



Making Waves

We're here to support you

Our Customer Assistance Program can provide you support, along with helpful information, easier payment options and ways we can assist you to get back on top of paying your water bills.

Ways we can support you include account extensions, interest free payment relief and flexible payment options, Easy Pay and access to our Payment Assistance Scheme.

To learn more about our programs and support visit hunterwater.com.au/assistance.



Easy Pay. It's as easy as an afternoon nap!

Take control and spread out your estimated yearly water and sewer costs into affordable and more regular payments.

- ✓ Choose a payment method that's easy for you
- ✓ Choose to pay weekly, fortnightly or monthly
- ✓ We'll calculate how much you need to pay
- ✓ After 12 months we'll review and notify you of any adjustments

To set up Easy Pay visit hunterwater.com/easypay

Need more time to pay your bill?

We understand that paying your water bill can be difficult sometimes. So we've made it easier for you to extend your bill due date in a few quick steps online.



SCAN ME



Innovate Reconciliation Action Plan launched

We recently launched the Innovate Reconciliation Action Plan (RAP). This is our second RAP, and reiterates our commitment to promoting and contributing to reconciliation by embedding First Nations' knowledge in caring for our land and water, as well as creating improved economic, health and social outcomes for First Nations Australians.

To learn more about our commitment to reconciliation visit hunterwater.com.au/RAP

New Customer Contract

Did you know when you purchase a property and become a customer of Hunter Water, you enter into a Customer Contract with us?

The Customer Contract provides the terms under which we provide, where available, water supply, sewerage, trade wastewater and stormwater drainage services to you.

Visit hunterwater.com.au/contract to view the full contract or read our summary brochure included with your bill.

Creating a sustainable water future together

Water is precious and fundamental to life, which is why it's important we make smart water choices around our homes and businesses every day.

While recent rain has placed our dams in a good position, saving water now will ensure our storages remain full for longer. Together we can create a resilient and sustainable water future for our region.

Learn how you can make smart water choices by visiting hunterwater.com.au/smartchoices



Sharing a love for the environment

Our Love Water Grants are making a difference in our community. For CatholicCare, the grant has helped its local refugee hub at Mayfield buy and install irrigation and other materials to maintain its sustainable and water conscious community garden.

The garden provides refugees and migrants with a space to connect with community members, while also promoting networking and inclusion, and encouraging engagement, education, and sustainability.

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



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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The Stream

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Complaints handling and EWON

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

- 1 Let us know - contact our team via telephone, email, webchat, Facebook, Instagram or Twitter. 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 to learn more about our complaint handling process.