

Payment options and assistance



Whether you need support paying your bill, or just helpful ways to manage your payments, we're here to listen and assist you where we can.

We offer confidential, personalised assistance to our customers experiencing difficulties in paying their account.

We understand changes in life can happen at any time and you may find yourself experiencing financial hardship which makes it difficult to manage your water account.

Options available include:

- ✓ Flexible payment plans and extensions
- ✓ Payment cards
- ✓ Centrepay
- ✓ Direct Debit
- ✓ Government concessions where eligible
- ✓ Undetectable Water Leak Rebates
- ✓ Utility Relief Grants
- ✓ Customer Support Program

We will assist and offer support where we can, including referral assistance to confidential and independent financial counselling.

To discuss how we can assist you, please phone us on 1300 659 961 or email us at info@gwmwater.org.au

More information: gwmwater.org.au/billing



GWMWater

11 McLachlan Street, Horsham, Victoria, 3400
Difficulties and faults 1800 188 586 anytime