



Making Waves

March - June 2022



We're here to support you

We recognise this continues to be a challenging period for some households and businesses.

If you are having trouble paying your bill, we have options available to help you. We can extend your account to give you more time to pay, there's interest free payment relief available, and flexible payment options.

Visit hunterwater.com.au/assistance or call us on 1300 657 657 to speak with our friendly and local based Customer Assistance team.



Putting the love in Love Water Grants

Hunter Water's Love Water Grants help our community thrive and make smart water choices.



Our Love Water Grants program has supported our community with water conservation, environmental and social awareness initiatives for more than 30 years. Community groups, small businesses and organisations can apply for up to \$10,000 of funding for their projects through our annual program.



Applications are assessed on criteria including water conservation and efficiency, community education, sustainability, environmental and social benefits. 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.

For more information visit www.hunterwater.com.au/grants

Make the switch to My Account

Have your bill delivered straight to your inbox and manage your account online.



- 24/7 access to view and download your bills
- Pay at the click of a button
- Update your contact details
- Choose how you would like to receive bills, letters and reminder notices.



All you will need is a recent Hunter Water bill handy to register. Visit hunterwater.com.au/switch or scan the QR code to register now.



Farley WWTW upgrade caters for population growth

We've delivered our single biggest upgrade to one of the Lower Hunter region's Wastewater Treatment Works (WWTW).

The \$73 million investment at Farley WWTW near Maitland caters for an increasing population in the fastest growing regional area in New South Wales. The upgraded plant services large parts of the booming Maitland community, including 8,000 new and planned homes in Rutherford, Lochinvar and Aberglasslyn, together with the suburbs of Bolwarra, Gillieston Heights, Largs, Lorn, Oakhampton and Telarah.

Visit hunterwater.com.au/farley to learn more about the project.



Why I work in water: Kel Dunning



Going for bike rides or to the gym, taking care of hundreds of plants – this is how Kel Dunning spends her time when she's not leading a frontline team renowned for its exceptional customer service.

After a whirlwind 18 months full of trials and tribulations, Kel, our Call Centre Team Leader, has helped the organisation rise to the challenge and produce its highest-ever customer satisfaction results.

For more information on careers in water, visit hunterwater.com.au/careers



We can all make Smart Water Choices

#Didyouknow:

A running tap can waste up to 12 litres of water per minute?

To avoid waste while you wait for water to heat up, why not collect the water in a bottle, jug or bucket and use it to water the plants!



Discover more ways you can save at hunterwater.com.au/lovewater

Set up Direct Debit

We've set up a variety of payment options to suit your needs and make managing your bill easy.



You can easily set up, update or cancel a direct debit from your credit card or bank account all in the one place. It's that easy.

To set up or update an existing direct debit visit hunterwater.com.au/direct-debit

Jump in The Stream!

Subscribe today for all the latest news from Hunter Water.

Visit hunterwater.com.au/thestream to sign up!



Did you know?
You can have all your questions answered via our website live chat!

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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