



**Have a chat  
with us today**

**We're ready  
to assist you**



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For more information, please call  
our friendly, local customer care  
team on 1800 050 500 or email  
[customercare@gippswater.com.au](mailto:customercare@gippswater.com.au)

**Talk to us  
We can assist you**



**We understand that sometimes it can be difficult to meet your financial obligations and household expenses.**

**We can work with you to agree on an affordable payment arrangement and, if you're eligible, help you to apply for financial assistance.**

**Call us on 1800 050 500 or email [customer-care@gippswater.com.au](mailto:customer-care@gippswater.com.au)**

**Our friendly staff can assist you.**

### **Language assistance**

**If you need an interpreter, or if you have a speech or hearing impairment, please phone the following free services for assistance:**



Interpreter	131 450
National Relay Service/TTY	133 677

### **How can we assist you?**

#### **Centrepay**

If you receive a Centrelink benefit, we can help you set up a Centrepay arrangement.

#### **Concession**

If you have a pension or concession card, you may be eligible for a discount on your bill.

#### **Direct debit**

We can help you set up direct debit payments.

#### **Payment extension**

We may be able to offer a short-term extension on your bill.

#### **Payment plan**

We can help you set up regular payments to suit your budget.

#### **Protection from fees and restriction**

We can protect you from penalties such as restriction of your water supply, debt recovery and legal fees.

#### **Utility Relief Grant**

If you are unable to pay your bill due to a temporary crisis, you may be eligible for a one-off payment to help reduce your debt.

#### **Financial counselling**

We can refer you to financial counselling services for free, confidential financial advice and assistance.

