



Making Waves

Let our team support you

Did you know we have a range of support options to assist you to get on top of paying your water bills? Ways we can help you include:

- account extensions
- interest free payment relief
- flexible payment options
- access to our Payment Assistance Scheme.

To find out more about the support we provide visit hunterwater.com.au/assistance




EasyPay
As easy as an afternoon nap

Need help to manage your household budget?

With Easy Pay you can take control and spread out your estimated yearly water and sewer costs into affordable, more regular payments.

We'll estimate your payments and give you the choice to pay the same amount each week or fortnight giving you peace of mind when managing your household bills.

Set up today at hunterwater.com/easypay

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




Have you made the switch?

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



Let's keep making Smart Water Choices

Smart Water Choices are our region's permanent water conservation measures and help our community continue to save water for future dry periods. They're simple, everyday behaviours that we can all do in our homes and at work. Make Smart Water Choices by watering outdoors with a trigger nozzle on your hose before 10am and after 4pm and sweeping hard surfaces. Other simple choices such as reducing showers to 4 minutes and waiting for a full load before using the dishwasher and washing machine can also make a big difference when it comes to saving water.

Learn more at hunterwater.com.au/smartchoices



Love Water Grants help our community thrive

Dudley Public School recently celebrated the completion of its sustainability project. As one of our 2021 Love Water Grant recipients, the school has been able to have its water tank connected so students can easily water and take care of their new eco-garden. The grant also enabled the creation of a beautiful mural that celebrates our cultural connection to water.

Our Love Water Grants program has supported our community with water conservation, environmental and social awareness initiatives for more than 30 years.

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



Welcome to our team Tracey

Tracey is a recipient of our disability scholarship and is undertaking work placement with us to compliment her dual degree in Law/Global Indigenous Studies.

As Tracey gains experience from being part of our organisation, we're fortunate to be able to learn from her experiences as an Elder in the Awabakal and Geawegal communities and the ways she is committed to improving the lives of First Nations people.

Visit hunterwater.com.au/careerpathways to learn more about our scholarship programs



Top tips to tune your tank

Rainwater tanks are a great way to make the most of water that would otherwise enter our stormwater system for things like watering your garden and filling up your pool. But tanks need to be checked regularly to make sure they're in good working order and you're not unwittingly using drinking water and adding to your bill.

If you've got a tank in your garden or you've just purchased a property with a tank, we have some tips to help you take care of it.

To learn more visit hunterwater.com.au/rainwatertanks

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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