

Water bill worries?

We're here when you need us



Water. It's Tasmania's thing.

TasWater proudly acknowledges the Tasmanian Aboriginal people as the custodians of lutruwita / Tasmania – Aboriginal land, sea, sky and waterways. We pay our deep respects to the Elders past and present and acknowledge today's Tasmanian Aboriginal community.

If you're feeling the pressure of water bills...

Just know you're not alone. We know that water bill concerns can sometimes feel overwhelming. When that happens, just talking about it can be a huge relief.

TasWater Assist is here, ready to help when you need us. Our small, friendly team will help you manage your payments, with no fees or charges and 100% confidentiality.

Please don't hesitate to call us on **13 6992**. Or visit us at **taswater.com.au/assist**

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

We'll find a solution that best suits you

Step 1

Get in touch with us on **13 6992** or visit taswater.com.au/assist

Step 2

Our small, friendly team will work with you to find the right solution for you.

Step 3

Take control of your water bills.

TasWater Assist

Personal support

We can arrange a virtual or face to face meeting to discuss options.

Tailored payment arrangement

We can arrange a payment plan that works for you. This could include smaller more frequent payments, with no extra fees.

Financial counselling services

We can connect you with financial counselling services to help you take control of all your household bills.

Support for customers experiencing family violence

We can offer additional support for people experiencing domestic or family violence.

Concession card holders & Centerlink benefit recipients

Centrepay

Do you receive a Centrelink benefit? Centrepay is a voluntary bill-paying service you receive for free. Ask us how to arrange regular deductions.

Concessions

Eligible concession card holders can contact us to discuss the Tasmanian Government funded water and sewerage concession.

Additional support that TasWater offers

One-off payment extension

If you need a little bit more time to pay your bill, get in touch. One-off payment extensions are simple to arrange and there are no extra fees.

Payment arrangement

We also offer different payment arrangement options. This includes direct debit to help you keep on top of future bills.

Undetected leak

Customers with an unusually high bill due to an undetected leak at their property may be eligible for a one-off discount to cover some of the extra cost.

Medical conditions & life support machines

We offer a rebate on water usage charges for customers with a diagnosed medical condition requiring heavy water usage.

