

Fact Sheet: Paying your water account

Western Water is pleased to offer our customers a range of options for paying your water account. Whether you wish to make a total payment or are having difficulty meeting your account due date, we have an option for you.

Payment options



In person

You can pay your account in person between 9:00am and 4pm Monday to Friday (excluding public holidays) at Western Water's Customer Service Centre in Macedon Street, Sunbury.

You can also pay your account in person at any Australia Post outlet.



POSTbillpay

Australia Post offers a service to Western Water customers allowing you to pay your account with a credit card over the Internet or telephone using Australia Post's POSTbillpay system 24 hours a day, 7 days a week.

Visit www.postbillpay.com.au or call 131 816.



Direct Debit

Western Water offers a flexible direct debit payment system for customers, which allows you to nominate to pay the full amount of your water account every four months, or an agreed amount either fortnightly or monthly.

Direct debit can be arranged at no cost to you and payments are made automatically. This service is voluntary and customers can change or stop payments at any time. If you would like to arrange direct debit to pay your water account, or to change your direct debit details please call Western Water on 1300 650 422 or download a form from www.westernwater.com.au



BPAY

BPAY, the easy-to-use telephone or Internet payment system, is linked to most financial institutions and allows you to choose when you pay an account from your nominated credit card, savings or cheque account. Payments do not have to be made from the same account each time and you will receive an immediate payment receipt number over the phone or Internet.

To pay using BPAY, contact your financial institution to register for this service. Make a payment by quoting your biller code and reference number, which can be found near the BPAY logo on the bottom of your Western Water account.



Mail

You can pay your Western Water account by mail. Simply detach the payment slip and return it together with a cheque or money order payable to Western Water (please do not staple), in an envelope addressed "Western Water, Reply Paid 2371, Sunbury VIC 3429". Please write your Western Water account number on the back of your cheque or money order. No stamp is required for postage.

Difficulties paying your account

Western Water is aware that some of our customers may experience difficulty paying their water account and we offer a flexible, tailored and supportive service. If you are experiencing financial difficulty, Western Water can assist with a confidential discussion on flexible payment options, such as Easypay or Centrepay, as well as advice on Utility Relief Grant Schemes and financial counsellors in your area.

We strongly encourage you to contact us if you are experiencing difficulties with your account.

Easypay

Easypay enables customers to make small, manageable payments off their water account at weekly, fortnightly or monthly intervals, rather than by the normal four-monthly billing method.

Upon successful application, customers will be issued with an Easypay card, which can be used to identify their account through any Australia Post outlet. You can make payments as regularly as you like as long as you adhere to the current account due date.

For more information, please contact Western Water.

Centrepay

Centrepay is a free direct bill paying service offered to customers receiving Centrelink payments. Centrepay is an easy way for you to pay your water account, while helping you stay in control of your funds, as it sets aside manageable amounts of money from your regular Centrelink entitlement to pay your account. To find out more, or to apply, visit www.centrelink.gov.au or contact Western Water.

Concessions

The Victorian Government provides water and sewerage concessions to assist low-income households with water accounts at their principal place of residence. If you hold a *Pensioner Concession Card*, *Health Care Card* or *Veteran Gold Repatriation Card*, you are eligible to claim a concession on your water account of 50 percent off water and sewerage service charges up to the annual cap. Eligible cardholders registered with Western Water will automatically receive these concessions on their account.

If you are eligible but not receiving a concession, contact Western Water for assistance. By claiming a concession, you authorise Western Water to confirm your eligibility with Centrelink or the Department of Veterans' Affairs. This consent is ongoing but can be revoked by contacting Western Water.

If you are a customer with a Health Care Card concession you need to contact Western Water each time you receive a new card.

Further information

Please contact a member of our Customer Relations Team at Western Water on 1300 650 422