REDRESS, REBATES AND CLAIMS FOR DAMAGES POLICY

1 Overview

1.1 Purpose of the Policy

This Policy governs redress options available to customers of Hunter Water Corporation (Hunter Water) under the Customer Contract.

1.2 Scope of the Policy

This Policy applies to Hunter Water where we may consider a claim for damages or assist customers who experience:

- Planned and unplanned water service interruptions
- Low water pressure
- Dry weather wastewater overflows
- Water quality issues and incidents
- An event of physical loss or damage to themselves or their property as a resulting from our activities

2 Policy Statement

This Policy outlines how we will respond and assist customers who have been directly impacted by a service interruption or asset failure resulting in damage to their property, person or business as a result of our activities.

The statements outlined in this policy relate to Clause12 of the Hunter Water Customer Contract titled and referred to as Redress. References included in this Policy refer to clauses in the Customer Contract. The Customer Contract may be viewed on the Hunter Website, and accessed here:

https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Legislation-and-Governance/Customer-Contract.pdf

3 Application of Policy

If you believe we have failed to comply with the Customer Contract or our activities result in inconvenience, damage or loss to you or your property, you must notify us.

We will investigate the matter and provide you with a response. Our response will include options available to rectify your problem including:

- Whether you are entitled to a rebate under Clause 12.2
- Redress options available under Clause 12.3
- Availability of compensation as a result of a Claim for damages under Clause 12.4

4 Policy in Detail

4.1 What are the Rebates?

Where you are entitled, we will provide a rebate to you on the water usage component of your next bill. Clause 12.2 of the Customer Contract sets out the conditions for entitlement to the rebate. The rebates are summarised below for an occurrence of the following incidents:

Rebate	What we may provide	Eligibility subject to Clauses
An Unplanned Water Service Interruption	20-kilolitre rebate	12.2(3)
3 or more Unplanned Water Service Interruptions	32-kilolitre rebate	12.2(4)
3 or more Planned Water Service Interruptions	20-kilolitre rebate	12.2(5)
Low Water Pressure	20-kilolitre rebate	12.2(6)
A Dry Weather Wastewater Overflow	40-kilolitre rebate	12.2(7)
2 Dry Weather Wastewater Overflows	80-kilolitre rebate	12.2(8)
3 or more Dry Weather Wastewater Overflows	280-kilolitre rebate	12.2(9)
Discoloured Water	Investigation	12.2(11,12,13)
Boil Water Alert	20-kilolitre rebate	12.2(14)

4.2 What are the Forms of Redress?

In addition to our obligation to pay a rebate under Clause 12.2, we may provide one or more of the following forms of redress:

- Reinstatement
- Repair
- Rectification
- Construction of works
- Providing alternative supplies of water
- Emergency accommodation
- Payment for damages as set out in Clause 12.4

If you are dissatisfied with the form of redress we provide you, you may request additional redress from us. We will consider your request in accordance with the timeframes in Clause 13.1 as if your request were a complaint.

4.3 Claim for Damages

In the event of physical loss or damage to you or your property resulting from the failure of Hunter Water to comply with the Customer Contract, the Operating Licence or Act, we may compensate you for any loss suffered, following our investigation of the matter.

However, you should make your initial claim to your insurance company.

If your loss is not covered by an insurance policy, you may notify us for consideration.

If you make a claim for damages, you must specify the nature of the problem, and the type of compensation sought. We will require relevant documentation and evidence from you substantiating your claim so that we may adequately review, assess and provide response. What we include in our response to you as well as expected timeframes are outlined in Clauses 12.4 (3,4 &5).

5 Associated Regulations and Standards

Document ID	Document Title
Fact Sheet	Damage to Property https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Customer-Information/Brochures/Damage-to-Property-Fact-Sheet.pdf
Contract	Hunter Water's Customer Contract https://www.hunterwater.com.au/about-us/publications/customer-contract
Licence	Hunter Water's Operating Licence https://www.hunterwater.com.au/about-us/publications/operating-licence
Act	Hunter Water Act 1991 https://legislation.nsw.gov.au/view/html/inforce/current/act-1991-053

Signed:

Jennifer Hayes
Acting CEO

Approved By	Managing Director	Approved Date	22/Nov/2024
Maintained By	Group Manager Customer Strategy, Insights & Experience	Next Scheduled Review Date *(Note: Minimum review period 4 years)*	22/Nov/2028
Mandatory Reviewer(s)	Group Manager Finance		
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