



RESOLVING DISPUTES

HANDLING OUR CUSTOMERS'
ENQUIRIES AND COMPLAINTS

ARE YOU UNHAPPY WITH OUR SERVICES?

Hunter Water is committed to achieving a high level of customer satisfaction with the quality and standard of services we provide.

If you are unhappy with any aspect of our service delivery, please let us know. Complaints provide feedback on our performance and highlight areas we may need to improve.

MAKING A COMPLAINT IS SIMPLE

- call our Contact Centre on 1300 657 657
8am-5pm, Monday to Friday
- email us at enquiries@hunterwater.com.au
- write to the Manager Customer Services
Hunter Water, PO Box 5171, HRMC 2310

We will need your name, address, phone or other contact details and the details of your complaint. We will register your complaint and take the necessary action to resolve it.

WHAT WILL WE DO?

We aim to resolve complaints as quickly as possible. If we can't deal with the matter immediately, we will:

- respond to you within two working days if you have made a face-to-face or telephone contact, or
- send you a written response within five working days if you have sent a written complaint

Our response will outline actions taken and/or reasons for our decisions, as well as the name of a contact person for any follow-up enquiries.

If we cannot resolve your issues within the timeframes set out above, we will provide you with a clear plan of the actions that will be taken.

WHAT IF YOU'RE STILL NOT SATISFIED?

You have the right to have your complaint referred to the Energy & Water Ombudsman NSW (EWON).

EWON provides an independent dispute resolution service that is free of charge to you. They will review issues related to water or sewer services, billing, payment, customer service and other matters where a dispute has arisen.

You can contact EWON on 1800 246 545 or online at **www.ewon.com.au**. But, before going to EWON, please provide us with the opportunity to resolve any issues first.

EMERGENCIES AND SERVICE FAULTS

For emergencies and service faults (eg watermain breaks or sewer overflows) you can call us 24hrs a day on **1300 657 000**.

OUR WEBSITE ...

For more about our services and complaint handling procedures access our Customer Contract located on our website at **www.hunterwater.com.au**

TO ACCESS INTERPRETER SERVICES

PLEASE TELEPHONE 131 450 8.30-5.00 MON-FRI

Για υπηρεσία διερμηνέων, τηλεφωνήστε στον παραπάνω αριθμό.

Per il servizio interpreti chiamare il numero indicato sopra.

За преведувачки услуги ве молиме јавете се на погорниот број

Para sa Paglilingkod na Tagapagsalin sa Wika, tumawag lamang sa nasa itaas na numero

如需傳譯員服務，請撥以上電話。



HUNTER WATER

PO BOX 5171
HRMC NSW 2310

ENQUIRIES	1300 657 657 8AM TO 5PM
EMERGENCIES	1300 657 000 24HRS 7DAYS
PAY BY PHONE	131 816
TRANSLATORS	131 450
EMAIL	enquiries@hunterwater.com.au
INTERNET	www.hunterwater.com.au

SPEERS POINT	143 MAIN ROAD
MAITLAND	285 HIGH STREET
NEWCASTLE	36 HONEYSUCKLE DRIVE
RAYMOND TERRACE	118 PACIFIC HIGHWAY