

GIPPSLAND WATER WASTEWATER TARIFFS

1 JULY 2011 - 30 JUNE 2012

LOCH SPORT SEWERAGE SCHEME

Gippsland Water's tariffs contribute towards the cost of maintaining our water and wastewater systems, support significant capital investment to improve service reliability, address security of supply issues, and fund the organisation's operational costs.

Annual Wastewater Availability Charge

A Wastewater Service Availability Charge applies to all properties where the wastewater main passes through or is adjacent to a property, or is capable of providing a service to the property.

The 2011-12 Wastewater Service Availability Charge of \$734.43 per year applies to connected properties, and the Wastewater Service Availability Charge of \$367.20 per year applies to non-connected properties. These tariffs are subject to change each financial year.

Multi Tenement Properties

Properties such as flats, units, town houses and shops, etc., which are connected to the wastewater service, are subject to the full Wastewater Service Availability Charge for each separate occupancy on that property, whether the property is occupied or vacant.

Period for which charges are set

The annual Service Availability Charges are billed every four months, which means customers are issued with three accounts per year. The periods for which they apply are:

- 1 July - 31 October
- 1 November - 28/29 February
- 1 March - 30 June



Payment options

Gippsland Water has a wide range of payment options for paying your water account:

- in person at Gippsland Water's office in Hazelwood Road, Traralgon;
- at any Australia Post outlet or agency;
- credit card;
- via Gippsland Water's website at www.gippswater.com.au;
- mail to PO BOX GW Traralgon VIC 3844;
- Direct Debit;
- BPAY;
- over the phone; and
- Centrepay.

Gippsland Water accounts are due within 28 days of issue of the account.

Payment assistance

Gippsland Water has a range of alternate payment options available to assist you to pay your account.

If you are experiencing difficulty paying your accounts, we can provide information on many payment options which are available.

Some of these options include an extension of time for payment of the account, and flexible payment plans.

The wastewater tariffs in this fact sheet reflect the current charges for the 2011-12 financial year and are to be used as a guide only. Prices are subject to change following the completion of your town's sewerage scheme.

GIPPSLAND WATER WASTEWATER TARIFFS

1 JULY 2011 - 30 JUNE 2012

Gippsland Water's Hardship Policy

Gippsland Water has a hardship policy that details procedures for assisting residential customers.

If you believe your personal circumstances warrant special consideration, you may apply for a case review under Gippsland Water's Hardship Policy.

For a brochure on the different options available, please contact Gippsland Water on 1800 066 401.

Customers who may be considered include:

- People on low or fixed incomes.
- People who may have experienced a sudden change in circumstances (such as ill health, unemployment, separation, a death in the family, a loss arising from an accident), or some other temporary financial difficulty.
- People who believe they are in financial hardship.
- People eligible for a government-funded concession, eg. health care card, Centrelink benefit, etc.
- People who have previously applied for a utility relief grant.
- People whose payment history indicates that they have had difficulty meeting Gippsland Water's payment terms in the past.

Pensioner rebates and health care concessions

If you are the holder of a pension card or a health care card, you may be eligible for a State Government-funded concession for your wastewater services.

The 2011-12 annual State Government rebate of up to 50% (to a maximum of \$270.20 if properties are serviced by both water and wastewater services and \$135.10 if properties are only serviced by one of these services) applies to eligible concession card holders.

To be eligible the name and address on the Gippsland Water bill must match the address on your concession card and it must be your primary place of residence.



Sewerage connection scheme grants

The Department of Human Services (DHS) can provide financial assistance with connection costs to customers experiencing hardship.

The current 2011 DHS water and sewerage connection scheme grant is for cardholders who are required to connect to a mains water or sewerage service under the Country Towns Water Supply and Sewerage Program. Applicants must be home owners and have no savings to cover the cost of connection.

For more information, please contact DHS on 1800 658 521; mail to Concessions Unit, GPO BOX 4057 Melbourne VIC 3001; or visit www.dhs.vic.gov.au/concessions

Further information

For more information, please contact Gippsland Water on 1800 066 401 or visit www.gippswater.com.au.

- General enquiries: 1800 066 401
- Account enquiries: 1800 050 500
- Faults and emergencies: 1800 057 057
- Interpreter service: 131 450

20 DEC 2011



For more information about the sewerage scheme, please visit www.gippswater.com.au or contact Gippsland Water on FREECALL 1800 066 401.