

RESIDENTIAL CONCESSIONS

Owners: Owners must live at the property and be responsible for the service charges to receive a concession. Eligible customers, who hold a Pension Concession Card, Dept. Veterans Affairs Gold card (excluding "Dependants") or a Health Care Card (excluding Commonwealth Seniors Health Card), may be eligible for a concession off any water and/or wastewater service charge.

A concession is available on the water usage component only if a maximum concession has not been claimed on the service charges.

Tenants: Tenants holding any of the above cards may be eligible for a concession off their water usage account. If the concession is not shown on the front of your account, please telephone us on (03) 5682 0444 or 1300 851 636 to register. In doing so, you will be authorising us to confirm your eligibility with Centrelink (DHHS) or DVA.

PAYMENT ASSISTANCE

If you are having difficulty paying your account, please contact our Customer Service Department to discuss payment assistance such as: Extension of time to pay, Instalment Plan, Government Concession, Utility Relief Grant and Hardship Grant.

OBJECTIONS

All "objections" should be made to this office in writing, within one month of the original date of issue.

FAULTS AND EMERGENCIES (24/7)

Call: 5682 0444 or 1300 851 636

CHANGE OF OWNERSHIP OR ADDRESS

Please contact us if you change your postal address. When ownership of a property changes, liability for payment of charges remains with the owner recorded until a "Notice of Disposition" is received from the transferor or solicitor.

TARIFFS AND CHARGES

Service Charges:

Your Water and Waste Water Service Charges are fixed charges for access to the water supply and sewerage systems respectively. They also help us maintain, renew and expand these systems so we can continue to provide you with high quality drinking water and safe sewerage removal, now and into the future.

Volumetric Charges:

All water going through your water meter is charged at \$1.82 per kilolitre (1000 litres).

ACCOUNT DATES

Accounts are received 3 times a year and due for payment: JANUARY 31 - MAY 31 - SEPTEMBER 30

ACCOUNT ENQUIRIES

Call: 5682 0444 or 1300 851 636

Email: sgwater@sgwater.com.au

TRANSLATING & INTERPRETING SERVICE

Customers requiring this service, please call: **131450**

TTY

Customers with TTY facility, please call: **1800 555 677**

OPENING BALANCES: All outstanding opening balances are due and payable immediately, unless prior arrangements have been made with South Gippsland Water.

HOW TO PAY YOUR ACCOUNT



TELEPHONE & INTERNET BANKING BPAY®

- Register with your participating financial institution to become a BPAY customer.
- Contact your participating financial institution to make this payment direct from your cheque, savings or credit card account.
- When prompted, enter the Biller Code and Reference number shown on the front of this notice.



 1300 301 636

PAYMENT BY CREDIT CARD

- Please have your account and credit card ready.
- You will be asked for your CUSTOMER REFERENCE NUMBER, Amount to pay, Credit Card number and Expiry date.
- Please remember to record your receipt number.



- For secure online payments go to our website www.sgwater.com.au



AUSTRALIA POST

- Payment may be made at Australia Post.



DIRECT DEBIT

- Please contact South Gippsland Water to register.



CENTREPAY

- Use Centrepay to arrange regular deductions from your Centrelink payment. Please call Centrelink or South Gippsland Water on 1300 851 636.



PAYMENT BY MAIL

- Please make cheques or money orders payable to: South Gippsland Water
- Send to: South Gippsland Water
PO Box 102, Foster, VIC, 3960



PAYMENT IN PERSON

- Our offices are located at 14-18 Pioneer Street, Foster, 3960