



2 April 2020

SUPPORTING OUR CUSTOMERS DURING COVID-19

During this unprecedented challenging time, customers that have been financially impacted by COVID-19 can access a range of assistance programs and support services, to help ease the pressure of paying their water bills.

Some of the options available to customers experiencing financial difficulties include account extensions to give customers more time to pay, interest free payment relief and flexible payment options. There's also payment support for tenants to help offset their water usage costs.

Hunter Water's Acting Chief Executive Officer Darren Cleary encouraged customers who may need assistance to get in contact with Hunter Water to find out what support was available.

"We recognise this is a very difficult time for many people and businesses in our community, and some of our customers may need a helping hand.

"Now more than ever as we experience this pandemic, it's crucial our customers continue to have access to our safe, reliable and essential services – first and foremost to ensure good hygiene and sanitation.

"At the same time, we acknowledge our customers and community are also dealing with the economic impacts of this crisis, and we want to do what we can to alleviate any bill stress they may be experiencing.

"We can place an extension on accounts, with interest free payment relief available for residents and businesses who are doing it tough as a result of the COVID-19 crisis.

"There is also support available for tenants to offset their water usage costs in the form of Payment Assistance Credits.

"Additionally, we won't restrict the water supply of any customers who can't pay their bills during this time, given the importance of access to water.

"I encourage anyone who may need assistance to get in contact with us and find out how we can help," said Mr Cleary.

Hunter Water has closed its face-to-face customer service counters at Lake Macquarie and Maitland. Customers can continue doing business with us through online applications or contacting us via phone, email or webchat.

To apply for financial assistance with your water bill, or for more information about our programs and support services, visit www.hunterwater.com.au