

The sooner you talk to us, the sooner we can help you.



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For more information about South Australian Government water and sewerage concessions call the Department for Communities and Social Inclusion's concessions hotline on 1800 307 758 / TTY 08 8226 6789 or visit [sa.gov.au/concessions](http://sa.gov.au/concessions).

If you are feeling overwhelmed or can't seem to get ahead with your water bill, please call our Payment Assistance team in Adelaide on 08 7424 1650, email [customerassist@sawater.com.au](mailto:customerassist@sawater.com.au) or visit us online [sawater.com.au](http://sawater.com.au).

#### Interpreter service

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



Government of  
South Australia



Payment Assistance Program

# We can help you

Talk to us so we can work with you to help you find payment options and solutions that suit your personal circumstances and help you get back on track.



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

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

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

**Call us on 08 7424 1650 or email [customerassist@sawater.com.au](mailto:customerassist@sawater.com.au) so we can start helping you today.**

## We can support you

### Payment plan

We can help you set up a weekly, fortnightly or monthly payment schedule that suits your personal circumstance.

### Short-term deferral

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

### Direct debit

We can help you arrange a direct debit payment option.

### Centrepay

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

### Direct contact

We provide you with a direct 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 call, SMS, 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.

### Repairs and efficiency check

If you have a water leak, or a dripping tap or toilet, we may be able to organise a licensed plumber to fix these, install a water efficient shower head and provide you with advice on water saving opportunities to help you save money.

