



## Our customer rebates

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We provide drinking water, sewerage services and some stormwater services to over half a million people in the Lower Hunter region.

Sometimes things don't go to plan and water interruptions or sewer overflows occur. When this happens, we will restore the water supply or sewer services as quickly as possible. In these situations, and where you have an authorised connection to our water or sewer network, you may be entitled to a rebate.

### Unplanned water interruptions

If you experience an unplanned interruption to your drinking water service (not including your recycled water service) due to a failure of our water system between 5am and 11pm in a financial year, each exceeding five hours duration, the following rebates will be applied to the water usage component of your next bill.

Interruption	Rebate	Do you need to report it?
First and second unplanned interruption	15 kilolitres	No
Third unplanned interruption	30 kilolitres	No

If you experience an unplanned interruption between 11pm and 5am we encourage you to call us on 1300 657 000 as you may be eligible to claim this rebate.



[hunterwater.com.au](http://hunterwater.com.au)



# Our commitment to you

## Planned water service interruptions

If you experience three or more planned interruptions to your drinking water service (not including your recycled water service) between the hours of 5am and 11pm in a financial year, each exceeding five hours in duration, a rebate of 15 kilolitres will be applied to the water usage component of your next bill.

## Low water pressure

If we assess your property as having experienced low drinking water pressure in some circumstances, a rebate of 15 kilolitres may be applied to the water usage component of your next bill. Only one rebate will be applied in a financial year. We encourage you to call us on 1300 657 657 to discuss your eligibility for the rebate.

## Wastewater overflow

If you experience a dry weather wastewater (sewer) overflow on your property as a result of a failure of our sewerage system (not including shaft breaks) in a financial year, the following rebates will be applied to the water usage component of your next bill.

Wastewater overflow	Rebate	Do you need to report it?
One-off dry weather wastewater overflow	30 kilolitres	Yes
Second dry weather wastewater overflow	60 kilolitres	Yes
Third dry weather wastewater overflow	270 kilolitres	Yes

## Dirty water

If you are not provided with clean drinking water suitable for normal domestic purposes, call us on 1300 657 657. We may provide compensation for damage caused by dirty drinking water and we may refund you the cost of water used to flush your water system. Hunter Water will also investigate recurrent dirty drinking water problems.

## Boiled water rebate

If NSW Health issues a boiled water alert due to contamination of drinking water that has been caused by us, a rebate of 15 kilolitres will be applied to the water usage component of your next bill, if your property is within the declared boiled water alert area.

### Any questions?

If you have any questions regarding our rebates visit [hunterwater.com.au/rebates](http://hunterwater.com.au/rebates) or call us on 1300 657 657.