



icon
WATER

STAYING
CONNECTED

How we can help

We know some customers may have difficulty paying bills. The Staying Connected program provides personalised support to help you get back on track with your bills.

This program can help you in the following ways:

- Work with you to set up a flexible and affordable payment plan.
- Stop further debt recovery action while on the program.
- Ensure all relevant Government concessions and rebates are applied to your account.
- Keep in regular contact.
- Provide tips on saving money by using water wisely.
- Connect you with other organisations that may be able to provide you with advice and support.

Who is eligible?

To be eligible you must be willing to agree to a personalised payment plan and to keep in regular contact. You must also have an outstanding Icon Water account that can't be paid before your next bill for reasons, which may include the following:

- Loss of income.
- Relationship breakdown.
- Physical or mental illness.
- Chronic illness of yourself or a family member.
- Budget management issues associated with low income.
- Business loss or failure.
- An unforeseen drop in income or rise in necessary costs.

To see if you are eligible or for more information call 02 6248 3111 or visit [iconwater.com.au/stayingconnected](https://www.iconwater.com.au/stayingconnected)

How to manage your use

It is important that you monitor your usage between quarterly meter reads to identify any unexpected change in consumption or potential leaks.

Read your water meter

We encourage householders to read their meter at regular intervals. By monitoring your water usage you are able to manage your consumption and ultimately your bill. For more info go to iconwater.com.au/readyourmeter

Check for a leak

At a time where you are using no water and all fixtures are turned off, take a meter reading. Wait at least three hours before taking another read. If the meter has moved on you may have a leak and should contact a licenced plumber. For more info go to iconwater.com.au/leaks

You can easily manage paying your bills by using our direct debit options.

EvenPay

Spreads your bill payments out over the entire year, so you'll pay the same amount every month or fortnight.

BudgetPay

You set a monthly or fortnightly payment, then pay any remaining balance on your bill by the due date.

FullPay

The full amount of your bill will be deducted from your bank account on the payment due date – so no more worrying about overdue bills.

Other ways to pay your bill

Online: Pay your bill, check your account balance, estimate your spend to date and view your payment history 24/7 with My Icon Water.

By phone: Pay by credit card 24/7 by calling 02 6248 3111 (option 2).


By mail: Post the bottom portion of your bill with your cheque (payable to Icon Water) to Locked Bag 465, GPO Canberra ACT 2602.

BPAY®: Call your financial institution to arrange a payment from your savings, cheque or credit card account.

Australia Post: Pay at any post office, phone 13 18 16 or go to postbillpay.com.au

Centrepay: Contact your local Centrelink office to arrange automatic deductions.

MAKE YOUR PAPER
BILLS DISAPPEAR
IN JUST A COUPLE
OF CLICKS!

Make your bills simpler and sign up to e-billing now  iconwater.com.au/ebilling

How you can save



- Ensure you have no water leaks around your house or garden.
 - Cover up your pool when not in use.
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- Use a hand-held hose fitted with a trigger nozzle or watering can to water plants.
 - Choose drought tolerant plants.
 - Install a drip irrigation system.
 - Use mulch on your garden to reduce evaporation.
 - Water your garden with greywater collected from your bathroom and laundry.
 - Sweep hard surfaces with stiff bristle broom, rather than watering.
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- Use your dishwasher or washing machine when full and always use economy settings.
 - Don't use running water when cleaning pots and pans, soak them instead.
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- Wash your car using a bucket and sponge.
 - Try waterless carwash products.
 - Look for a local carwash that uses high pressure, low volume equipment.
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- Take shorter showers with the use of a timer to help you keep track.
- Install a 3-star or higher rated shower head.
- Use half flush for the toilet when possible.
- Turn off the tap while you brush your teeth or shave.
- Use a bucket to collect shower water then use the water collected for cleaning, window washing or in the garden.



Talk to us

talktous@iconwater.com.au

(02) 6248 3111

 @iconwater

GPO Box 366,
Canberra ACT 2601

iconwater.com.au

Language assistance

13 14 50 | 24 hour

للحصول على مساعدة لغوية، اتصل بالرقم أعلاه

如需语言方面的协助，请打上述号码

برای کمک زبانی به شماره بالا تلفن بنزید

மொழிபெயர்ப்பாளர் உதவிக்கு மேலே உள்ள இலக்கத்தை அழையுங்கள்

Nếu cần thông dịch viên, hãy gọi đến số trên đây