

# Unable to pay your water bill?



A guide to Auckland's  
**Water Utility  
Consumer Assistance  
Trust**

## **Who are we?**

The Water Utility Consumer Assistance Trust provides financial support to Watercare customers who are struggling to manage their water and/or wastewater bills.

## Am I eligible for assistance?

You are eligible if you:

- live in the property
- are a domestic Watercare customer. Please note the Trust can only consider applications where there is a debt to Watercare. We cannot assist if the debt is for water/wastewater owing to a property manager or landlord.
- have not refused to pay your Watercare bill, and have generally paid your Watercare bills in the past
- have not received assistance from the Trust in the last 18 months
- are prepared to share your financial details with the Trust and work with a budget advisor
- agree to Watercare contacting your landlord about your application if necessary.

## How can I apply?



Application forms are available online at [www.waterassistance.co.nz](http://www.waterassistance.co.nz)



you can also call us on **(09) 625 8176 / 0800 625 8176**



or email [info@waterassistance.org.nz](mailto:info@waterassistance.org.nz).



Application forms are also available from WINZ offices, your local Citizen's Advice Bureau and many budgeting service providers.