



How to get help if you are not happy with us

Hunter Water



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about



- find more information.

We will write contact information at the end of this book.

About this book



This book is from Hunter Water.

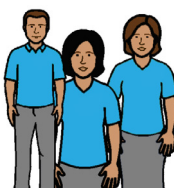


This book is about how to get help if you are not happy with us.



You might **not** be happy about

- our services



- our staff



- a decision we made.



If you need help to pay your bill you can

- call us



- email us.

Ways to make a complaint



To make a complaint you can

- send us an email
- fill in a form on our website



- call us from 8 am to 5 pm
Monday to Friday



To make a complaint you can also

- visit our customer centre

Our customer centre is at

36 Honeysuckle Drive Newcastle



- contact us on Facebook or Instagram.



When we get your complaint we will

- tell you we got your complaint



- try to fix the problem quickly



- tell you when we will contact you about your complaint



- tell you the name of the staff member who will help you

1 4 9
5 2 8

- give you a **Case Identification Number**.



Your Case Identification Number is how we know what your complaint is about.



What if I am not happy with the outcome?



The **outcome** is what we do after you make a complaint.



If you are **not** happy with what we do after you make a complaint you can ask us to do a **review**.



A review is when

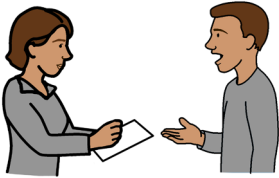
- we look at a decision we made



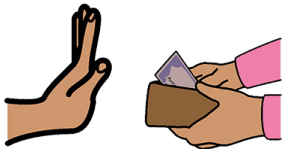
- we might change the decision we made.



If you are still **not** happy with the outcome of your complaint you can contact the **Energy and Water Ombudsman NSW**.



The Energy and Water Ombudsman NSW helps people who are **not** happy with the water or energy company they use.



You do **not** have to pay for the Energy and Water Ombudsman NSW to help you.



You can

- call the Energy and Water Ombudsman NSW

Call 1800 246 545



- visit the Energy and Water Ombudsman NSW website.

Website ewon.com.au

What if I am happy with Hunter Water?



We want you to tell us if you think we do a good job.



You can fill in a form on our website to tell us how we do a good job.



If you want to tell us how we do a good job you can also

- call us
- email us.



More information



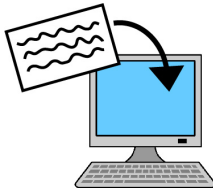
For more information contact
Hunter Water.



Call 1300 657 657



Website hunterwater.com.au



Email enquiries@hunterwater.com.au

You can give us feedback on our website
hunterwater.com.au/feedback

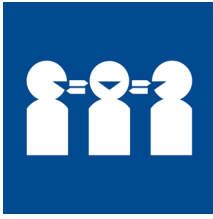
You can contact the Energy and Water
Ombudsman NSW.



Call 1800 246 545



Website ewon.com.au



If you do not speak English

Use the free Translating and Interpreting Service or TIS.

Call 131 450



If you need help to speak or listen

The National Relay Service can help you make a phone call.



Call 1800 555 660



Website bit.ly/nrs-helpdesk

Give the relay officer the phone number you want to call.

Notes

This Easy English document was created by Scope (Aust) Ltd. in January 2023 using Picture Communication Symbols (PCS). PCS is a trademark of Tobii Dynavox, LLC. All rights reserved. Used with permission. This document must not be sold to third parties. The images must not be reused without permission. For more information about the images, contact Scope on 1300 472 673 or visit scopeaust.org.au

