

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. Occasionally, there may be a watermain break or sewer overflow that is not foreseeable and unfortunately may cause damage to your property. For this, we sincerely apologise for any inconvenience caused as result of these incidents occurring.

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 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 to contents.

Contact us

Please also contact Hunter Water on 1300 657 657. A Hunter Water team member will gather important information in relation to the incident. From here, your concern will be managed by our Customer Care Team who will contact you with a response.

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 by our Customer Care team. Whilst Hunter Water make assessments for emergency assistance on a case by case basis, we do not compensate for loss of time or loss of business as a result of a water main break, sewer overflow or maintenance interruption.

Attached is a summary of Clause 16 of the Customer Contract, 'Redress'. This explains your rights and responsibilities in more detail.

CLAUSE 16 - HUNTER WATER CUSTOMER CONTRACT REDRESS (SUMMARY)

Notification, Rebates, Claim for Damages due to service interruptions or failures.

16 Redress

16.1 Notifications

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 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 16.4.

16.2 Rebates

If eligible, we will provide a rebate for an occurrence of the following:

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

16.3 Forms of redress

In addition to our obligation to apply a rebate under clause 16.2, we may provide one or more of the following forms of redress:

- Reinstatement
- Repair
- Rectification
- Construction of works
- Providing alternative supplies or water
- Emergency accommodation
- Payment for damages as set out in clause 16.4.

If you are unsatisfied 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 17.1.2 as if your request were a complaint.

16.4 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 this 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 17.2 or you may seek an external review under clause 17.4

For a full copy of our Customer Contract

visit hunterwater.com.au/contract

