



Making Waves



Manage your bills anytime, anywhere with My Account

Life's busy, and we get it! That's why we're here to keep things simple. With My Account you can:

- Check your account balance
- View, pay and download your bills
- Update your details
- Get a payment extension

To register, visit hunterwater.com.au/myaccount



Grahamstown Dam - standing the test of time

As the owner of the region's drinking water supply dams, we're proud to acknowledge Grahamstown Dam's 60 years of service. Near the end of its construction in 1964, then-Premier John 'Jack' Renshaw opened our region's largest dam near Raymond Terrace.

On behalf of the community, we are committed to investing in our water supply system and thank our team for their tireless work to maintain our biggest water storage asset, to keep it supplying more than half the drinking water our customers use regularly.

Visit hunterwater.com.au/grahamstowndam to learn more



Make your bills more manageable

With Easy Pay, you can split your bill into weekly, fortnightly or monthly payments. Scan the QR code or call us on 1300 657 657 to set up.



We're here to support you

If you're facing tough times, we're here for you. Our local, understanding team is here to help with a range of services to support you when you need it most.

- Make your bill more manageable with Easy Pay. You can split your bill into weekly, fortnightly or monthly payments.
- Need more time to pay? Request a payment extension.
- Personalised support options to help get you back on top of paying your bill.

To learn more, visit hunterwater.com.au/support or chat with our team on 1300 657 657



Love Water Grants

Our 2024 Love Water Grants recipients have been announced, with 18 schools, charities and organisations receiving funding for their projects. We're proud to support groups that provide important services in our community.

Supporting our community is more vital than ever and this year we're awarding more than \$125,000 to fund water conservation and efficiency initiatives across the Lower Hunter. Keep an eye out for updates as we showcase these great projects.



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



Image: Figtree Community Garden volunteers, one of last year's recipients

Community at the heart of grant project

Our Love Water Grants make a difference in the community. One of our 2024 recipients, Survivors R Us, is a non-profit organisation that raises awareness of family and domestic violence while working to minimise the effects of abuse, homelessness, and unemployment.

The organisation plans to use the funding to make water-efficient upgrades to its bathroom amenities, restoring the dignity of those using the service, while also improving the organisation's overall water usage.

To learn more about this project visit hunterwater.com.au/grants



Image: Hunter Water Managing Director Darren Cleary with Survivors R Us Founder Ann-Maria Martin (R) and Treasurer Stephanie Martin (L)

Creating revitalised green spaces

We created a series of videos to highlight the enhancements we've made to improve the amenity of sections of our open stormwater channels. Our aim was to enrich the natural environment and create natural spaces for the community to enjoy. Take a look at what we've been up to in Cessnock, Jesmond, Cardiff and Mayfield!



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

Smart water choices, in any weather

With our climate becoming more unpredictable, we need to keep making smart water choices, in any weather. Do you know how much water your household uses? Your water bill shows how you stack up, with average daily water usage compared to your last bill and the same time last year.

Making smart water choices in and around the home will help our supply for future dry periods. Simple actions make a big difference in reducing water usage, like taking shorter showers and only running a full load in the dishwasher and washing machine.

Visit hunterwater.com.au/savewater to learn how you can save water in and around your home



Get in touch

We're here for you when you need us.



1300 657 657
(8am - 5pm, Mon-Fri)

1300 657 000
(Emergency 24/7)



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



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Customer pricing and charges

There's no change to our prices for water, sewerage and stormwater services from 1 July 2024. They'll stay the same as last year.

New prices for our services apply from 1 July 2025, and will be determined by the Independent Pricing and Regulatory Tribunal (IPART) in early 2025.

To view current prices, visit hunterwater.com.au/prices