

# Payment Assistance

*Programs to help pay Water Accounts*

**City Administrative Centre**  
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## Payment Assistance Scheme

If you're facing financial difficulty you may be eligible for direct monetary support through the Payment Assistance Scheme. The scheme is available to property owners and residential tenants who are responsible to pay the Water Account.

This scheme is funded solely by Shoalhaven Water and is designed to assist customers in the short term only.

### *How the scheme works:*

- Contact one of the Agencies listed.
- An agency will assess clients experiencing financial difficulty and may issue water vouchers.
- Vouchers can only be used as payment against water usage charges.
- Agencies can also help clients with budgeting where appropriate.
- An original copy of a Water Account is required.
- In exceptional circumstances the Director Shoalhaven Water may authorise the issue of vouchers direct to an applicant where it is not practical or time constraints dictate that an applicant attend the relevant Agency.

### *Agencies include:*

All Saints Community Care	4423 1099	Salvation Army Nowra	4423 2102
Lifeline South Coast	4421 5365	Salvation Army Ulladulla	4454 1538
Mission Australia	4448 2000	St Vincent De Paul - Culburra/Callala	4421 0390
Family Services Australia	4421 5499	St Vincent De Paul - Ulladulla	4455 5666
Waminda	4421 7400		

## Pensioner Rebate Concessions

The Pensioner Rebate Concession is funded jointly through Council and the NSW Government. The rebate is available for eligible pensioners who permanently reside at the property for which a claim is lodged and who have a current Centrelink Pensioner Concession Card, or Veteran Affairs TPI or EDA (Gold Health Card).

Pensioner Concession rates apply to both your Water & Rates accounts and are managed by Councils Rates Section, call 4429 3210 to find out more.

### *How to apply:*

- Applications can be obtained from both the Nowra and Ulladulla Council Offices
- Provide Centrelink or Veteran Affairs card details to Counter staff along with Council's Pension Application Form

### Payment Arrangements

If you have found yourself with an outstanding amount owing on your water account, **contact us** to discuss your options. We are happy to provide advice and assistance to reduce water charges or with payment plans based on a forecast of future charges.

Shoalhaven Water would like to ensure full water services are maintained. Agreeing on a solution and making regular payments will prevent restriction of your water service and avoid additional costs to have normal flows restored.

#### Options include:

- Arrange to pay your account by instalments
- Request to defer your payment for a period of time
- Refer to Payment Assistance Scheme for agency assistance

### Centrepay – Centrelink

Centrepay is a convenient and easy to use system that allows you to make regular direct payments to your Water Account from your Centrelink payment. Customers can manage deductions using their Centrelink online account, Express Plus Centrelink mobile app or they can contact the department in person or by phone.

#### For Shoalhaven Water account payments you will require:

- Shoalhaven Water Centrepay reference number **555-071-469-B**
- Your 7 digit water account number, beginning with **6**

### Direct Debit Instalments

Direct Debit allows you to make regular payments to your Water Account from your nominated bank account. You can choose to have instalments made on a weekly, fortnightly or monthly basis.

### Smartcard

Wanting to make regular payments? No need to carry your water account. The smartcard is a wallet sized card which can be used to easily identify your account details when making small payments at Australia Post or Council Offices.

### Special Needs Assistance

Customers who are required to use kidney dialysis are eligible for a reduced tariff for water usage charges. Records are maintained to ensure these customers receive continued service with disruptions to water supply minimised and planned well in advance wherever possible.

### Undetected Leak Reduction

If you have experienced an undetected water leak on your property and have received an account with a substantial increase on the water usage component, you may be eligible to apply for a leak reduction.

Details about the assistance provided and a copy of the policy can be obtained from Shoalhaven Water's website or by contacting Shoalhaven Water directly.

**If you would like further information or assistance please call us on 4429 3214.**