



WATER CORPORATION ASSESSMENT

The Water Corporation, on receipt of an application for the Water Assist from a Financial Counsellor, will:

- Conduct a review of the clients/consumers account along with the Water Assist application.
- Advise the referring Financial Counsellor of the outcome by telephone.
- Provide successful applicants with written confirmation including a payment schedule (copy to Financial Counsellor).
- Issue regular account reviews and statements which acknowledge consumers payments and the Water Assist discount equivalent amount.

COMPLETION OF WATER ASSIST

On successful completion of all payments by a consumer/client under Water Assist, the Water Corporation will:

- Issue written confirmation to the customer.
- Provide a final statement that shows the current account balance.
- Offer alternative payment methods for future accounts to ensure the consumer/client maintains their financial obligations.

DEFAULT OF PAYMENTS ON WATER ASSIST

Where a consumer/ client defaults on their payments while on the Water Assist the Water Corporation will:

- Contact the consumer/ client immediately to discuss situation to offer support and understanding in an effort to resolve the matter.
- Consider referring the consumer/ client back to their Financial Counsellor for further advice.
- If all attempts to resolve the matter are unsuccessful, the customer's Water Assist application will be cancelled and debt recovery action may proceed on the outstanding balance.

WATER CORPORATION REVIEW

The Water Corporation will conduct 6 to 12 monthly reviews of Water Assist customers. If the financial circumstances of the customer has changed, the Water Assist application will be reassessed and the benefits may be cancelled from that point on. A suitable payment arrangement will then be negotiated with the customer

UNACCEPTABLE WATER ASSIST APPLICATIONS

Where an application is deemed unsuitable for Water Assist the Water Corporation will:

- Consult with the referring Financial Counsellor with a view to an alternative payment option being agreed.
- Provide unsuccessful applicants with written confirmation (copy to Financial Counsellor).
- Offer the opportunity to bring the dispute to the Debt Recovery Advisory Council for resolution.