

WHAT TO DO WHEN SOMEONE DIES



WE'RE HERE TO HELP

If you have lost a family member or friend recently, we understand that this is a difficult and emotional time.

This fact sheet provides a summary of what you can do to finalise a person's water account.

If you need further help please call us, we are happy to assist you in any way we can.

FOR MORE INFORMATION

If you have any queries or concerns, please feel free to call us on **1800 994 789** between 8.00am and 7.00pm Monday to Friday.

Call us on

1800 994 798

Email enquiry@yvw.com.au

Web yvw.com.au/watercare

What do I do?

When someone dies we need to know so we can update or finalise the account.

For owners

Please let us know that the person has died so we can note this on the account.

A solicitor will then usually notify us when the property title has been updated at the titles office (where the ownership is legally changed). Once this happens we will then change the name on the account.

Call us on **1800 994 789** to speak with one of our consultants.

For tenants

Please let us know that the person has died so we can finalise the account. You can do this by;

- going to our website: yvw.com.au/moving and filling in the moving out of a property form for tenants or
- call us on **1800 994 789** to speak with one of our consultants.

Who can contact us?

Any of the below people can contact us

- Next of kin
- Person managing the estate
- Power of Attorney
- Lawyer or solicitor helping with the will, or
- An authorised representative listed on the account

For privacy reasons, we may ask for supporting documents to confirm your relationship with the deceased.

Language assistance

العربية	1300 914 361	Ελληνικά	1300 931 364
廣東話	1300 921 362	普通话	1300 927 363

For other language assistance, please call TIS on 13 1450.

Македонски	13 1450	Hrvatski	13 1450
한국어	13 1450	Српски	13 1450
فارسی	13 1450	Türkçe	13 1450
Italiano	13 1450	Tiếng Việt	13 1450