

We've got you covered with payment support

With our lives getting busier it's easy to forget things, for example paying an account. Sometimes our customers need a little extra help with making a payment. If you need some support to manage your account, you're not alone.

We may be able to assist with:

- Payment plans
- More time to pay
- Concession and/or government grants
- Water efficiency advice
- Free, confidential counselling through our community partners

If you have already taken up these options and need some extra support, please let us know.

If we don't hear back from you and no payments are received, we may need to take further action.

If you have paid this account in full, thank you. You can disregard this notice.

Different payment options

Please refer to the HOW TO PAY SECTION on the reverse side of your account.

Need to contact us?

You can email us anytime at billing@sgwater.com.au or give us a call on 1300 851 636 Monday to Friday from 8.30am to 5pm to talk about your account and accessing our support options.

Raising a complaint

If your experience with us hasn't been a great one, we want to know!

You can contact us:

e complaints@sgwater.com.au
p 1300 851 636
m PO Box 102 FOSTER VIC 3960

In the event we're unable to find an agreeable outcome, you can refer the matter to the Energy and Water Ombudsman of Victoria (EWOV) on 1800 500 509