

Sydney Water's customer assistance: promoting access to services

**Presentation by Michael Woodfine
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Customer Contract

- Rights and obligations of customers
- Minimum service standards
- Code of Practice on Debt and Disconnection
- Debt recovery and complaint safeguards
- Payment assistance commitments
- Guarantee of supply for customers on agreed arrangements

Sydney Water Special Assistance

- Pensioner concessions
- Instalment plans
- Payment Assistance Scheme
- Waterfix
- Washing machine rebates
- No Interest Loan Schemes

Pensioner Rebate Scheme

- Owner occupiers of residential properties
- Eligibility through life tenancy and family arrangements
- Pensioner Concession Card holders
- Certain Department of Veterans' Affairs clients
- Notification of change in circumstances

Payment Arrangements

- Instalment plans
- Payment deferral
- FlexiPay Card
- Withholding of interest

Financial Counselling

- Customers with severe financial pressures and history of broken arrangements
- Specialised advice about account management as well as life skills for client
- Confirmation of family arrangement concession

Payment Assistance Scheme

- Welfare agency assessment of need
- \$25 payment vouchers
- Owner occupiers and private tenants with water liability eligible
- Removal of limit on private tenant assistance
- Payment via Australia Post or Sydney Water

Waterfix

- Water efficient showerheads, toilet adjustments and repair of minor leaks
- \$22 for service normally
- No charge for Pensioner Concession, Health Care or Gold Card holders
- Free service for households of six or more
- Owner occupiers and private tenants may apply

Washing Machine Rebate

- Front loading washing machines
- Minimum four star water rating
- \$150 rebate cheque
- Application forms available at point of purchase
- Mail form with receipt to Sydney Water

No Interest Loan Scheme

- Interest free loans for water efficient washing machines, preferably front loaders
- Community agencies assess need and manage repayments
- Clients may also receive washing machine rebate
- Owner occupiers as well as private and public tenants may apply

Large Household Rebate

- \$10 quarterly concession
- Usage must be in excess of 100kls per quarter
- Individually metered property
- Six or more people in household
- Own or jointly own the residence
- Must hold a Health Care Card

Further Water Saving Help

- Water saving kits for the home
- Rainwater tank rebates