



DAMAGE TO YOUR PROPERTY

WE STRIVE TO DO OUR BEST TO MINIMISE THE IMPACT OF PROPERTY DAMAGE FOR OUR CUSTOMERS. OCCASIONALLY, THERE MAY BE A WATERMAIN BREAK OR SEWER OVERFLOW THAT IS NOT FORESEEABLE AND UNFORTUNATELY MAY CAUSE DAMAGE TO YOUR PROPERTY



What you need to know?

We strive to do our best to minimise the impact of property damage for our customers and sincerely apologise for any inconvenience caused.

Our crews will attend and undertake repairs to our asset and/or carry out maintenance as soon as practicable. This may mean that we need access to your property for this work to be completed.

I have damage to my property, What do I do?

Contact your insurer

It is important that you contact your insurance company immediately. Your insurer is able to offer practical advice and assistance and is the first step to resolving the issue. Both property owners and/or tenants are responsible for choosing the appropriate level of insurance cover for the protection of their personal assets. If you are a tenant, notify your property manager or landlord and contact your insurance company in the instance of damage.

Contact us

Our friendly Call Centre team will gather important information from you in relation to the incident. From here, our Customer Care Team will then be

in further contact with you to discuss your circumstances and respond to your concerns.

What will we do?

For watermain breaks

Over the coming days, our crews will assist where possible with an external clean-up of lawns and gardens of rocks, mud and debris.

For sewer overflows

Our crews will do their very best to contain the overflow, clean up and disinfect impacted external areas as soon as possible.

Additional Information

Any emergency assistance that we provide is assessed on a case-by-case basis. It's important that our customers understand that we do not generally compensate for loss of time or loss of business as a result of a water main break, sewer overflow or maintenance interruption.

Need to contact us?

Enquiries: 1300 657 657

Emergencies: 1300 657 000 (24 hours)

Email: enquires@hunterwater.com.au

Online: www.hunterwater.com.au/contact

Clause 12 of the Customer Contract, 'Redress' explains your rights and responsibilities in more detail. For the full Customer Contract and Hunter Water's Operating Licence, visit www.hunterwater.com.au.

Clause 12 Redress (Summary)

12 Redress

12.1 Notification

If you believe we have failed to comply with this Customer Contract or our activities have resulted in inconvenience, damage or loss to you or your property you must notify us and we will investigate the matter and provide you with a response. That response will include:

- Whether you are entitled to a rebate or other redress options available under this clause;
- The options available to rectify your problem; and
- The availability of compensation under **clause 12.4**.

12.2 Rebates

You may be entitled to a rebate if any of the events occur as long as you have an authorised standard connection and you, or a third party, have not caused or contributed to the event:

- Unplanned interruptions
- Planned interruptions
- Low water pressure
- Wastewater overflows
- Discoloured Water
- Boil Water Alert

12.3 Forms of redress

In addition to our obligation to apply a rebate under **clause 12.2**, we may provide one or more of the following forms of redress:

- Reinstatement
- Repair
- Rectification

- Construction of works
- Providing alternative supplies of water
- Emergency accommodation
- Payment for damages as set out in **clause 12.4**.

If you are dissatisfied with the form of redress we provide you, you may request additional redress from us. We will consider your request in accordance with the timeframes in **clause 13.1** as if your request were a complaint.

12.4 Claim for damages

In the event of physical loss or damage to you or your property as a result of our failure to comply with the Customer Contract, the Operating Licence or the Act, we may compensate you for any loss suffered, following our investigation of the matter.

However, you should make your initial claim to your insurance company. If your loss is not covered by an insurance policy you may notify us for consideration.

If you make a claim for damages you must specify the nature of the problem and the type of compensation sought. We will require relevant documentation and evidence in support of your claim for damages as part of our consideration of your claim.

We will use reasonable endeavours to acknowledge receipt of your claim within 5 business days including the provision of a case identification number that will assist you with tracking your claim.

We will undertake investigations into the circumstances surrounding the claim/incident and provide a response time for making a decision in regards to your claim.

Within the time indicated, you will be provided with a written assessment of your claim outlining the reasons for the decision and whether any compensation will be paid.

If you are not satisfied with our decision, you have the right to seek review of your claim under **clause 13.2** or you may seek an external review under **clause 13.4**.

Hunter Water

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Customer enquiries 1300 657 657

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