

How to apply for a concession



Easy English

Blue words



Some words in this book are **blue**.

We write what the blue words mean.

Help with this book



You can get someone to help you

- understand this book
- find more information.



Contact information is at the end of this book.

About this book



This book is from Wannon Water.

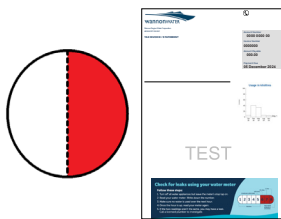
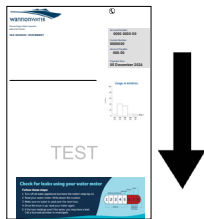


This book tells you how to apply for a **concession**.



A concession means

- you have a card from the government
- your water bills can cost less.



You might be able to pay half as much for your water bills if you have a concession card.

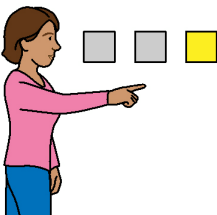
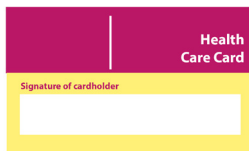
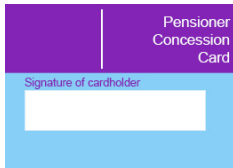
The cards you can use to get a concession discount



There are 3 types of concession cards you can use.

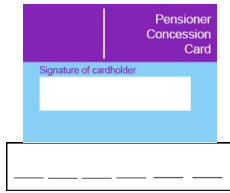
They are

- Centrelink pensioner concession card
- Centrelink health care card
- Veterans' Affairs gold card.



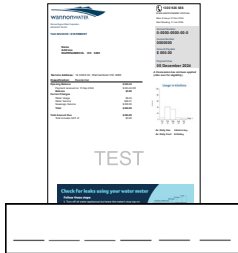
You only need to have one of these cards to get a concession discount.

How to apply for a concession discount



You must give us your

- concession card type and number



- Wannon Water account number that is on your water bill



- name



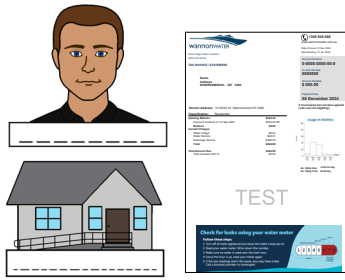
- date of birth



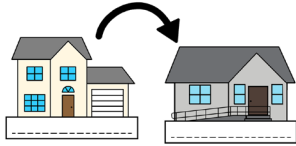
- address that is on your water bill



- phone number.



Your name and address on your concession card must be the same as on your water bill.



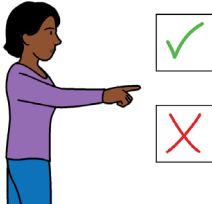
If you need to change the address before you apply, you can contact



- Services Australia if you have a Centrelink card



- Department of Veteran Affairs if you have Veterans' Affairs gold card.



You must give **consent** before we can check if you can get a concession.



Consent is when you tell us we can do something.



You can give consent after

- we read a question to you



- you read the question yourself.

You can apply online, by calling us, or in person at one of our offices.

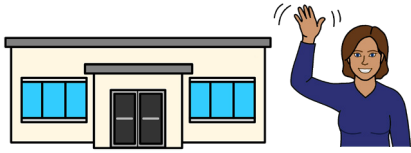


Website

[wannonwater.com.au/bills-accounts/
apply-for-a-concession/concession-
application/](http://wannonwater.com.au/bills-accounts/apply-for-a-concession/concession-application/)



Call 1300 926 666

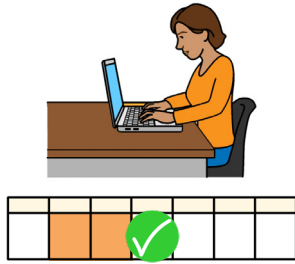


We have 3 offices where you can apply in person.

They are at

- 25 Gateway Road, Warrnambool
Postcode 3280
- 66 Gray Street, Hamilton
Postcode 3300
- 15 Townsend Street, Portland
Postcode 3305

After you apply



If you apply online it might take 2 days for it to be approved.



If you apply by calling or visiting us we will tell you straight away if it is approved.



We will contact you if we need any more information from you.



When you apply, you agree to let us check that you are allowed to have a concession.



We might check with Services Australia or the Department of Veteran Affairs.





More information

For more information contact Wannon Water.

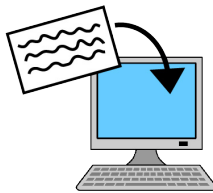


Call 1300 926 666



Website

wannonwater.com.au



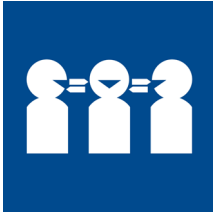
Email info@wannonwater.com.au

You can read the full report on our website.

Website

[wannonwater.com.au/bills-accounts/
apply-for-a-concession](http://wannonwater.com.au/bills-accounts/apply-for-a-concession)

If you need help with English



Use the free Translating and Interpreting Service or TIS to make a phone call.

You can call the TIS in your language.



Call 131 450

Give the TIS officer the phone number you want to call.

If you need help to speak or listen



Use the National Relay Service to make a phone call.

You must sign up to the service first.



Website accesshub.gov.au/nrs-helpdesk



Call 1800 555 660

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