



HUNTER WATER



Complaints handling

We aim to provide great services to our customers every day but we know that sometimes things go wrong. When this happens, we want to learn and understand how we can improve. If you're unhappy with our service, we welcome the opportunity to put things right.

Let us know

Tell us about your concerns at hunterwater.com.au/concerns or call us on 1300 657 657 (8am to 5pm, Monday to Friday) and speak with one of our customer service staff who will work with you to understand your concerns.

What happens if my concern is not resolved?

If we are unable to address your concern and you would like to lodge a complaint for further investigation, you can:

- lodge your complaint online. Visit our website hunterwater.com.au/complaints
- call us on 1300 657 657 and we will log a case
- write to us: Customer Care Team, PO Box 5171, HRMC 2310



hunterwater.com.au



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Our resolution response will include an explanation of our decision and the name and contact details for follow up enquiries if you are not satisfied.

What if I am unhappy with Hunter Water's response?

If you're not satisfied with the solution offered or action taken by us, you may have the complaint reviewed by a manager. The manager will:

- clarify your complaint and the outcome sought
- ensure that the matter has been properly investigated
- advise you of the estimated timeframe for our proposed action
- indicate what we will do to address the issue
- communicate to you the final decision
- notify you of your rights to external review, if you are not satisfied with our decision.

External Dispute Resolution Scheme

If you're not satisfied with our handling of your complaint after your complaint has been escalated and responded to via our complaints management processes, you can raise your concerns for external dispute resolution with the Energy and Water Ombudsman NSW (EWON).

EWON is an independent dispute resolution body that can investigate and resolve any disputes you have with us. Visit EWON at www.ewon.com.au for more information or contact EWON on 1800 246 545.

Any questions?

If you have any questions regarding our complaints handling procedures call us on 1300 657 657 or email enquiries@hunterwater.com.au

We can learn from good feedback too!

If you're happy with your Hunter Water experience, we'd love to hear from you. Please let us know what we did well by filling out our compliment and feedback form. Visit hunterwater.com.au/feedback