

Payment Assistance Scheme Customer Stories

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Customer couldn't use the PAS voucher and wanted to pass them onto friends and family

The customer receives only a fixed charge for water and sewer. This is because the body corporate complex has only a single bulk water meter and the usage is billed to the body corporate who later disburses costs as part of that arrangement. Because the customer is not billed and doesn't receive an account for water use from Shoalhaven Water no payment assistance can be applied to the account (payment assistance vouchers can only be applied for water usage). The customer was of the view that the voucher was theirs to use and they wanted to pass them onto others. This is not appropriate and the customer was given the choice to return it to the agency for disbursement as needed to other customers.

Customer is a tenant but only receives an estate agent invoice for water use and needs PAS

Normally it would be a requirement our customer to produce an original copy of a water account in order for an agency to provide any assistance vouchers. This ensures that no "double" payments occur and which would subsequently leave the property owners account in a credit balance. It also provides some protection that PAS vouchers are not being collected from multiple support agencies.

It should be noted that although a tenant might be required as part of a lease agreement to pay for water usage, ultimately it is the owner of the property that is responsible for any rates or charges generated by a Council. By ensuring the owner and tenant or their agent are communicating about payment responsibility, having a document of the charges levied and outstanding will direct our assistance to where it is most needed. If a tenant is unable to provide an original copy of the water account, contact can be made direct with us on 44293214. If the water usage remains unpaid the agency will be advised and PAS vouchers can be given to the customer for presentation to us for application against the account.

A customer is unable to meet with you to receive PAS vouchers.

Shoalhaven Water would prefer that each agency meet with customers so that a full appreciation of their situation is understood. It may be that the agency can provide other assistance measures or advice. However, in the event that a customer cannot meet with an agency Shoalhaven Water can still provide vouchers direct to the customer.