



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

There are a number of different communication channels through which complaints and enquiries can be made to us:

- // Email at enquiries@hunterwater.com.au
- // Visit our website hunterwater.com.au and use our web chat services or online form at hunterwater.com.au/feedback
- // Call our local Contact Centre on 1300 657 657 8am to 5pm, Monday - Friday
- // Reach out via our many social media channels



[facebook.com/ourhunterwater](https://www.facebook.com/ourhunterwater)



[instagram.com/ourhunterwater](https://www.instagram.com/ourhunterwater)



twitter.com/hunterwater

- // Visit our Newcastle Customer Centre at 36 Honeysuckle Drive, Newcastle
- // Write to us at Hunter Water, PO Box 5171, HRMC NSW 2310

What happens if my concern is not resolved?

If for any reason you may not be satisfied with the outcome in accordance with the Customer Contract, a request can be made to escalate the complaint to management for review.

Need to know more?

For more information about our Complaint and Enquiry Policy or our Complaints Handling Standard that outlines how we will manage your complaint, visit hunterwater.com.au/feedback-complaints.

External Dispute Resolution Scheme

We always aim to address complaints and resolve disputes internally. If we are unable to resolve your issue or you are not satisfied with our handling of the complaint, you can seek external independent resolution from the Energy & Water Ombudsman NSW (EWON). EWON provides a free service to customers, assisting to investigate and resolve any disputes that customers may have with us. EWON can be contacted on 1800 246 545 or via their website at www.ewon.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. Let us know what we did well.

Visit hunterwater.com.au/feedback

