



# Making Waves

## Supporting you in many ways

From help managing bills to personalised support from our team, we have 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](http://hunterwater.com.au/support) or talk to our understanding, local team on 1300 657 657



## Smart Water Choices



Trigger nozzle



Before 10am or after 4pm



Sweeping hard surfaces

## love water Water is precious

As we experience hot, dry weather conditions again and our dam levels are dropping, we need to continue to love water.

We've learned how unpredictable the climate can be. We can go from healthy water storage levels to empty in just three years.

Since 2020, our community has reduced water usage by around 10%, and by continuing to make Smart Water Choices, we can help delay water restrictions.

Visit [hunterwater.com.au/smartchoices](http://hunterwater.com.au/smartchoices) for more tips to 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.



## Creating revitalised spaces for our community

We're enhancing our open stormwater channels to make our urban spaces even better for our community to enjoy and to help support the environment. Some changes include replacing sections of concrete walls and installing sloped embankments or tiered sandstone blocks. The amenity work will support biodiversity by planting over 13,000 native plants across the four locations in Cardiff, Mayfield, Jesmond and Cessnock.

For more information visit [hunterwater.com.au/news](http://hunterwater.com.au/news)



# Newcastle Coal Infrastructure Group wins 'Hunter Water Love Water' Award

Newcastle Coal Infrastructure Group won this year's 'Hunter Water Love Water' award at the Hunter Business Awards for significantly reducing its water consumption across its Kooragang Island site after undertaking a Water Efficiency Management Plan (WEMP). Its Recycled Water Project saves 275 million litres of drinking water each year which is the annual water usage of just over 1700 residential homes. It's smart business to love water.

To learn more about how your business (big or small) can save water visit [hunterwater.com.au/business](http://hunterwater.com.au/business)



# Paterson River Connection to the Lostock Dam-Glennies Creek Dam Pipeline project

Hunter Water and Water Infrastructure NSW are preparing the final business case for the proposed two-way pipeline between Lostock Dam and Glennies Creek Dam. As part of the work, we're investigating a connection to the scheme at Paterson on the Paterson River, downstream of Lostock Dam. Our investigations include a new pump station at Paterson, new water treatment plant south of the township and new drinking water pipeline linking to the Maitland area.

To inform the business case, we've been engaging with landholders and locals as well as water users. We expect to submit it to the NSW Government in mid-2024.

To learn more about the project visit [hunterwater.com.au/paterson](http://hunterwater.com.au/paterson)



Image: Lostock Dam

## Manage your account online

You can manage your Hunter Water account online, anytime using My Account.

- ✓ view your account balance
- ✓ pay or download your bills
- ✓ update your contact details
- ✓ request a payment extension

To log in or register, visit [hunterwater.com.au/myaccount](http://hunterwater.com.au/myaccount) or scan the QR code



## If you have a complaint, here's what to do

We aim to provide great services to our customers but we know that sometimes things go wrong. If you're unhappy with our service, you can:

- 1 Contact us the way you feel comfortable. You can call, Live chat on our website, or email us. We'll work with you to understand your concerns.
- 2 Lodge a complaint. If we're unable to address your concerns in the first instance, you can use our online form to lodge a complaint.
- 3 We'll investigate further, keep you informed and let you know the outcome. If for any reason you're not satisfied with the outcome, you can escalate the complaint to management for review.

If we're unable to resolve your issue or you're not satisfied with our handling of the complaint, you can seek external independent resolution from the Energy & Water Ombudsman NSW (EWON).

Visit [hunterwater.com.au/feedback](http://hunterwater.com.au/feedback) to learn more about our complaint handling process.

## 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](mailto:enquiries@hunterwater.com.au)



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



PO Box 5171  
HRMC NSW 2310



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