

Making Waves

November 20 -
February 21



Smart Water Choices now apply

We're 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.

This could include payment extensions, plans to manage your payments, financial assistance or 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.

Visit hunterwater.com.au/assistance or call us on 1300 657 675 to speak with our Account Assistance team.

Let's make Smart Water Choices



It's the simple choices we can make now to save water for the future.

Smart Water Choices have replaced Level 1 water restrictions and they apply to all of us. Smart Water Choices are simple, everyday behaviours that we can all do to save water. This includes *watering with a trigger nozzle before 10am or after 4pm, and sweeping hard surfaces.*

We have worked hard as a community to learn and change the way we use water. Hunter Water has also done its part by significantly reducing leakage from the network and together we have made a big difference in conserving our most precious resource. These permanent water conservation measures will help our community maintain the great water saving behaviours demonstrated during water restrictions, which have become our new normal.

Visit hunterwater.com.au/smartchoices to find out more.



Trigger nozzle



Before 10am or after 4pm



Sweeping surfaces

Now and forever, Love Water together

There are plenty of other simple choices we can make to Love Water.

Did you know that taking shorter showers is one of the easiest and most effective ways to save water? Every minute less in the shower is a bucket of water saved! We recommend showering for four minutes or the length of your favourite

song. Other simple choices such as waiting until you have a full load to use the dishwasher and washing machine, scraping your plates instead of rinsing them or fixing dripping taps and leaks, can also add up to some big water savings.



Scan your phone here for our shower playlist



hunterwater.com.au   

Want more water saving tips? Jump online at hunterwater.com.au/lovewater

Planning for the future

We're working with the NSW Government, key stakeholders and the community to review the Lower Hunter Water Security Plan (LHWSP) to ensure our region has a resilient water system, now and for future generations.

To develop the next plan, we need to consider new sources of water and find ways to reduce the water we all use, so we can effectively balance water supply and demand in our region. Understanding our community's values and preferences is a key part of our long-term planning. Through our extensive engagement with the community over the past couple of years, we've learned that water quality is the most important consideration when it comes to our supply, followed by reliability, environmental sustainability and affordability. Our engagement with the community is ongoing and we're aiming to release the revised plan in 2021.

To see detailed information about the options being considered, stay up to date as the LHWSP progresses and get involved, visit yourvoice.hunterwater.com.au/water-future



Did you know?

Live Chat

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

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 our 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 or call on 1300 657 657.

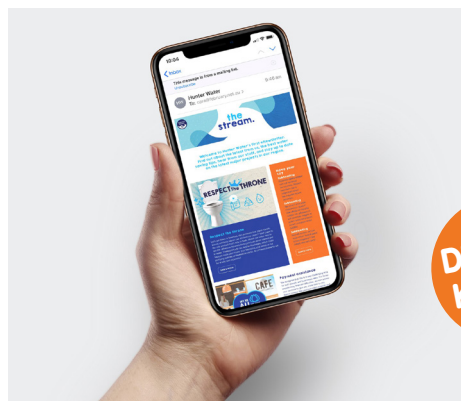


Jump in The Stream!

Subscribe today for all the latest news from Hunter Water.

The Stream is your go-to for all things water in the Lower Hunter. Get the latest news and updates from our region, plus find out all the best tips to make your home the most water savvy in the street!

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



Spot a leak on the street?

The quick reporting of a water leak can help reduce water loss.

Our easy online form allows you to report water leaks, meaning you can upload a photo and provide us a snapshot in real time. Next time you spot a leak, jump online and tell us!

To report a water leak, visit hunterwater.com.au/leaks

DID YOU KNOW?

You can learn more about our plans for improving estuary health and the options we're considering to make better use of our wastewater at **yourvoice.hunterwater.com.au**

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

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Set up a direct debit today

Setting up a direct debit on your account gives you another way to pay and offers peace of mind when it comes to making payments.

To set up a direct debit, visit hunterwater.com.au/directdebit