

Urban water industry maintains essential water and wastewater services during COVID-19

With the unprecedented challenges of COVID-19, the urban water industry is well prepared to ensure essential water and wastewater services continue. This includes the provision of high quality drinking water and effective collection, treatment and disposal of wastewater.

We understand many households and business owners in the community have been thrust into uncertainty at this time and may not be able to pay for housing and essential services.

Water and wastewater services are critical for a healthy community and as an industry we are ensuring these services will continue – including to anyone experiencing hardship at this time.

Water utilities have a proven history of supporting customers who may be experiencing hardship with a range of robust support programs. During this difficult time, the industry will continue to expand assistance measures for households and small business.

While utilities have different measures in place for their individual communities, as an industry we are offering the following key protections for customers facing financial difficulty:

- Flexible payment options such as more time to pay for customers who cannot pay.
- Not restricting supply for customers receiving assistance.
- Deferring debt collection for customers receiving assistance.

We encourage any customers impacted by COVID-19 who may be experiencing difficulties in paying their bill to contact their local water utility so that the necessary help and support can be provided.

About WSAA

The Water Services Association of Australia (WSAA) is the peak industry body representing the urban water industry. Our members provide water and sewerage services to over 22 million customers in Australia and New Zealand and many of Australia's largest industrial and commercial enterprises.

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