

Tropical Cyclone Seroja

Water Corporation customer assistance

Our thoughts are with everyone affected by Tropical Cyclone Seroja.

If you are a resident or business impacted by Tropical Cyclone Seroja, we have financial support and assistance options to help you get through this difficult time.

Support for customers with property damage

If you have lost your property or experienced damage as a result of Tropical Cyclone Seroja, we are offering a number of relief options to help you get through this difficult time.

The assistance package includes:

- An allowance of up to 50kL on your water use - to help with cleaning and repairing your property
- No cost for the replacement of damaged water meter
- A major fixture waiver for 2 billing cycles for impacted businesses
- Flexible payment options and payment assistance, such as interest-free payment arrangements and putting your account on hold through our Time Assist program, are also available.

Allowance for customers providing temporary housing

If you provided free accommodation for cyclone evacuees, you're entitled to receive up to 50kL allowance on your water use.

Business support

If your business has been negatively impacted in some way due to Cyclone Seroja, please contact us on 13 13 85 (8am to 5pm weekdays), and we will consider assistance on a case-by-case basis.

Additional requests for financial support

Any requests for higher allowance will be considered on a case-by-case basis. If at any time you're having trouble paying your bills, we have various flexible payment arrangements to help make life a little easier.

How to apply

To apply for any of the above relief options, please contact us on 13 13 85 or apply online at watercorporation.com.au/serojarelief

