Tolmerra Water Authority

Hardship Policy

Policy, 2025

41 Quarry Street, Wattleford | 1800 975 707 | tolmerrawater.example

This policy describes how the Authority supports customers who have difficulty paying water and sewerage bills.

We will not disconnect or restrict supply because of an unpaid bill while a customer is working with us under an agreed payment plan.

Staff are trained to identify hardship, to talk about it without judgement and to refer customers to financial counselling.

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Contact. Questions about this document can be directed to our customer service team on 1800 975 707 or through the contact form on our website.