

Making Waves

July - October 2020

love
water
HUNTER WATER

Did you know?
We follow stringent health guidelines to ensure our water quality is of the highest standards.

A message from our new Managing Director

As we find ourselves in the second half of 2020, it's fair to say that this year has presented us all with challenges like no other.

We recognise that this has been a difficult time for many in our community and that some of our customers have been impacted by the changing circumstances brought about by COVID-19.

Our focus has been, and continues to be, on providing support through these challenging economic conditions, while continuing to safely deliver our essential services.

Hunter Water is here to serve and support you, because after all we're all in this together. I encourage you to please get in contact with our Account Assistance team if you're experiencing financial difficulties to find out how we can help.



Darren Cleary, Managing Director

We're here for you

Now more than ever, it's crucial that our community continues to have access to our safe, reliable and essential services.

For those experiencing financial difficulties, we can extend your account to give you more time to pay, provide interest free payment relief and flexible payment options. There's also payment support for tenants to help offset water usage costs.

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

the stream.

Get in the know, sign up to The Stream

Join our online community to find out all the latest from Hunter Water.

We understand the importance of keeping connected with our community, especially during times of uncertainty. We believe in nurturing the feeling of community and keeping you informed with reliable information and assistance. Join us to stay connected with all the latest updates in our region.

You can also learn the best water saving tips, new ways of doing business with us and the quirks that come from working in the water and wastewater teams. The Stream is your go-to for all things new from Hunter Water.

Sign up for our online eNewsletter today at hunterwater.com.au/thestream



Pension rebates

We offer discounts to eligible pensioners on their water service charges.

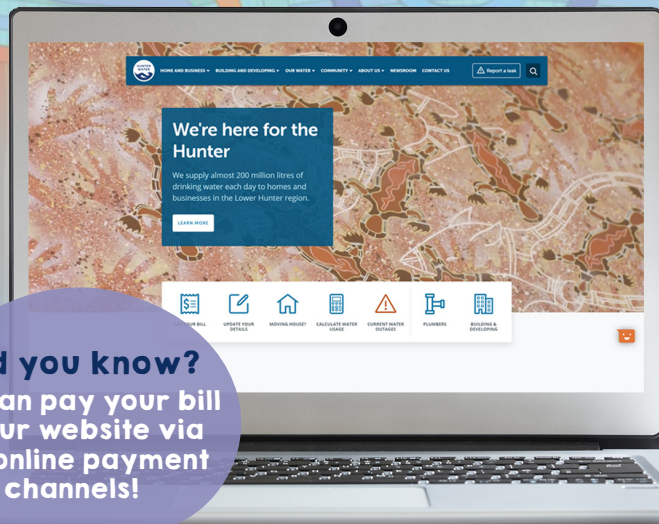
To find out if you are eligible or to apply, visit hunterwater.com.au/pensionrebates

Our new and improved website

We've listened and delivered a better online experience so you can continue doing business with us easily and efficiently.

Our new website has been designed based on learnings and insight gathered from you and is now simple, easy and supportive to use. Our new website makes it easier to progressively develop and deliver even better online services in the future.

Visit hunterwater.com.au to explore our new website. Don't forget to leave us some feedback!



Did you know?
You can pay your bill on our website via our online payment channels!

Live Chat

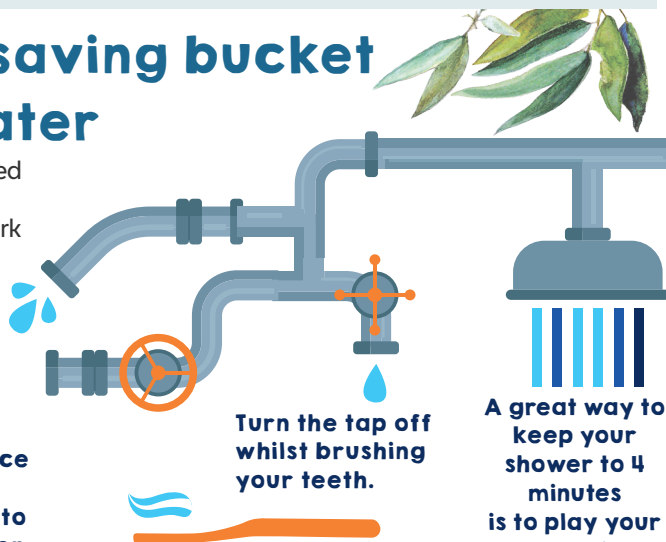
Web chat is now available on our website, so you can easily ask any questions you may have. Just look out for the Live Chat icon.

Let's keep saving bucket loads of water

As a community, we've kicked some serious water saving goals! Keep up the great work with these handy tips.



You can place a bucket in the shower to collect water and use this on your lawn.



Turn the tap off whilst brushing your teeth.

A great way to keep your shower to 4 minutes is to play your favourite song!



RESPECT THE THRONE

Toilet paper, poo and pee

What you flush down the toilet matters. Wiping with anything else but toilet paper? Bag it and bin it.

We've seen a rise in the number of sewer blockages so we are calling on you to help 'Respect the Throne'. Blockages can occur in your home, backyard, our sewer network or pumping stations and can be smelly and expensive to fix. Help keep the pipes free, only flush toilet paper, poo or pee.

Visit hunterwater.com.au/respectthethrone to learn more about what you can and can't flush.

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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Updated pricing

New IPART approved prices for water, sewerage and stormwater services apply from 1 July 2020.

Visit hunterwater.com.au/pricing for more details.