



MAKING WAVES

MARCH - JUNE 2015

CONTACT HUNTER WATER

SEE US IN PERSON

Newcastle: 36 Honeysuckle Drive
Maitland: 285 High Street
Speers Point: 128 Main Road

SEND US A MESSAGE

Address: PO Box 5171 HRMC NSW 2310
Email: enquiries@hunterwater.com.au
Website: hunterwater.com.au

CALL US FOR ASSISTANCE

Enquiries: 1300 657 657, Monday to Friday, 8am - 5pm
Emergencies: 1300 657 000, 7 days, 24 hours
Credit card payment: 1300 276 468, 7 days, 24 hours

TICKETS FOR THE RES NOW AVAILABLE

Hunter Water is offering public tours of the first ever reservoir built in the Hunter, The Res. Constructed on the high ground of Tyrrell Street, Newcastle in 1882, The Res was the catalyst for an explosion in the local population.

The Res continued to serve Newcastle until the 1970s when it was drained and closed. That was until last year when Hunter Water announced the site would be opened for tours and started work to make it accessible for the public.



Interest in touring The Res has been phenomenal with more than 10,000 people registering for the ballot. The ballots will be drawn at random with the lucky winners getting the chance to explore The Res, admire its colonial architecture, marvel at its massive rusted pipes and hear tales of Newcastle in the late 1800s.

Hunter Water will run monthly free tours throughout 2015. To register for the ballot, visit hunterwater.com.au/TheRes.

WHAT TO DO IF YOU LOSE WATER

Sometimes, whether it's from a broken pipe or power failure, homes are without water for a short period of time.

Last year, Hunter Water became the first utility in New South Wales to give customers 24/7, real time access to information about unplanned water outages online.

Following the success of the water outages portal, Hunter Water has now expanded the service to include information on planned outages, when the water is briefly switched off for maintenance purposes. Customers will still receive notice of planned outages in the mail as they always have, however, our new program means should you ever be out of water, information about what the issue is and when service will resume is never more than a click away. Of course, you can still phone 1300 657 657 if you would prefer to speak with one of our operators.

The water outages portal is available at hunterwater.com.au/outages.



PENNY FOR YOUR THOUGHTS

Hunter Water delivers safe, clean and reliable water and wastewater services to more than half a million people in the Lower Hunter. We are proud to be the most affordable medium or large sized water utility in Australia.

We take our reputation seriously, but we also care about your individual experience. That is why we are asking you to complete our online Customer Survey and give your feedback about our services. By doing so, you are eligible to win a tour of The Res.

Visit hunterwater.com.au/survey and complete the survey to go into the draw to win one of 10 double passes to tour The Res. It's a rare opportunity to bypass the public ballot which already has more than 10,000 entries.

The survey closes 30 June.



ACCOUNT ASSISTANCE PROGRAM

Despite Hunter Water providing the lowest cost water bill of any medium or large water utility in Australia, we know that at times finding the money to pay bills can be difficult. Our Account Assistance Program is available to home owners who are concerned about how they will pay their next water bill.

If you are having difficulty paying your bill or are concerned about meeting a payment on time, we will help you identify solutions for paying your bill before the next one is due. This can include a short extension of time to pay, a payment plan to pay the account in regular instalments over an agreed timeframe or access to our Payment Assistance Scheme.

Our procedure for payment difficulties aims to improve customer payment behaviour by providing assistance and flexible payment options during times of financial hardship and payment difficulty. Call us on 1300 657 657 to speak with our Account Assistance Team who can help you avoid charges that can occur when a bill is paid late.

Our Code of Practice - Debt and Disconnection explains how we can help you if you are having difficulty paying your bill. It also outlines what will happen if you do not pay. We may take a series of actions to recover a debt if a customer does not pay the bill by the due date or no alternative payment arrangement has been made.

Debt recovery actions are also based on the customer's past payment history. Recovery actions may include referral to a debt recovery agency, legal action, restriction and/or disconnection of the water supply. Fees and charges apply.

Interest charges are applied to overdue accounts in line with the Customer Contract. Interest may be held for customers in financial hardship as assessed under the Account Assistance Program.

For a copy of the Code of Practice or Customer Contract visit hunterwater.com.au or call us on 1300 657 657.



WIN A NEW WASHING MACHINE

Congratulations to David Deane of Islington who now owns a brand new, water-efficient washing machine courtesy of Hunter Water!

You could be the next lucky winner simply by updating your contact details.

By ensuring your details are up to date, Hunter Water can keep in contact with you about important water and sewer matters in your local area. To do so, just complete our online form at hunterwater.com.au/update.

Another lucky winner will be announced at the end of June.

Good luck!