



Assistance package

Customers affected by the Waroona Complex fires - January 2016

Water Corporation wishes to express sincere sympathy to people who have been affected by the tragic loss of life and property due to the devastating bushfires in the Shires of Waroona and Harvey.

Our customers who own a property that has been totally or partially destroyed in the bushfires in Yarloop and surrounds will be eligible for additional assistance:

1. You will be exempt from all Service Charges until 1 January 2017.
2. Water charges for the billing period before the bushfires issued on or around 6 January 2016 will be waived. This includes both service charges and water use charges.
3. If you choose to maintain a water service to your property, water use charges will apply, but we will apply an allowance for the first 20,000 litres of water used during the billing period, on the assumption that this water was used for protecting your property from the fire.
4. For any outstanding debt, no recovery action or interest charges will be raised until 1 January 2017.

These arrangements will remain in place for the current owner. If the property is sold, our normal charges and arrangements will be applied to the new owner.

All other Yarloop residents:

Yarloop residents with a property that has not sustained fire damage will have had their January water bill put on hold, and will be eligible for a one-off 20,000 litre allowance on the assumption that this water was used for protecting your property from the potential fire risk. The allowance will be automatically applied to your January bill once it is re-issued.

If you live in the following towns you will also receive the one-off 20,000 litre allowance and this will be applied to your next bill you will receive around March:

- Harvey
- Preston Beach
- Waroona
- Hamel
- Myalup
- Binningup

If you have any questions at all, or are experiencing please contact Water Corporation on the numbers listed on the back of this sheet.

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Available assistance <i>*applicable for current owners</i>	Contact number (8am-5pm)
No water service disconnect / reconnect fees	13 13 95
No cost for replacement of fire damaged water meters	13 13 95
No Building Service Application fees for homes to be re-built	13 13 95
Interest free payment arrangements and extensions	13 13 85
Continuation of concessions for customers that owned & occupied their properties and have now been deemed uninhabitable	13 13 85
Water allowance for water used during fire fighting	13 13 85

Please telephone our 24-hour faults, emergencies and security on **13 13 75** for any urgent matters.