

Thermawood Melbourne Inner North Pty Ltd  
14C Hotham St  
TRARALGON VIC 3844

034

Account number:

**0012052806**

Amount due:

**\$332.19**

Pay by:

**31 January 2023**

## Reminder notice

**Date of issue:** 19 January 2023

**Service Address:** 4/28 Elgin St Morwell Vic 3840

We haven't received payment for your last bill. We understand that there are times when it's hard to pay bills – we can help.

There are a number of options for financial assistance. We can:

- set up a payment arrangement, so you can pay us through regular instalments
- allow more time for you to pay your bill, through a payment extension
- help you register a concession
- help you apply for a government-funded assistance scheme, if you're eligible

To find out more or apply for assistance, visit [www.gippswater.com.au/assistance](http://www.gippswater.com.au/assistance). If you'd like to discuss your situation with us, email [customercare@gippswater.com.au](mailto:customercare@gippswater.com.au) or call us on 1800 050 500 between 8.00am and 5.00pm Monday to Friday, and we'll be happy to help.

If you've recently paid your account, please disregard this statement.

### How to pay



#### Direct Debit

To register for direct debit call us or visit [www.gippswater.com.au/direct-debit](http://www.gippswater.com.au/direct-debit)



#### BPAY

Bill Code: 3475  
Ref: 3680 0000 1205 2806 8



#### Centrepay

Call 1800 050 500 to use Centrepay to make regular deductions from your Centrelink payment. Centrepay is a voluntary and easy payment option available to Centrelink customers.



#### Online

Scan the QR code with your smartphone or go to [my.gippswater.com.au/pay-now](http://my.gippswater.com.au/pay-now) to pay with Visa or Mastercard.



#### Phone

Call 1800 050 500 and select Option 1.



#### Post Office

Pay in person at any Australia Post outlet.



To mail your payment, detach the bottom section of the next page and mail with your cheque to:  
PO Box 348 TRARALGON VIC 3844.

### Residential tenants

If you have a tenant living in this property that has not yet registered with us, please notify us immediately.

### Sale of property

It is your responsibility, or your legal representative's, to notify us 48 hours prior to the date of settlement to obtain a final reading of your water meter. All conveyancing documentation must also be forwarded to us.

### Eligible residential concessions

- Pensioner Concession Card
- DVA Gold Card (all types except 'Dependant')
- Health Care Card (except payment types CD and FO)

If you own or occupy a property which is your principal place of residence and your residential address matches one of the above cards, you may be entitled to a concession on your water and/or wastewater charges. Please call us on 1800 050 500 to apply.

We are required to verify your concession with the Department of Families, Fairness and Housing to ensure you continue to receive your entitlements. If you do not consent to this, please contact our office.



If you are deaf or find it hard hearing or speaking with people on the phone visit [nrschat.nrsconnect.gov.au](http://nrschat.nrsconnect.gov.au) or call 133 677.



For interpreter or translation services call 13 14 50.

## Payment slip

Gippsland Water  
PO Box 348 TRARALGON VIC 3844  
[ABN 75 830 750 413](http://www.gippslandwater.com.au)



\*368 00120528068

Account number: 0012052806  
Thermawood Melbourne Inner North Pty  
Ltd

Amount Paid

Date Paid

**Change of address:** Let us know within 14 days if you change your address, or if there's a change of owner or occupancy of this property.