

WATER CORPORATION — PAYMENT PLANS

5155. Dr D.J. Honey to the Minister for Water:

For the financial years 2016–17, 2017–2018 and 2018–2019 to date, for the North, South, East Metropolitan, Agricultural, Mining and Pastoral and South West regions, I ask:

- (a) how many ‘restriction of supply’ notices have been issued to date and for each month for Water Corporation customers;
- (b) how many Water Corporation customers have requested a payment plan;
- (c) how many Water Corporation customers have entered into a payment plan;
- (d) how many Water Corporation customers are still on a payment plan;
- (e) how many Water Corporation customers have been pursued through legal avenues over non-payment of bills;
- (f) how many Water Corporation customers have applied for the Water Assist Scheme and separately Start Over Scheme; and
- (g) how many Water Assist Scheme and separately Start Over Scheme applications were approved?

**Mr D.J. Kelly replied:**

Under the former Liberal National Government, installing water flow restrictors was a go to option for non-payment of bills. New figures show the number of customers having their water reduced to a trickle for non-payment of bills across the state has reduced by more than 70 per cent, down from 2467 in 2016–17 under the previous Liberal National Government, to 797 last financial year.

The McGowan Government has introduced a range of new payment programs and financial assistance measures to make it easier for customers to pay their water bills. This includes new programs introduced in July 2018 such as Start Over, Time Assist and Medical Assist. Further, the Government has increased eligibility for Water Assist by reducing the minimum debt owed by customers from \$1,500 to \$750 in December 2017. This has seen a significant number of additional Western Australians assisted to pay their water bills.

(a)–(g) [See tabled paper no 2645.]