



- An incentive that encourages customers to make regular payments, with the Water Corporation matching each payment dollar for dollar.
- There are no fees or cost to the consumer to access Water Assist.
- Eligibility to access Water Assist is assessed by a Financial Counsellor to ensure the allocation of financial assistance is equitable and goes to only those customers in real need.
- Water Assist does not have a focus on short-term financial hardship or crisis relief but aims to address long-term financial hardship.

ELIGIBILITY FOR WATER ASSIST

Water Assist aims to provide an incentive that encourages customers to make regular payments. It offers an interest free payment plan that will match dollar for dollar each payment made while the consumer is on the scheme. To be eligible a consumer must:

- Be a residential owner /occupier of their property
- Be in genuine financial hardship with historical debt
- Not own more than one property
- Not have previously participated in the scheme (unless special circumstances exist)
- Not be the recipient of, or part owner with a recipient of, a Pensioner or Seniors concession from the Corporation
- Not be a resident of an Indigenous Community

REFERRAL TO FINANCIAL COUNSELLOR

The Water Corporation will refer the client/ consumer to the local Financial Counsellor for further assistance:

- If the Water Corporation become aware that a customer is experiencing financial difficulty and is unable to reach agreement on a mutually suitable payment arrangement.
- If a customer is not comfortable discussing details of their financial situation with the Water Corporation.

PROCESS TO APPLY FOR WATER ASSIST

To apply for Water Assist the Financial Counsellor will:

- Assess the consumer/ client eligibility.
- Contact the Water Corporation to discuss payment options and ensure client has not previously participated in scheme.
- Complete the Water Assist application form.
- Supply supporting evidence, client's financial statement and support letter which ensures that the proposed repayment amount is the best possible offer the client/consumer is able to maintain long term.
- Submit application and copies of original documents to:

Receivables & Business Support Manager
Water Corporation
Locked Bag 2
Osborne Park DC 6916