

**If you need help paying your  
water bill**



**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.

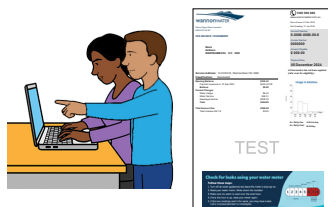


Contact information is at the end of this book.

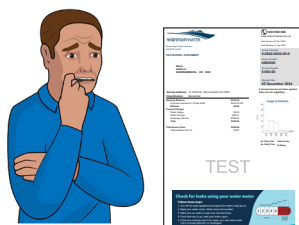
## About this book



This book is from Wannon Water.



This book is about what to do if you need help to pay your water bill.



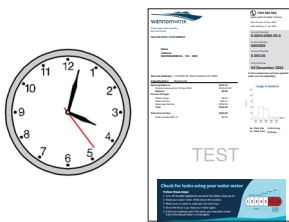
We can help if you are worried about paying your water bill.

## How we can help

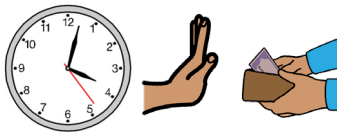


We can make a **plan** to help if you are having trouble paying your water bill.

## If you need more time to pay your water bill



You can ask for more time to pay your bill.



We also might be able to pause your payments for a short amount of time.

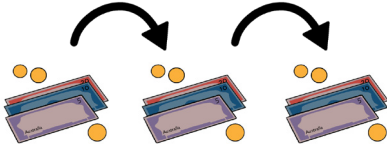


If you need more time, you can call us.

Call            1300 926 666



**If you want to pay smaller amounts  
more often**



We can make your bill smaller, but you need to  
pay it more often.

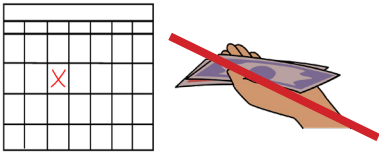
\$	
1	_____
2	_____
3	_____

You can call us to make a plan.



Call            1300 926 666

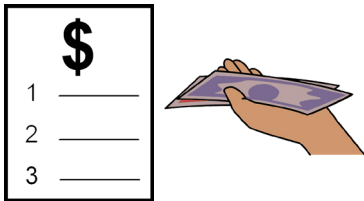
## If your bill is overdue



Overdue means you have not paid your bill by the date it says on the bill.



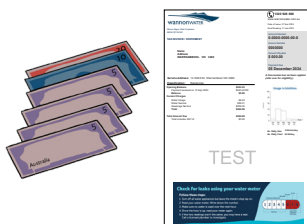
We can help you catch up so your bills are **not** overdue.



You can make a payment plan to catch up.



This can mean if you make 3 payments on time in a row, you can get a **bonus credit**.



A bonus credit can be used to cover the cost of your bill.



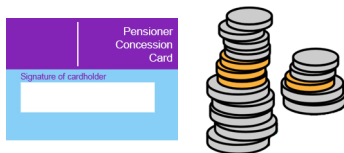
You can call us to make a payment plan.

Call            1300 926 666

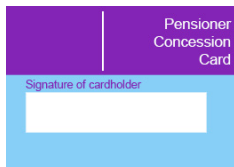
## If you are a pensioner or you have a concession card



You might be able to pay less on your water bills if you have a **concession card**.

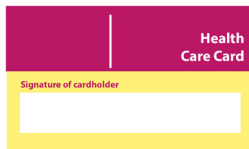


A concession card is a card you get from the government that means you can get discounts.

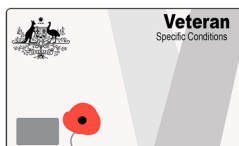


Concession cards are

- Centrelink pension concession card



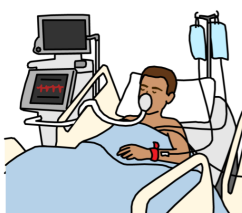
- Centrelink health care card



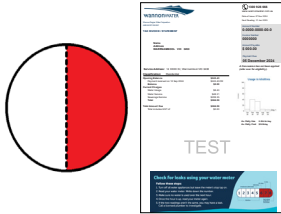
- Department of Veterans' Affairs pension card



- Department of Veterans' Affairs gold health card.



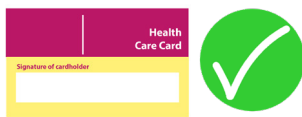
You can also get a concession if you use a life support machine.



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



You must give us the details of your concession card.



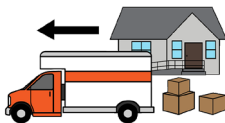
You must make sure the details of your concession card are up to date.



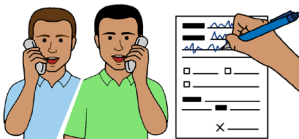
For example, your name and address and the date of your card.



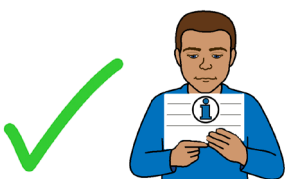
You must contact **Centrelink** if you need to change the details on your concession card.



For example, if you move house.

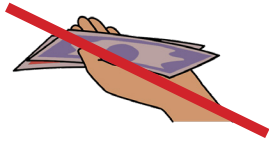


You can call us to apply for a concession.



You can read our other **Easy English** book about how to apply for a concession.





## If you do not have enough money to pay your water bills

You might be able to get help to pay your water bills if you are in **hardship**.



Hardship means something happened and you do **not** have enough money to pay your bills.

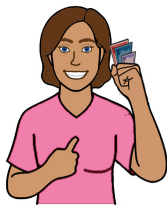


For example, losing your job.



You can apply to get **relief grants**.

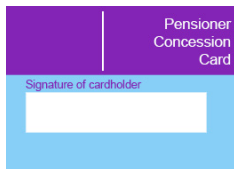
Relief grants means the government gives you money to help you pay your bills.



Grants from the government can be as much as 650 dollars.

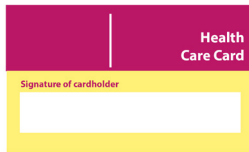


To get a relief grant you must be able to show that you cannot pay your bills.

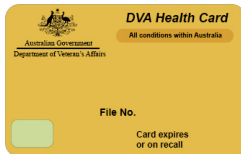


You can apply for relief grants if you have a

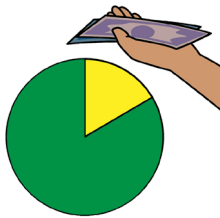
- pensioner concession card



- health care card



- veterans' affairs gold card.



You can also apply for relief grants if

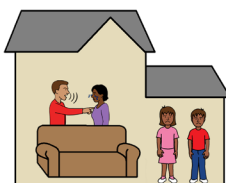
- you are getting paid less money than you were before



- you pay a lot of money on rent compared to what you get paid from your job



- you cannot pay for important things, like going to a doctor.



- you have been through **family violence**.



Family violence is when someone hurts

- another person in their family



- their partner.

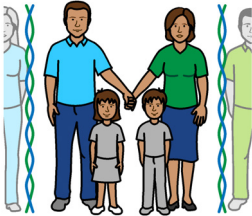


The violence can happen between

- family members



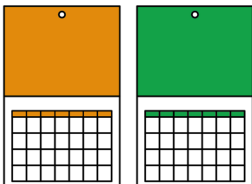
- partners or ex partners



- someone who is in your family but is **not** related to you by birth.



The violence can be when one person tries to have more power and control.



You can apply for a relief grant once every 2 years.



You can contact us to see if you can apply for a relief grant.



You can fill out a form to apply.



You can do the form online or you can ask us to send you a form in the mail.



We can send a team member to your home if you need help with the form.



Or, you can ask a friend, carer or a support worker to help you with the form.

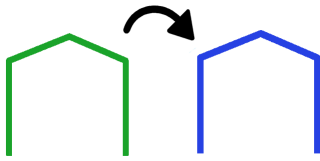
You can get more information about relief grants on the government website.



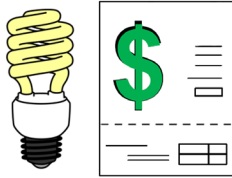
Website

[services.dffh.vic.gov.au/utility-relief-grant-scheme](https://services.dffh.vic.gov.au/utility-relief-grant-scheme)

## If you need help paying other bills



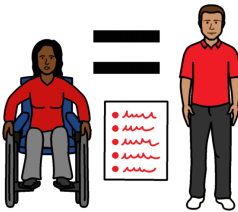
Our team can put you in contact with services if you need help paying your other bills.



For example, electricity bills.



You can talk to a financial counsellor for free.



Financial counsellors can give you

- information on your rights
- advice on how to manage your money and bills.



The **national dept helpline** can also give you free financial counselling services.

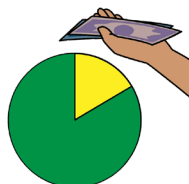


Call            1800 007 007

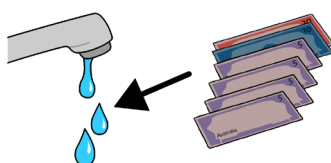


## Other services we can give you

If your water bill is more than it normally is we might be able to give you a **rebate**.



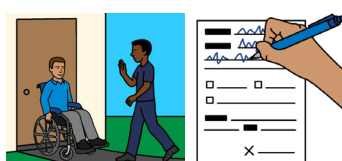
A rebate is like a payment that can cover some of the cost of the bill.



You might get a rebate if your bill is too much because of something like a water leak.



You can contact us if you think your water bill is too much.



We can come to visit if you need help with something, like filling in a form.



You can have someone manage your water account for you.



This person might be a family member or a support worker, for example.



You must tell us so we can put their personal details on your water account.



## More information

For more information contact Wannon Water.

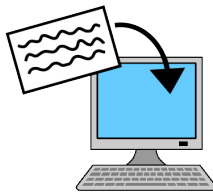


Call            1300 926 666



Website

[wannonwater.com.au](http://wannonwater.com.au)



Email            [info@wannonwater.com.au](mailto:info@wannonwater.com.au)

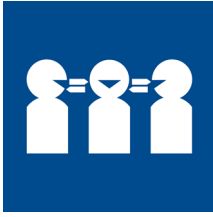
**You can read the full report on our website.**

Website

[wannonwater.com.au/bills-accounts/  
help-paying-your-bill](http://wannonwater.com.au/bills-accounts/help-paying-your-bill)



## 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](https://accesshub.gov.au/nrs-helpdesk)



Call            1800 555 660

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