottom of your water account.

Telephone

Using a credit card, customers can pay their water accounts by telephoning 131 816 (24 hour service). You will need to have your credit card and current water account handy. Visa, Bankcard and Mastercard are all accepted via this method of payment.

In person

You can pay your bill in person at any Australia Post Office during business hours. You may also pay your bill between 9am and 4pm Monday to Friday (excluding public holidays) at Western Water's customer service centre in Robertson Street, Gisborne.

Mail

You can pay your Western Water account by mail. Simply detach the payment slip and return it together with a cheque or money order payable to Western Water (please do not staple), in an envelope addressed '**Western Water, Reply Paid 14812, Melbourne VIC 8001**'. Please write your Western Water account number on the back of your cheque/money order. No stamp is required for postage as this is a reply paid address.

If you are experiencing difficulty paying your account, Western Water can assist with a range of flexible payment options. Please see overleaf.

Western Water is aware that some of our customers may experience difficulty paying their water account and so we offer a flexible, tailored and supportive service. If you are experiencing financial difficulty, Western Water can assist with a confidential discussion on flexible payment options, such as Easypay or Centrepay.

Easypay

Easypay enables customers to make small, manageable payments off their water account at weekly, fortnightly or monthly intervals, rather than by the normal four-monthly billing method.

Upon successful application, customers will be issued with an Easypay card, which can be used to identify their account through any Australia Post outlet. You can make payments as regularly as you like as long as you adhere to the current account due date.

For more information about this service, please contact Western Water.

Centrepay

Centrepay is a free direct bill paying service offered to customers receiving Centrelink payments. Centrepay is an easy way for you to pay your water account, while helping you to stay in control of your funds, as it sets aside manageable amounts of money from your regular Centrelink entitlement to pay your account. To find out more, or to apply for Centrepay, visit www.centrelink.gov.au or contact Western Water to request for a Centrepay deduction form to be mailed to you.

Concessions

The Victorian Government provides water and sewerage concessions to assist low-income households with water accounts at their principal place of residence. If you hold a *Pensioner Concession Card*, *Health Care Card* or *Veteran Gold Repatriation Card*, you are eligible to claim a concession on your water account of 50 percent off water and sewerage service charges up to the annual cap. Eligible cardholders registered with Western Water automatically receive these concessions on their account.

If you are eligible but not receiving a concession, contact Western Water for assistance. By claiming a concession, you authorise Western Water to confirm your eligibility with Centrelink or the Department of Veterans' Affairs. This consent is ongoing but can be revoked by contacting Western Water.

For concession rebates on service charges, an application form is required to be completed and returned to Western Water.

Further information

For account enquiries or more information on bill payment options, please contact Western Water on 1300 650 422. A member of our Customer Relations Team can advise on which payment option is right for you.