



Making Waves

We're ready to help

Did you know we offer many support options to help you pay your bill if you're having difficulty? Depending on your circumstances, we can offer personalised payment support which may include:

- ✔ giving you more time to pay
- ✔ not charging interest on the overdue account
- ✔ a referral for free financial support

To learn more about our programs and support visit hunterwater.com.au/assistance



Love Water Grants

We're proud to announce 15 successful 2023 Love Water Grants program recipients, including the Committee of the Valentine Hydrotherapy Pools (pictured) at Croudace Bay.

Following the highest number of applications ever received, this year, we're providing more than \$100,000 to support water conservation and efficiency initiatives and projects with an education, environmental and sustainability focus. Stay tuned as we share their projects throughout the year!

For more information visit hunterwater.com.au/grants



Have you made the switch?

Have your bill delivered straight to your inbox and manage your account online with My Account.



Fixing leaks saves water

Using 'listening stick' sensors, we're constantly surveying our 5,000km water network to find leaks, fix them and save our most precious resource. At Hunter Water we go above and beyond so, along with our water mains, we can identify whether you may have a leak inside your property even though it's hidden from sight.

Throughout the year, if our leak detection crews suspect a leak at your property, be aware they may approach you to discuss their findings and give you information about how to fix the leak in your pipework.

For more information on checking for leaks at your property, visit hunterwater.com.au/check4leaks



Taking care of our waterways

Did you know the stormwater system is different to the sewer system? Unlike sewage taken away from your property and treated at our treatment plants, the water that enters stormwater pipes and channels receives very little treatment and ends up in our waterways. It's important we all play a part in keeping our waterways clean! You can help by:

- ✔ putting your litter in the bin
- ✔ washing your car on the lawn
- ✔ disposing of chemicals and paints correctly

For more information visit hunterwater.com.au/stormwater



Sharing a love for the environment

Our Love Water Grants are making a difference in our community. Salamander Bay Recycling Centre recently finished its grant project installing rainwater tanks to collect rainwater from the reception roof area.

The centre is using the rainwater to wash vehicles and the concrete floor, as well as for the washroom and onsite gardens and vegetation.

To learn more about our Love Water Grants visit hunterwater.com.au/grants



EasyPay
Smaller, more regular payments

Take control and spread out your estimated yearly water and sewer costs into smaller, more regular payments. It's as easy as taking an afternoon nap!

Apply today at hunterwater.com.au/easypay

Lostock Dam to Glennies Creek Dam Pipeline

In partnership with Water Infrastructure NSW, we've started preparing the business case for the proposed two-way pipeline between Lostock Dam and Glennies Creek Dam.

The project may also include a Paterson River pump station, which would transfer water to a new water treatment plant south of Paterson, and a new drinking water pipeline between Paterson and the Maitland region.

Identified as a key action for improving the resilience of the water supply system in the Lower Hunter Water Security Plan, this project creates the opportunity to make the most of existing dams and take advantage of variations in rainfall distribution and dam storage capacities.

Visit hunterwater.com.au/paterson to learn more about this project.

Get in touch

We're here for you when you need us.



1300 657 657
(8am - 5pm)

1300 657 000
(Emergency 24/7)



Website live chat
(8am - 5pm, Mon-Fri)



enquiries@hunterwater.com.au



hunterwater.com.au



PO Box 5171
HRMC NSW 2310



facebook.com/ourhunterwater



instagram.com/ourhunterwater



twitter.com/ourhunterwater

Updated pricing

New prices for water, sewerage and stormwater services apply from 1 July 2023.

Scan the QR code or visit hunterwater.com.au/pricing

