



13 November 2023

Hunter Water strengthens commitment to supporting customers

Hunter Water is strengthening support for customers who may be affected by cost-of-living increases, with a range of assistance programs and support services available.

Kylie Bennett has led Hunter Water's customer assistance team for 13 years. Her local team provide personalised support to the residents of the Lower Hunter. The team are passionate about understanding each customer's individual situation and determining how to support them.

"Whether you need extra time or support paying your bill or options on managing your payments, our team is here to support you.

"We know many people in our community are impacted by cost-of-living pressures, and this impact may increase in the coming months, especially with extra expenses around Christmas time and the return-to school period. We want to do everything we can to support you, our customers through this," Ms Bennett said.

Personalised support is available for any eligible customer or water bill-paying private tenant experiencing financial difficulties, these include payment extensions and flexible payment options such as our bill smoothing program, Easy Pay.

Hunter Water Executive Manager Customer Services, Matt Hingston, encourages customers to contact us if they need help paying their water bills.

"Hunter Water recognises the essential services we deliver to our customers and community, so for anyone who may have difficulty paying their water bill, we urge them to please get in touch with us as we can work together to find the right support for you.

"Our non-residential customers, especially small business owners, are also encouraged to contact Hunter Water to discuss their options and how we can tailor our support," Mr Hingston said.

On top of direct support, Hunter households have a large degree of influence over their water bills by controlling their water usage. By continuing to Love Water with a WELS 4-star rated showerhead and by reducing shower time to 4-minutes, the average household could save over 5,000 litres of water per person per year or nearly \$15 per person per year in water charges. In addition to the water saving, households would also save more than \$50 per person in energy consumption for hot water heating.

For anyone looking for assistance, contact Hunter Water in the way you feel most comfortable:

- call us on 1300 657 657
- chat with us live on the website with Live Chat
- email us