

Question No: 157

Question: Payment of PAWA Bills by Instalment

Date: 22/09/92

Member: Mr BELL

To: MINISTER for TRANSPORT and WORKS

What procedures are necessary for Power and Water Authority consumers to take in order to pay bills by instalment as a result of the policy decision to issue combined quarterly bills for power and water services.

ANSWER

There are 3 options for instalment payments -

1. Budget Planning Services

These statements are posted at the request of customers once in each of the 2 months between receipt of normal statements of account. The charges are estimated for the previous month, based on past consumption history and adjusted for seasonal factors.

Budget Planning Service statements are NOT accounts and therefore do not have a Due Date for Payment. Payment in full, in part, or not at all, is entirely at the discretion of the customer. There is no follow up action, eg Final Notice, if payment is not made.

2. Voucher Payment Service

Books of 25 vouchers (similar in style to a bank cheque/deposit book) are available to customers from PAWA offices or from the main Australia Post Offices and agencies. Any amount can be paid in advance at any time, either at a PAWA office, Westpac or any post office.

3. Time to Pay Agreement

For customers experiencing financial difficulty, accounts can be paid off over a period of time. The standard terms for Time To Pay are half of the amount due by the Due Date for Payment, and the remaining half a fortnight later.

4. In addition, any customer with difficulties which cannot be accommodated in the above may contact the 'Customer Services Officer' in each region to discuss other possible arrangements.