



Getting
it right



Taswater

Customer Support Program

Talk to us if you're having trouble paying your bill. We're here to help you find a payment option that suits, and help get you back on track.

Call us if you think you might have
trouble paying your bill.

13 6992

For more information, or to join our Customer Support Program, please call 13 6692, email customersupport@taswater.com.au or visit us at www.taswater.com.au

If you require an interpreter, please call 13 14 50 and request the language you need.

taswater.com.au

Phone: 13 6992





Customer Support Program

We understand that sometimes it's difficult to meet financial obligations and household expenses.

Through our Customer Support Program we help our residential customers stay in touch with us and better manage their bills.

If you have trouble paying your bill, please call us.

We'll work with you to agree on a payment plan, so that overdue accounts and new bills are paid as early as possible.

Our Customer Support Program provides support if you experience financial difficulties.

We will work with you to create a solution that meets your individual needs.

Whether you need help in the short or long-term, you will have a specialised team working with you, who you can trust and who will treat you with respect.

Call us on 13 6692 or email
customersupport@taswater.com.au
so we can start helping you today.

We can help you with:

Payment plan:

We can help you set up a weekly, fortnightly, or monthly payment schedule

Short-term repayment holiday:

We may be able to help with a short-term payment holiday

Direct debit:

We can arrange a direct debit option

Centrepay:

A Centrepay arrangement can be set up via telephone to help reduce your payment defaults

Case manager:

We provide you with a point of contact so that together, we can get you back on track

Regular contact and follow-up:

We'll keep in touch with you regularly by phone, email or letter – just let us know what works best for you

Protection from fees and restriction:

We can protect you from overdue fees and water restriction, taking away the worry of debt collection or legal action

Financial counselling:

We can refer you to community agencies for financial counselling, who provide free, confidential and independent financial support and assistance

