

Customer Care

Higher everyday costs are putting strain on household and business finances. The number of customers needing help with our bills has grown significantly since 2023.

Our service area is diverse in both geography and demographics with people from many communities experiencing varying levels of socioeconomic disadvantage and ongoing cost-of-living pressures.



**We can ease
the pressure.**

**Gippsland
Water****Customer
Care**

Our Customer Care team helps customers having trouble paying their bills.

This can happen by:

- Customer led engagement – customers reach out to us, and we put a plan in place to help them.
- Team led proactive engagement – we identify and contact customers who maybe experiencing payment difficulties to help them.
- Referrals – financial counsellors contact us on behalf of the customer.

How we can help

Our team will listen and tailor a plan based on our customers' situation. We can help by:

- Registering concessions
- Payment plans
- Payment extensions
- Utility Relief Grants

Our Customer Care team are specially trained to provide additional support and assistance based on individual circumstances and needs.

We schedule regular account reviews to ensure that the assistance options continue to meet the customer's needs.

We work with each customer individually to put a plan in place that suits their needs.

Some of the things we can put in place include:

- Payment incentive program
- Community rebate program
- Case management for customers experiencing vulnerability
- Referral to support services
- Protection from debt recovery and interest charges.

Customers in our support program



10,184

customers supported
since 2023

2023

1,900

2024

2,564

2025

2,949

2026

2,771

**Active customer registrations at 30 June
each year.*

What happens if customers don't pay their bill

We proactively contact customers to discuss support options. Where repeated contact attempts are unsuccessful, the account may be referred for debt recovery action.

Customers who are registered in our customer support program and actively working with us to get on top of their bills, are exempt from debt recovery.

Customer Care

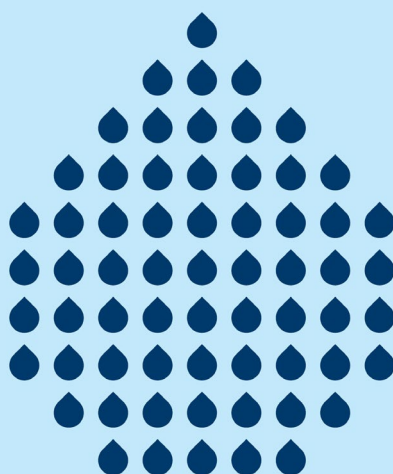
[Watch our video](#) to find out how we support customers.



How we let customers know

We let our community know that support is available through:

- social media
- radio
- our website
- brochures, newsletter and bill inserts
- community pop-up events (e.g. Neighborhood Houses, shopping centres)
- call centre on-hold recorded messages
- media releases.



Split your bill into smaller drops.

An example of a social media message

Find out more

To learn more scan the QR code below or visit www.gippswater.com.au/financial-support



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PLANNING for the FUTURE