



MEDIA ALERT

7 APRIL 2020 – FOR IMMEDIATE RELEASE

COUNCIL TO DISCUSS FURTHER ASSISTANCE OPTIONS

Ahead of the distribution of quarterly rates and water notices this month, Council is reminding ratepayers it does have policies in place to assist those experiencing financial hardship and further options will be considered at Council's April meeting.

Council recognises government orders have forced the closure of some businesses whilst operating restrictions have been placed on others.

General Manager, Brad Cam said Council currently has a Hardship Provision Policy and Debt Recovery Policy in place and will be considering further assistance options at this month's meeting.

"We understand a lot of people in our community have been seriously impacted by these restrictions, a lot of small businesses and their workforce are facing major challenges," Mr Cam said.

"Legislation requires that notices still be issued, however Council does have policies in place and will give further consideration to assistance measures at the April 15 Council meeting.

"In the meantime, Council is available to discuss specific circumstances and options with ratepayers."

Further financial assistance packages are available through the NSW Government at <https://www.service.nsw.gov.au/covid-19> and the Australian Government, for businesses at <https://www.business.gov.au/> and for individuals at <https://www.servicessaustralia.gov.au/>

For some, this quarterly water notice will be the first they have received using readings from a newly installed Smart Water Meter. The new meters provide more accurate readings on water usage and some residents may notice slight increases to usage. This is a result of the increased sensitivity of smart meters and their ability to monitor much smaller flows than the older style meters. In coming months, Council will be launching a new online portal where residents can monitor their water usage with daily updates and hourly consumption available.

Council's Customer Service Team is available on 6378 2850 or via email at council@midwestern.nsw.gov.au Monday to Friday 8.30am to 4.30pm.

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