



We are independent. Our complaint resolution service is free, fair and easy to use. If we can't help you, we will tell you about someone who can.

## When your provider can restrict your water

Your provider can restrict your water if you:

- do not give safe access to a water industry officer
- do not pay your bill
- use the water service illegally.

## When they can't

Your water provider cannot restrict your water:

- if someone in your household relies on life support equipment
- if you have made a complaint to us about your water restriction or the warning about the water restriction.

Your water provider cannot restrict your water at the following times:

- after 3pm, Monday to Thursday
- on Friday, Saturday, Sunday, public holidays or the day before a public holiday, except if it is a planned interruption
- when it is taking debt recovery action against you
- when you have applied for help through a hardship program and you are waiting for a decision
- if there is a total fire ban in your area.

## Fair warning for non-payment

Most water restrictions happen because of non-payment.

To restrict your water for not paying your bill, your provider must follow these two steps:

*Step 1:* Send you a reminder notice

This notice must tell you how much money you owe and give you 5 days to pay it.

If you do not do what this reminder notice says, the provider will move to step 2.

*Step 2:* Send you a restriction warning notice.

This notice will tell you that your water will be restricted after 5 business days.

## Restoring your supply

If your water supply is restricted, contact your provider straight away to work out when it can be restored.

## Payment help

All providers must offer help for customers who are having trouble paying their bill.

If you're having trouble paying your bill, your provider can:

- offer you a payment plan
- check if you can get any rebates or concessions
- put you on a financial hardship program
- give you information about independent financial counselling services
- check your water use to see where you can save money.

## Payment plans

If you go on a payment plan, you must make the payments you agree to.

If you don't, your provider may:

- restrict your supply.
- refuse to give you a payment plan next time you ask for one.

If you can't agree on a payment plan, contact us for help.

## Provider mistakes

Your provider may have to pay you compensation if they:

- do not follow the laws or the proper procedures when they restrict your water
- restrict your water by mistake
- do not give you a warning notice.

### Emergencies

Your provider can restrict your water in an emergency. This is a different situation. If this happens, your provider must restore your supply as quickly as they can.

## More help

If you can't resolve this issue with your provider, call us.

We are independent and can help you reach a solution that is fair to you and fair to your provider.

For more help, see our fact sheets:

- *Making a complaint.*
- *Payment help*
- *Concessions.*