

MEDIA RELEASE

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Feeling the pinch after Christmas? Speak up before the bills add up

South east Melbourne residents feeling the pinch after Christmas have been encouraged to get in touch with their local water retailer to discuss their financial situation and find out what assistance is available.

South East Water's Acting General Manager, Customer & Community, Katrina Jones said the organisation understood that rising costs were placing strain on many families, and reinforced that there were options available to help ease the burden, including payment plans and free financial counselling.

"With the festive season drawing to a close and kids' bags packed ready to go back to school, we know that some of our customers may be experiencing financial strain.

"At South East Water we are committed to helping people who are experiencing financial difficulties or having trouble paying their bills. But before it gets to that point, we are encouraging residents to touch base and let us help.

"We can review your situation, outline the different assistance programs that are available, or put you in touch with our community partner Good Shepherd Youth & Family Service for free financial counselling.

"Over the last decade, South East Water has partnered with community services organisation Good Shepherd Youth & Family Service to help thousands of people and families who are under financial strain.

"As part of our partnership, we provide funding for Good Shepherd to employ three financial counsellors who can offer customers advice on their entire financial situation. Good Shepherd also provides regular training for our employees, ensuring our team is properly skilled to identify and assist customers who may be in need of additional support.

"If you are doing it tough after the festive season, don't let it pass by unaddressed as there is help available. Contact South East Water and let us help point you in the right direction," Ms Jones concluded.

For more information about South East Water Assist and the financial services provided through Good Shepherd Youth & Family Services visit www.southeastwater.com.au or call 131 851.