



# Having difficulty paying this account?

**South Gippsland Water recognises that some of our customers may be having difficulty paying their water or sewerage account.**

Difficulties maybe due to an unexpected expense or change in financial circumstance.

A phone call is all it takes to our Customer Service Team to let them know you are experiencing difficulties and let them assist you in keeping connected to these vital services.

## **Payment Plan Options**

Having a payment plan in place is an effective way to ease the burden of accounts arriving.

South Gippsland Water offer a range of options for customers to set up a payment plan and assist in budgeting for water and sewerage accounts.

For customers who are having difficulty paying their account or wish to set up a payment plan for future accounts, the first step is to call our Customer Service Team and discuss the options available on 1300 851 636.

## A telephone call is all it takes to discuss your options.

Payment assistance can be provided through:

- Regular prepayment plans
- Concession Card Holder discounts
- An individual payment plan
- Centrepay payment plan
- Payment extension
- A range of payment options

In cases of hardship additional assistance can be provided to eligible customers in the form of a referral to free independent financial counsellors or access to a government funded relief grant.

Call 1300 851 636 and discuss options available to you or visit the website at [www.sgwater.com.au](http://www.sgwater.com.au)



14-18 Pioneer Street, Foster  
PO Box 102, Foster VIC 3960  
Phone: 5682 0444 Fax: 5682 1199  
Email: [sgwater@sgwater.com.au](mailto:sgwater@sgwater.com.au)