



Making Waves

My Account is here to make your life easy

Have your bill delivered straight to your inbox and manage your account online 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



Let's Make Smart Water Choices together

Our climate is becoming more unpredictable, and we're seeing more extreme weather conditions. This means we all need to continue to work together to help our water supply.

Make Smart Water Choices by putting a trigger nozzle on your hose, watering the garden before 10am or after 4pm, and using a broom to clean hard surfaces.



Visit hunterwater.com.au/smartchoices to learn how you can save water



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



Unexpected high bill?

Being hit with unexpected water usage charges can be a shock, especially when you're on a tight budget.

We don't want you to be blindsided around bill time, so we've put together a list of possible reasons that may explain higher than expected water usage that you can monitor or fix.

Reasons such as seasonal changes, extra guests staying over, topping up pools, new appliances and hidden leaks can contribute to an unexpected high bill.

To learn more, visit hunterwater.com.au/highusage



Love Water Grant helps our local turtles thrive

Last year, our Love Water Grants helped support Aussie Ark's endangered turtle breeding program, including our very own Hunter River turtle.

We're so excited that the turtles in the program have laid more than 100 eggs! After they've hatched, the hatchlings will be raised until they're big enough to be released back into the local river systems.

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



Image: Hunter River Turtle

How to check for leaks

Did you know a dripping tap and leaking toilet can waste up to 100 litres of water each day?

Regularly checking your taps, pipes and fittings around your property could save you thousands of litres of water. You can also check for hidden leaks by doing a simple test with your water meter.

To follow our simple steps to check for leaks using your water meter, visit hunterwater.com.au/checkforleaks



Community panel helps shape our future

With our next pricing to reset on 1 July 2025, we're working with our representative community panel to help shape the future services we provide as part of our pricing proposal to submit to the Independent Pricing and Regulatory Tribunal (IPART).

Our customers' and community views are integral to this process to make sure their needs and preferences are considered in our future investment programs and services.

Visit hunterwater.com.au/pricing to learn more

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)



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