

# Making Waves

July - October 2021



## What you flush down the toilet matters

Wiping with anything other than toilet paper? Bag it and bin it.

We are calling on our community to 'Respect the Throne'. Blockages can occur in your home, backyard, our sewer network or pumping stations and can be smelly and expensive to fix. Help keep the pipes free, only flush toilet paper, poo or pee.

**Visit [hunterwater.com.au/respect](https://hunterwater.com.au/respect) to learn more about what you can and can't flush.**

**RESPECT**  **The THRONE**

## Serving our customers is at the heart of what we do

We are proud to have taken top spot for customer service in the Australian water sector.

The recognition comes from the latest Customer Experience Mystery Program quarterly benchmarking awards. Each year CSBA performs thousands of telephone assessments of customer experience provided by more than 180 companies across the country. Our award winning contact centre located in Newcastle is available to assist you from 8am-5pm, Monday to Friday on 1300 657 657. For emergencies, contact us any time on 1300 657 000.



## Caring for the Hunter River

We're in the process of developing a Hunter River Estuary Wastewater Masterplan.

The Hunter River, including its creeks and waterways, is central to our region's wellbeing. Our community uses the river for boating, fishing and swimming. It provides water for farming and industry. It nourishes our wetlands and provides habitat for native plants and animals.

The plan will help us better manage the five wastewater systems (Farley, Kurri Kurri, Raymond Terrace, Morpeth and Shortland) that release treated wastewater that flows into the River. The plan will provide strategic direction for how we support population and housing growth. We're working closely with our community throughout the development of the plan.



**For more info visit [yourvoice.hunterwater.com.au/river](https://yourvoice.hunterwater.com.au/river)**

## We're here to support you

We are partnering with the Energy & Water Ombudsman NSW (EWON) to deliver Bring Your Bills Days.

Across the next few months, our Customer Assistance team will visit the Charlestown, Cessnock, Belmont and Maitland areas to provide confidential appointments to discuss individual account enquiries, payment support options and how to read your bill.

Visit [hunterwater.com.au/assistance](http://hunterwater.com.au/assistance) for location, dates and times



### You can save bucket loads of water by changing the amount of times you wash your clothing!



- ✓ Jeans - 3 wears before a wash
- ✓ Jumpers - 3 wears before a wash
- ✓ Pyjamas - 3-4 wears before a wash
- ✓ Bed linen - 2 weeks before a wash

Find more ways to save water at [hunterwater.com.au/savewater](http://hunterwater.com.au/savewater)

## Have you checked your water meter?

There are many reasons why your bill may have been higher than usual. It can help reveal hidden leaks.

Regularly checking your taps, pipes and fittings around your property could save our precious water and your precious money!

Hidden leaks can be difficult to detect. Checking your water meter is a great way to find hidden leaks in and around your home.

To learn how to check your meter and understand why your water usage may be higher, visit [hunterwater.com.au/highbill](http://hunterwater.com.au/highbill)



## Jump in The Stream!

Subscribe today for all the latest news from Hunter Water.

The Stream is your go-to for all things water in the Lower Hunter. Get the latest news and updates from our region, plus find out all the best tips to make your home the most water savvy in the street!

Visit [hunterwater.com.au/thestream](http://hunterwater.com.au/thestream) to sign up!



### Did you know?

Live Chat

You can have your questions answered online at the click of a button!

Look out for the live chat icon

## Get in touch

We're here for you when you need us.

☎ 1300 657 657 (8am – 5pm)  
1300 657 000 (Emergency 24/7)

🌐 [hunterwater.com.au](http://hunterwater.com.au)

✉ PO Box 5171  
HRMC NSW 2310

📘 [facebook.com/ourhunterwater](https://facebook.com/ourhunterwater)

📷 [instagram.com/ourhunterwater](https://instagram.com/ourhunterwater)

🐦 [twitter.com/hunterwater](https://twitter.com/hunterwater)

💬 [enquiries@hunterwater.com.au](mailto:enquiries@hunterwater.com.au)



Printed on environmental responsible paper using Elemental Chlorine Free pulp sourced from certified well managed forests and controlled sources. Please recycle.

## Updated Pricing

New prices for water, sewerage and stormwater services apply from

1 July 2021

Visit [hunterwater.com.au/pricing](http://hunterwater.com.au/pricing)