

MEDIA RELEASE

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25 September 2014

Finding it hard to pay your water bill?

East Gippsland Water has been taking to the road in an effort to make it easier for customers struggling with their water bill to access financial assistance.

On Tuesday 7 October customers in Mallacoota and Cann River will be able to discuss financial support and payment options in confidence with a customer service representative at East Gippsland Water's Mallacoota depot, 100 Bastion Point Rd, between 9am and 2pm.

Anyone interested in taking up this opportunity just needs to phone in advance on 1800 671 841 to arrange a suitable time.

The corporation has a comprehensive program of support available including Utility Relief Grants to assist during a temporary financial crisis. Staff can also organise alternative payment arrangements, including flexible payments, on a case-by-case basis, in conjunction with independent financial counselling. This is all available at no cost to the customer.

Said East Gippsland Water's Managing Director, Bruce Hammond: "Many residential customers appear to be unaware that they may be entitled to a discount on their bill through their Centrelink Health Care, Pensioner Concession, or Department of Veteran Affairs Concession Card. They may be entitled to a notable discount on their water and wastewater charges.

"To find out more, simply give our customer service team a call."

Over recent weeks the corporation has also targeted customers in Orbost, Marlo, Bemm River, Omeo, Swifts Creek and Dinner Plain.

Ends