

# Can you receive a rebate on your bill?

If you meet the criteria you can apply for a concession rebate on your Sydney Water bill

## Do you hold one of these cards?

There are two ways you can receive your bill:

- A Pensioner Concession Card issued by either Centrelink of the Department of Veterans' Affairs. We'll also give you a rebate if you receive a Department of Veterans' Affairs intermediate rate pension
- A Repatriation Health Card embossed with: TPI, TTI, EDA, War Widow or War Widower



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A Pension Concession Card issued by either Centrelink or the Department of Veterans' Affairs.

## Do you live in your own home?

To receive a rebate, you must own and live in a residential property which is a:

- single dwelling or dual occupancy
- strata or company title unity
- unit in a retirement village with a life term (99 year) lease.

If you own a property with someone who is not a pensioner, you may not be eligible for a full rebate, but you may still get a partial rebate.

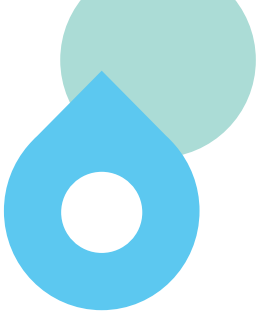
Your rebate will apply to the service charges on your bill.

## To apply: Call us on 13 20 92

We'll ask for your permission to check your pension details with Centrelink or Department of Veterans' Affairs.

Visit [sydneywater.com.au](http://sydneywater.com.au)  
or call 13 20 92

Sydney  
**WATER**



# Feeling the pinch?

## We won't leave you high and dry

### We can make it easier to pay your water bill

Call **13 20 92** for short-term and long-term options to help with your bills.

#### Short-term bill payment options

We can:

- defer your payment for a short time
- arrange for you to pay your bill with smaller, regular payments
- refer you to our Customer Care team.

#### Long-term tailored assistance options

We can:

- arrange for you to pay your bill with smaller, regular payments
- set up payment through Centrepay (using your Centrelink income)
- provide payment assistance credits on your bill
- refer you to other help such as financial counselling and emergency relief.

#### Do you need plumbing work but can't afford it?

We may be able to arrange essential plumbing repairs for you if you own and live in your home and are having trouble affording a plumber. Our PlumbAssist service is available to approved customers and may help reduce your water bill. Call **13 20 92** for plumbing assistance

For a free interpreter service, call 13 40 50.

الشفهية مجاناً، اتصل بـ 13 40 50.

무료 통역 서비스를 원하시면 13 40 50번으로 연락하세요.

如需免費口譯服務，請致電 13 40 50。

如需免費傳譯服務，請致電 13 40 50。

Muốn có thông dịch viên miễn phí, xin quý vị gọi số 13 40 50.

Sydney  
**WATER**