

# Making Waves

November 19  
- February 20



**SAVE YOUR**



## How will you save your 4?

There are many simple ways you can save bucket-loads of water around your home.



Turning off the tap when brushing your teeth could save 2 buckets a day



Reducing your time spent in the shower from 7 minutes to 4 minutes could save you 3 buckets a day



Fixing a dripping tap could save you 11 buckets a day



Waiting for a full load before putting on your washing could save you 30 buckets a week

**Tell us on Facebook how you're saving your buckets! Visit [facebook.com/ourhunterwater](https://facebook.com/ourhunterwater)**

## Growing the love

The Good Seed Community Garden recently opened its green-house doors for the first time.

One of our recent successful Love Water grant recipients has opened their community garden to the public.

Aimed at improving community connectedness, the Good Seed Community Garden grows a range of fruit and vegetables using sustainable watering methods.

**Visit [hunterwater.com.au/grants](https://hunterwater.com.au/grants) to learn more.**



Members of the Good Seed Community Garden

## How much water do you use?

Try our water usage calculator and find out!

We all love water, but did you know here in the Lower Hunter we use 10-20% more water than the best performing communities around Australia?

Our water usage calculator can help you find where you can save water inside and outside your home.

**Visit [hunterwater.com.au/calculator](https://hunterwater.com.au/calculator) to find out more.**



## Set up direct debit today!

Setting up direct debit payments on your account gives you another way to pay, so you can decide how to pay your bills the way you want to.

**To set up direct debit, visit [hunterwater.com.au/directdebit](https://hunterwater.com.au/directdebit)**

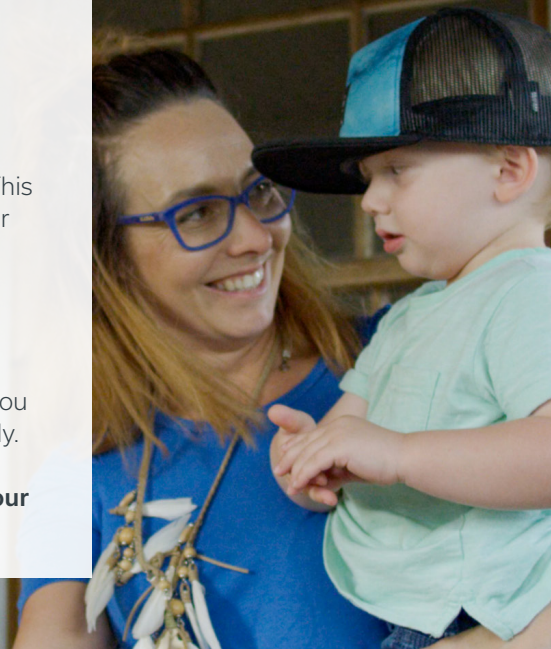
## We are here to help

### We understand paying bills can be difficult at times.

If you are a residential customer having difficulty paying your bill or are concerned about meeting a payment on time, we will help you identify solutions for payment. This can include an extension of time to pay, a payment plan to pay the account in regular instalments over an agreed timeframe, access to our Payment Assistance Scheme which may include financial assistance, and access to a free financial counselling service. Tenants who pay for water usage may also be eligible for assistance.

We encourage you to contact us so we can help. Just by reaching out to us, we can review your account and tailor an arrangement that suits you best. This could help you avoid unnecessary collection action, such as possible restriction of your water supply.

**Visit [hunterwater.com.au/assistance](https://hunterwater.com.au/assistance) or call us on 1300 657 657 to speak with our Account Assistance Team.**



### LIVE CHAT

Web chat is now available on our website, so you can easily ask any questions you may have. Just look out for the Live Chat icon.

## Don't hide your hydrant

We work alongside Fire and Rescue NSW and the NSW Rural Fire Service to ensure that water hydrants in the region are visible, accessible and working.

Firefighters use water hydrants to access the water supply in the case of a fire. They're also used by Hunter Water for maintenance purposes.

Make sure you regularly keep grass and other obstructions away from hydrants.



**If you notice a hydrant that is damaged or requires repainting, let us know at [enquiries@hunterwater.com.au](mailto:enquiries@hunterwater.com.au)**

### DID YOU KNOW?

About 40% of our drinking water comes from under ground during times of drought. Additional ground water sources are just one of the options we're considering to help secure our water future.

## Spot a leak on the street?

The quick reporting of a water leak can help reduce water loss and wastage. We have made it easier than ever for you to report water leaks on the go.


Our online form allows you to report water leaks, this means you can upload a photo, giving us a snapshot in real time.


Let's love our water together. Next time you spot a water leak, jump online.


**To report a water leak visit [hunterwater.com.au/leaks](https://hunterwater.com.au/leaks)**


## Get in touch

We're here for you when you need us.

 1300 657 657 (8am – 5pm)  
1300 657 000 (Emergency 24/7)

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


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36 Honeysuckle Drive, Newcastle  
8:30am-5pm

**Lake Macquarie**  
128 Main Road, Speers Point  
8.30am-4.30pm

**Maitland**  
285 High Street, Maitland  
8.30am-4.30pm

## Update your contact details

Have you moved recently?  
Have your contact details changed?  
You can update your contact details easily and online. Please visit [hunterwater.com.au/update](https://hunterwater.com.au/update)

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

