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Hunter Water customers embrace online services

There's been a surge in demand for online services, with Hunter Water customers embracing eBilling and convenient, easy-to-use digital forms to do business with us.

In less than a year since eBilling was launched, more than 50,000 customers have already switched to the smarter, more sustainable way to pay their bills, saving 1.6 tonnes of paper annually.

The Covid-19 pandemic has also seen an increase in customers opting for online services, with almost 103,000 digital forms submitted since March 2020.

Executive Manager Customer Services Matt Hingston said Hunter Water's flexible services aimed to meet customers' evolving needs.

"Our customers are at the heart of all we do and it's important that we deliver the services they expect to make doing business with us easy and accessible.

"Covid-19 has without a doubt changed the landscape in which we operate. It's clear many of our customers are now opting for the convenience and ease of online services, whether it's paying their bills, lodging applications or seeking general support.

"eBilling in particular has been welcomed by our customers. I encourage anyone thinking of making the switch to do so by signing up via our website. It's easy and all you need is a recent Hunter Water bill to sign up.

"We'll continue to make more services available online where we can to enhance our customers' experience and adapt to their changing needs," said Mr Hingston.

It's not only residential customers who are embracing Hunter Water's online services.

More than 23,000 inspection reports have been submitted by plumbers through our backflow application, meaning they no longer need to visit our customer centre to do this.

A new and improved Property Self Service Portal is also improving the experience for builders and developers in lodging paper plans, with more than 21,000 applications submitted online since December 2020.

To sign up for eBilling or for more information on ways you can manage your account online, visit www.hunterwater.com.au