

# MEDIA RELEASE

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## Bring Your Bills Day

A number of organisations, including East Gippsland Water, will be participating in a *Bring Your Bills Day* in Bairnsdale next week.

The day has been coordinated by Victoria Legal Aid to provide free, on the spot advice and assistance to those experiencing difficulty with bill payments.

Customers are invited to attend the event, which is being held at Bairnsdale RSL, 2 Forge Creek Rd, on Tuesday 6 August, from 10.30am to 3.30pm.

Staff will be on-hand to discuss assistance available, giving consideration to personal circumstances. For example alternative payment arrangements, including flexible payments, can be arranged on a case-by-case basis in conjunction with independent financial counselling, available at no cost to the customer.

Said East Gippsland Water's Managing Director, Bruce Hammond: "We welcome the chance to participate in this initiative, which will provide people with direct access to a number of services in one spot, along with financial counselling.

"Importantly, there may be customers unaware of their eligibility for concessions, hardship provision and repayment schemes."

In the meantime, customers who would like more information about East Gippsland Water's financial hardship program and the availability of financial assistance should contact the customer service team on 1800 671 841.

Ends