

## Interpreter service

إذا واجهتك صعوبة في دفع الحساب المستحق، فالرجاء الإتصال بالرقم 9209 0126. أما إذا لم يكن لهاتفك أزرار رقمية، فاتصل بالرقم 9209 0129.

如果您在支付帳戶方面有問題，請致電 9209 0122 (粵語) 9209 0124 (國語)。如果您有撥號電話，請致電 9209 0129。

Ako imate poteškoća u plaćanju računa nazovite 9209 0127. Ako imate telefon s brojčanikom nazovite 9209 0129.

Αν αντιμετωπίζετε δυσκολίες να πληρώσετε το λογαριασμό σας καλέστε το 9209 0120. Αν έχετε τηλέφωνο με δίσκο επιλογής (dial telephone) καλέστε το 9209 0129.

Se avete difficoltà a pagare il conto, chiamate il 9209 0121. Da un telefono con disco combinatore chiamate il 9209 0129.

Ако имате потешкоћа у плаћању рачуна позовите 9209 0128. Ако имате телефон са бројчаником позовите 9209 0129.

Si tiene dificultades para pagar su cuenta, sírvase llamar al 9209 0125. Si su teléfono es decádico, sírvase llamar al 9209 0129.

Nếu bạn gặp khó khăn trong việc thanh toán hóa đơn này, xin gọi số 9209 0123. Nếu điện thoại của bạn là loại số quay thay vì số bấm, xin gọi số 9209 0129.

For all other languages, please call **(03) 9209 0129**.



## Direct Debit

Making it easier to pay your bill

South East Water Limited ABN 89 066 902 547

Faults and Emergencies: **132 812**  
General Enquiries: **131 694**  
Account Enquiries: **131 851**

[southeastwater.com.au/enquiries](http://southeastwater.com.au/enquiries)  
[southeastwater.com.au](http://southeastwater.com.au)

20 Corporate Drive,  
Heatherton VIC 3202  
Locked Bag 1,  
Moorabbin VIC 3189 Australia

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WATER 

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## The simple way to pay your account

We understand that sometimes it feels like there are not enough hours in the day, especially when it comes to finding time to pay bills. South East Water can save you time and effort when paying your water account.

Direct Debit is a convenient, hassle-free way to pay your water account and there are two options from which you can choose to pay.

### Option 1: Direct Debit – quarterly payments

You may choose to have the total sum of your quarterly water account deducted in one payment from your nominated account (including credit card accounts), held at any bank, building society or credit union when payment is due.

If funds are unavailable when your payment is due, call South East Water three days in advance of the due date to discuss alternative payment arrangements.

### Option 2: Direct Debit – payment by instalments

If you do not wish to pay your water account in one lump payment, regular periodical payments can be automatically deducted from any bank, building society or credit union account nominated by you.

In the case of instalments, your nominated bank account (including credit card accounts) will be automatically debited on a fortnightly or monthly basis as agreed by yourself and South East Water. Please contact South East Water on 131 851 to arrange a budget plan.

If funds are unavailable when your payment is due, call South East Water three days in advance of the due date to discuss alternative payment arrangements.

## Important Information

South East Water is collecting the information requested on this form from you for the purpose of debiting your bank account, as requested by you to obtain payment for goods and services South East Water is providing to you.

Without this information, you cannot pay us by this method. South East Water will handle this information in accordance with its legal obligations. You may obtain access to your personal information upon request. This information may be disclosed to your nominated bank.

To view South East Water's privacy statement, which describes in more detail how personal information may be used by South East Water, or for details on how to access your personal information, please visit [southeastwater.com.au/privacy](http://southeastwater.com.au/privacy) or contact us on **131 694**.



## How do I apply?

To apply for Direct Debit, all you need to do is complete the attached application form to authorise automatic payment from your bank, building society, credit union or credit card account.

Application forms can be mailed to:

**South East Water Limited**  
**Direct Debit**  
**Locked Bag 1**  
**Moorabbin VIC 3189**

For further information about Direct Debit, please call South East Water on **131 851** or visit [southeastwater.com.au](http://southeastwater.com.au)

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