



Account assistance

We offer a range of support options to help you pay your bill if you are having difficulty.

Customer Assistance Program

Our Customer Assistance Program gives you support, along with helpful information, easier options for payment and ways we can assist you to get back on top of paying your water bills. It's available to residential customers and small business owners who are concerned about how they will pay their next bill for their current residence. A tenant who pays the water usage component of the bill for a residential property may also be eligible for assistance.

If you are having difficulty paying your bill or are concerned about meeting a payment on time, we will assist you with options and solutions for paying before your next one is due.

Our payment support options may include:

- // Account extensions to give you more time to pay
- // Interest free payment relief and flexible payment options
- // Easy Pay - set up smaller, regular ongoing payments to avoid having to pay lump sum amounts
- // Access to our Payment Assistance Scheme which may include financial assistance and free financial counselling.

Payment Assistance Scheme

Our Payment Assistance Scheme is administered through local community service partners, including Salvation Army, Samaritans, and neighbourhood centres. Visit hunterwater.com.au/assistance or contact our local and friendly Customer Assistance team on 1300 657 657 to learn more.

What happens if you don't pay your bill?

We only undertake actions to recover a debt if you do not pay the bill by the due date or you have not contacted us to make an alternative payment arrangement.

Our debt recovery actions are based on your past payment history, and may include referral to a debt recovery agency, legal action, restriction and/or disconnection of your water supply. Interest charges are applied to overdue accounts only, and other fees and charges will apply if recovery action is taken. Interest may be held for customers assessed and managed under our Customer Assistance Program.

We're here to support you

To apply for financial assistance with your water bill, or for more information about our programs and support services visit hunterwater.com.au/assistance or scan the QR code below.



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