

MEDIA RELEASE

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Struggling with your water bill?

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

In September and October there will be opportunities for customers in Orbost, Marlo, Bemm River, Omeo, Swifts Creek, Dinner Plain, Mallacoota and Cann River to discuss financial support and payment options in confidence with a customer service representative at one of the following locations:

Area	Venue	Date	Time
Orbost, Marlo, Bemm River	East Gippsland Water depot, 4-6 Clarke St, Orbost	Tue, 2 Sep	10am - 3pm
Omeo, Swifts Creek, Dinner Plain	East Gippsland Water office, Day Ave, Omeo	Tue, 16 Sep	10am - 3pm
Mallacoota, Cann River	East Gippsland Water depot, 100 Bastion Point Rd, Mallacoota	Tue, 7 Oct	9am - 2pm

Simply phone East Gippsland Water 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: "It is also surprising how many residential customers are 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 substantial discount on their water and wastewater charges.

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

Ends