



Making Waves



Every day is a good day to save water

Saving water every day can help develop mindful, sustainable actions that become part of your normal routine - just like brushing your teeth and turning off the lights.

Things like taking a shorter shower (aim for four minutes!) and using the half flush on your toilet can make a massive difference in how much water we use as a region.

By building these good habits now, we can all be more mindful about our water usage rain, hail or shine.

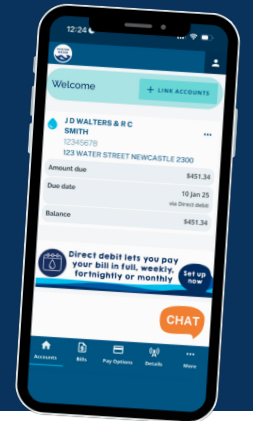
Read more tips at hunterwater.com.au/savewater



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Find out more and explore the benefits at hunterwater.com.au/myaccount



Image: solar at Shortland Wastewater Treatment Works

Delivering through solar

We've flicked the switch on solar at treatment plants and pump stations across our network, helping to power critical assets and deliver long-term value.

Phase two of our Onsite Renewable Energy Program is underway. We've installed systems across Balickera, Branxton, Cessnock, Dungog, Karuah, Shortland, Tanilba Bay and North Lambton.

Our renewable energy capacity is now more than 6.4 megawatts and growing. We are also piloting battery energy storage.

With electricity one of our major expenses, embracing solar is an opportunity to reduce our operational costs, while minimising our environmental impact. We are dedicated to creating a more sustainable future for our region.

Read more on our solar and other initiatives at hunterwater.com.au/sustainability

Karuah Landcare revitalises Longworth Park

Supported by a 2025 Love Water Grant, Karuah Landcare Group is transforming a section of one of Karuah's most-visited community spaces.

Volunteers cleared weeds and prepared a sloped area of Longworth Park for 2,500 native plants, including grasses, shrubs and trees. Students from Karuah Public School joined the planting efforts, helping to beautify the foreshore, stabilise steep embankments, improve river health, and provide habitat for local wildlife.



Image: Lily from Karuah Primary with Cheryl and Jason from Karuah Landcare

Learn more about our grants program at hunterwater.com.au/grants



Image: culvert installation at Waratah

Stormwater upgrades

We've delivered major stormwater upgrades at Waratah, Mayfield and Georgetown. It's part of our ongoing commitment to ensure the long-term reliability of critical infrastructure.

More than \$25 million has been invested to replace ageing culverts and channels, and improve water flows. Our stormwater network helps protect homes, businesses and the environment, especially during severe weather.

The final stage in Station Street, Waratah is targeting assets that have reached the end of their service life.

We sincerely thank residents and businesses for their patience and will update you as work progresses.

Family violence support

Our customers and community are at the heart of all we do, and we are committed to supporting you. Our Family Domestic Violence Policy outlines how we protect your privacy and personal information, and what help is available to pay your bill. It also explains our processes for connecting you with specialist services and tailored support.

Conversations with us are confidential. Any information you share will not be disclosed to anyone else, including others listed on your account. Access to your information is limited to the staff supporting you directly.

For more information or to read the policy, scan the QR or visit hunterwater.com.au/fdv

This webpage includes a quick exit button.



Thermal drones helping track local koalas



Image: a koala detected on Hunter Water land

We've partnered with the University of Newcastle on an innovative trial to better understand koala populations on our land.

Koalas are one of our nation's most iconic animals, but are endangered.

Sites across Port Stephens were surveyed using drones fitted with thermal cameras and spotlights. Koalas were found near Grahamstown Dam, along with other native animals such as wallabies.

It's hoped the trial can support conservation efforts and local biodiversity into the future, while also leading to advancements in surveying and modelling.

Get in touch

We're here for you when you need us.



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