

Has your bill come at a difficult time?



We're here to help

At Wannon Water, we understand that bills can have a big impact on your household budget.

This is why we have developed a number of programs to assist our customers.

We have a team of specially trained staff available to support customers who are having difficulties paying their bills.

Our commitment to you

Wannon Water will ensure that all customers are treated individually, with respect, and with sensitivity. We will ensure your circumstances remain confidential.

We understand that customers cannot always afford the minimum payment amounts to manage their accounts.

During the time that support is offered, customers will be shielded from water restrictions and any further recovery action.

Support programs

Financial Assistance Policy

This policy helps customers negotiate payments based on what they can reasonably afford to pay, and offers incentives to customers who maintain their agreed payment plan.

Government Assistance Schemes

If customers meet the criteria, we can provide details about government programs such as the Utility Relief Grant Scheme. This provides assistance to customers who are unable to pay their water bill due to a temporary financial crisis.



Pensions and concessions

Customers who have a valid pension or concession card are eligible for a rebate on their water bill. This is often overlooked and contributes to a larger bill than necessary. Wannon Water will grant a rebate as soon as we are aware of this, and we can also assist with claiming retrospective rebates to reduce the outstanding account.

Site visits

One of our friendly staff is available to visit you at home if you have difficulties completing forms, communicating via phone or are unable to leave the house.

Financial counselling

We can quickly refer customers to a free independent financial counselling service. Financial counsellors can provide detailed information on your rights and the options available. You are able to discuss any financial matters that may be causing difficulty or distress.

Like to know more?



Customer Hardship Policy

Our Customer Hardship Policy provides details on the rights of customers experiencing hardship. To obtain a copy, please contact us on 1300 926 666 or visit wannonwater.com.au to download a copy.

Like to know more?

Please contact us at any time to discuss your situation:

Phone: 1300 926 666

Email: info@wannonwater.com.au

Mail: PO Box 1158 Warrnambool VIC 3280

Energy and Water Ombudsman Victoria (EWOV)

If you are not satisfied with the way in which Wannon Water has handled your situation, you can request the matter is referred to a higher level within Wannon Water for review.

If you remain dissatisfied, or are not happy with the outcome, you can refer the matter to EWOV:

Phone: 1800 500 509

Email: ewovinfo@ewov.com.au

Mail: Energy and Water Ombudsman (Vic) Ltd
GPO Box 469D Melbourne VIC 3001