

# MEDIA RELEASE



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## **Struggling to pay your water bill?**

A representative from East Gippsland Water's customer business team will be in Orbost on Thursday 7 March to assist any customers struggling to pay their water bill.

Those finding it difficult to pay their bill, or wishing to discuss financial assistance options available to help with payments, are encouraged to go along to the organisation's Orbost Depot, 4-6 Clarke Street, any time between 10am and 3.30pm on the day.

Alternative payment arrangements include flexible payment programs, which can be set up on a case-by-case basis, and payment incentive plans.

The East Gippsland Water representative can assist concession/pension and Health Care card holders with applications for concessions. They can also help customers unable to pay their water bill due to a temporary financial crisis, by assisting with applications for Utility Relief Grants.

This confidential service is provided free of charge, as is access to independent financial counselling.

In addition, the representative can provide advice about water leak issues, the Water Leak Reduction Program and the Community Rebate Program.

Customers who would like information or assistance, but are unable to attend Orbost Depot, are welcome to contact East Gippsland Water on 1800 671 841.

Ends