



Connect with our local support team

If you are having difficulty paying your bill or are concerned about meeting a payment on time, we're here for you. Our understanding team is based in the Hunter and we can offer many ways to help when you need it most.

Contact us the way
you feel comfortable



Call

1300 657 657



Live chat

During business hours



Email

enquiries@hunterwater.com.au



Visit hunterwater.com.au/support



Supporting you

From help managing bills to personalised support from our team, we have a range of services to support you when you need it most.



We can support you in many ways

We offer a range of payment and support options if you're having difficulty paying your water bill.



Make your bill more manageable

Take control of your water bill with Easy Pay. Make paying more manageable by splitting your bill into smaller, regular payments every week, month or fortnight. You can set it up online or contact our team to assist you.



Get extra time to make a payment

We understand that times can be tough, so if you need some extra time to pay your bill, we're here to support you. You can apply for a Payment Extension directly from your My Account or by completing our simple online request form.



Get personalised support

Our local, understanding team is here to support you. We can assess your situation and provide a range of support options such as Interest Payment Relief, Account Credits and even help fixing your plumbing problems.



Apply at hunterwater.com.au/easypay



Apply at hunterwater.com.au/extension

Call us on 1300 657 657