



## Victorian water industry – supporting our customers during COVID 19

8 April 2020

**Victorian water corporations are actively helping customers who are experiencing financial difficulty as a result of COVID 19.**

All water corporations have a range of easy to access programs and support services that can ease the pressure and stress for customers having difficulty paying their bill. This includes help with concession card discounts, access to government relief and rebate schemes, payment extensions and payment plans and referral to financial counselling.

Everyone who needs help receives it from us. We have dedicated support staff to help customers get the assistance they need, especially those who may be experiencing financial hardship for the first time.

The Victorian water industry plays a critical role in the lives of all Victorians by providing essential water and sanitation services to the community.

We understand the significant financial impact that COVID 19 is having now and will continue to have on individuals, families and businesses over the coming months. We are committed to supporting our customers during this challenging and unprecedented time.

The key message to our customers is:

*If you need help, please contact your water corporation.*

- Ends -

About:

The Victorian water industry is made up of 19 water corporations which provide a range of water services to customers across the state. VicWater is the peak industry association representing all 19 water corporations.

Contact:

Peter Morison, VicWater CEO  
0431 724 913

8 April 2020