



Making Waves



Saving water in any weather

Our weather is unpredictable so it's important we're mindful about how we use water in and around our homes, no matter what's going on outside.

Whether it's rain, hail or shine, every day is a good day to save water. That could be shortening down to a four-minute shower or watering the garden before 10am or after 4pm, we all have a part to play in taking it easy on our water supply.

Visit hunterwater.com.au/savewater to learn more

Manage your bills anywhere, anytime with My Account

With My Account you can:

- View and pay your bills (and go paperless!)
- Check your account balance
- Update your details
- Get more time to pay
- Pay your way - pay in full, weekly, fortnightly or monthly

To register, visit hunterwater.com.au/myaccount



Take control over your bill payment

Choose the payment frequency that works best for you. Whether you prefer to pay in full or break it down into smaller amounts, direct debit offers the flexibility to managing your bills. Scan the QR code to set up in My Account or call us on 1300 657 657.



2025-2030 Pricing Proposal

We've submitted our pricing proposal to the Independent Pricing and Regulatory Tribunal (IPART), for the period of 1 July 2025 to 30 June 2030. Our customers' and community views have been integral to this process, with their needs and preferences considered as part of our decision making on future investment programs and services.

IPART will confirm final prices in early 2025, with new prices commencing from 1 July 2025.

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



Love Water Grants recipient

With summer just around the corner, Merewether Surf Life Saving Club has welcomed a new rainwater tank at their clubhouse with support from a Love Water Grant. Installed in August, the 3000L tank is already full, thanks to their robust stormwater system and a rainy start to spring.

The new tank enables the club to shift from using mains water in their wash-down area, where all surf equipment is cleaned after patrols, including the boards of more than 300 nipper kids during the season!



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



Image: Anthony and Nick from MSLSC

Belmont Desalination Plant approved

We welcome the recent planning approval by the NSW Government for a permanent desalination plant at Belmont. The desalination plant will provide greater certainty of water supply for the region, providing 30 million litres of drinking water a day, or about 15 per cent of our region's daily needs.

To learn more about the planning approval, visit: hunterwater.com.au/desal



Image: Artist's impression of the Belmont Desalination Plant

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



Flicking the switch on our renewable energy project

We've just completed our latest renewable energy initiative at Balickera Water Pump Station. This is our biggest solar PV installation yet, and will help to power the station's large pumps and other critical water supply assets.

With a capacity of 3.1MW, it marks a significant milestone in our commitment to sustainability and to reducing our carbon footprint, underscoring our dedication to creating a more sustainable future for the Lower Hunter region.

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



Get in touch

We're here for you when you need us.



1300 657 657
(8am - 5pm, Mon-Fri)

1300 657 000
(Emergency 24/7)



Website live chat
(8am - 5pm, Mon-Fri)



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