



# HWC POLICIES THAT AFFECT OR IMPACT THE PUBLIC



This document provides a list of a number of Hunter Water Policies which may affect or have an impact on members of the public.

It is a requirement under the GIPA Act that these policies be readily available to customers. If you would like copies of any of these policies, please contact us and we will forward the requested documents to you.

If you have any further enquiries please contact Hunter Water's Right to Information Officer for advice:  
[gipa@hunterwater.com.au](mailto:gipa@hunterwater.com.au)

## CUSTOMER SERVICES

Billing Policy  
Change of Ownership Policy  
Classification of Property Type for Billing Purposes  
Complaint and Enquiry Policy  
Concealed Leak Rebate Policy  
Customer Refund Policy

## CUSTOMER CONTRACT

Interest Policy  
Pricing & Payments Policy  
Procedure for Payment Difficulties  
Protection of Customer Information Policy  
Rebates Policy  
Redress, Rebates & Claim for Damages  
Right to Access Customer Property

Standpipe Policy  
Water Meter Policy

## WHS

Safety Health and Wellbeing Policy  
HWC Employee Code of Conduct  
Recruitment & Selection Policy

## WATER

Drinking Water Quality Policy  
Recycled Water Policy

## WASTEWATER

Backflow Prevention Policy  
Tankering Policy  
Trade Wastewater Policy  
Reflux Valve Policy

## GENERAL

Sundry Debtors Policy

Procurement & Tendering Policy

Media & Social Media Policy

Property & Asset Aesthetics  
Policy

Sponsorship & Donations Policy

## BUILDING

Bonding of Outstanding Works

Development Requirements  
Policy

## ENVIRONMENTAL

Community and Environment Policy

Cultural Heritage Policy

Greenhouse Gas & Energy Management Policy

## CONTACT US



Hunter Water's **Right to Information Officer** can be contacted as follows:-

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