



CODE OF PRACTICE: CUSTOMER HARDSHIP

Wilton Recycled Water is committed to helping its customers facing hardship to maintain access to water services.

What does it mean?

We recognise that, sometimes, unplanned events in life have an impact on your finances and keeping on top of everything can be a challenge. It may affect your ability to pay us, and we understand you might need help and a little flexibility with your bills.

These events may include sudden illness, loss of employment, being impacted by domestic or family violence, or any other reasonable cause.

How can we help?

This Code Of Practice is in place to cover these situations. Wilton Recycled Water can provide you with a range of payment options to assist you in continuing to receive our services now and in the future.

Payment options may include:

- deferment of payment for an agreed period;
- incremental instalments; or
- regular smaller payments spread over time (including upfront payment) to assist budgeting.

To support you, we will need to assess your application for hardship assistance and ask you some questions about your situation, whether it is temporary or ongoing; and about your financial circumstances, income details, and the types of services you need.

We will then work with you to find a solution to help you to continue to receive our services and be able to manage the payment of an outstanding or upcoming Wilton Recycled Water bill.

You can contact Wilton Recycled Water to discuss your situation and our Code Of Practice on 1300 110 238 (Monday to Friday, 9.00 am – 5.00 pm).

You can also visit www.wiltonrecycledwater.com for more details.

What else can you do?

If you are facing financial difficulty, you may wish to obtain advice from a community financial counsellor.

You can receive free and confidential information from professional financial counsellors anywhere in Australia by calling 1800 007 007 (Monday to Friday, 9.30 am – 4.30 pm) or you can visit the National Debt Helpline www.ndh.org.au.

You can also contact the Energy and Water Ombudsman of NSW (EWON) should you wish to discuss the application of our Code Of Practice in your circumstances or for general advice. Call 1800 246 545 or visit www.ewon.com.au