



# MAKING WAVES

NOV - FEB 2013/14

## CONTACT HUNTER WATER CORPORATION

### 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](mailto:enquiries@hunterwater.com.au)  
Website: [hunterwater.com.au](http://hunterwater.com.au)

### CALL US FOR ASSISTANCE

Enquiries: 1300 657 657, Mon to Fri, 8am - 5pm  
Emergencies: 1300 657 000, 7 days, 24 hours  
Credit card payment: 1300 276 468, 7 days, 24 hours  
Interpreter: 131 450, Mon - Fri, 8.30am - 5pm

## WATER SAVING TIPS

Watering an established lawn for longer but less often is an easy way to save water and save money. While it can be tempting to water your lawn every day during summer, did you know that watering your lawn for one hour each day would use more than 1000 litres and would increase your bill by more than \$200.

Thinking about how you can reduce your water usage in the garden can save water and save you money too. For a range of helpful tips on saving water visit [www.hunterwater.com.au/savewater](http://www.hunterwater.com.au/savewater)



## ANNUAL CUSTOMER SURVEY

Hunter Water welcomes your views about the water and wastewater services we provide. To participate in our annual customer survey visit [www.hunterwater.com.au/survey](http://www.hunterwater.com.au/survey). Survey closes 9 March 2014.



To access the survey download a free QR code app on your smartphone or tablet and scan this code.

## ACCOUNT ASSISTANCE PROGRAM

Customers of Hunter Water are provided with water and wastewater services from one of Australia's lowest cost water utilities. 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 bill for where they currently reside.

If you are having difficulty paying your bill or are concerned about meeting a payment on time, we will help you identify options and 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 a 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 Hunter Water on 1300 657 657 to speak with our Account Assistance team who can advise you of your options or provide you with a copy of the procedure for payment difficulties.

## CODE OF PRACTICE - DEBT & DISCONNECTION

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 by the customer.

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 your water supply. Fees and charges will 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 [www.hunterwater.com.au](http://www.hunterwater.com.au) or call us on 1300 657 657.

## DON'T HIDE YOUR HYDRANT

During a bush or house fire, having easy access to a water hydrant can be essential to saving your home.

Check that your closest water hydrant is visible and accessible. If you find a hydrant that is damaged let us know by calling 1300 657 657.



## Have your say on the LOWER HUNTER water PLAN



The Metropolitan Water Directorate is leading the development of the Lower Hunter Water Plan in consultation with Hunter Water, government agencies, the community and stakeholders.

A series of four community and stakeholder workshops were held across the Lower Hunter between December 2012 and September 2013. Information was shared about the latest demand forecast and other modelling, water planning values and community priorities. Valuable feedback was received about the mix of supply and demand options being considered for the Lower Hunter Water Plan.

To read more about how community input has contributed to developing the Lower Hunter Water Plan, visit [www.finance.nsw.gov.au/lhwp](http://www.finance.nsw.gov.au/lhwp) or freecall 1800 503 866.

## WATER AND ENERGY EFFICIENCY STARS

When purchasing your next home appliance think about how you can save water by using a more energy efficient washing machine. A four or five star water and energy efficient washing machine can save up to \$100 per year in operating costs compared with an inefficient 1 or 2 star machine.

Looking to purchase a new washing machine? Compare annual savings by visiting [www.hunterwater.com.au/savewater](http://www.hunterwater.com.au/savewater)

Hunter Water is providing low income households the opportunity to purchase a new energy efficient washing machine through Ausgrid's Appliance Assist Program. The program is administered by the Hunter Region No Interest Loans Scheme who can provide a small, no-interest loan to purchase essential household items.

If you are interested in the program contact Hunter Region No Interest Loans Scheme on (02) 4987 7660 or visit [www.hrnils.org.au](http://www.hrnils.org.au)

