



HWC POLICIES THAT AFFECT OR IMPACT THE PUBLIC



GIPA REQUIRES A LIST OF POLICIES THAT MAY AFFECT OR HAVE AN IMPACT ON MEMBERS OF THE PUBLIC IS PUBLISHED ON OUR WEBSITE. SOME LINKS TO THESE POLICIES ARE PROVIDED HERE.

PLEASE CONTACT HWC'S RIGHT TO INFORMATION OFFICER ON THE DETAILS BELOW IF YOU WOULD LIKE ACCESS TO ANY OF THE POLICIES LISTED OR HAVE ANY FURTHER POLICY QUERIES.

WATER

[Drinking Water Quality Policy](#)

Dual Reticulation Pricing Policy

Meter Management Policy

Pressure Management Policy

[Recycled Water Policy](#)

Standpipe Policy

Water Use Restrictions Policy

WASTEWATER

Backflow Prevention Policy

Reflux Valve Policy

[Tankering Policy](#)

[Trade Wastewater Policy](#)

CUSTOMER SERVICES

Billing Policy

Business Continuity Management Policy

Case Investigation Policy

Change of Ownership Policy

Cost Sharing Policy for Multiple Developments

Credit Management Policy

HWC Employees Code of Conduct

Premise Management Policy

Property Acquisition & Disposal Policy

Purchasing & Tendering Policy

Rebates Policy

Recruitment & Selection Policy

Remittance (payment processing) Policy

Revenue Recognition Policy

Sundry Debtors Policy

COMMUNITY

[Community & Environment Policy](#)

Greenhouse Gas & Energy Management Policy

Media Liaison Policy

Property & Asset Aesthetics Policy

Sponsorship Policy

Waste Reduction & Purchasing Policy

SAFETY

Contractor Management Policy

HWC Occupational Health and Safety Policy

Motor Vehicle Travel Policy

Social Distancing Policy

Visitor Policy

Working from Home Policy

CONTACT US



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