

Making Waves

March - June 2021



Putting the love in Love Water Grants

Hunter Water Love Water Grants help our community save water and make smart water choices.

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

Community groups, businesses and organisations can apply for up to \$10,000 to boost their projects through our program twice a year.

Applications are assessed on criteria including water conservation and efficiency, community education, environmental and social benefits, supporting customers in hardship and the regional economy. To date, there have been a wide range of

applications covering varied projects including irrigation pump upgrades, water tanks, community garden infrastructure, aquaponics, water refill stations and bubblers, children's education programs and community water bill assistance programs.

The Love Water Grants program is open in February/March and September/October each year. For more information visit hunterwater.com.au/grants



Introducing our new Developer Self Service Portal

We are continually working on providing better online solutions.

If you are planning on building or developing your property you can now use our new online portal to complete applications any time, anywhere.

Visit selfservice.hunterwater.com.au for more information.

Access anywhere,
any time



Self service



Safe and
secure

Is your bill higher than usual?

Unexpected water usage charges can be a shock, especially when you are on a budget.

There are many reasons why this might have happened including increased water use in the warmer months, guests visiting, pools and watering systems.

Visit hunterwater.com.au/highbill for more information.





Smart Water Choices now apply



Trigger nozzle



Before 10am or after 4pm



Sweeping hard surfaces

We're here for you

We recognise 2020 was a very challenging period for many in our community.

Our team has been working with our customers experiencing extra financial stress to help manage their accounts. Together we have been able to set up flexible payment arrangements to suit their individual circumstances. To access support, whether it is short term extension on your bill, setting up smaller more regular payments or payment assistance, we have options to help everyone.

Visit hunterwater.com.au/assistance or call us on 1300 657 657 to speak to our Account Assistance team.



The power of the flush

We are investigating different options for the use of biosolids that will benefit the whole of the Lower Hunter region.

Biosolids are the nutrient-rich by-product from our sewage treatment process. We use about 1,600 truckloads a year for agriculture and land rehabilitation. As our population grows and new technology becomes available, we're looking at the best way to use biosolids in future decades. Using them as a sustainable and renewable source of energy is just one option.



Visit hunterwater.com.au/flush

Your bill explained

Reading and understanding your bill can be tricky sometimes but we can help!

We send our customers three bills each year between July and October, November and February and March and June. Our online bill guide is designed to help you understand your bill, water usage, payment options and the assistance we offer.

Visit hunterwater.com.au/bill to learn more.



hunterwater.com.au

Did you know?

Live Chat

You can have all your questions answered via our website live chat!

Look out for the live chat icon

Get in touch

We're here for you when you need us.

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

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