



# ACCOUNT ASSISTANCE

## ACCOUNT ASSISTANCE PROGRAM

Hunter Water know that at times finding the money to pay bills can be difficult for some customers. Hunter Water's Account Assistance Program is available to residential customers who are concerned about how they will pay their next bill for their current residence. A tenant of a separately metered residential property may also be eligible for assistance. If you are having difficulty paying your bill or are concerned about meeting a payment on time, Hunter Water will help you identify options and solutions for paying your bill before the next one is due. This can include:

- A short extension of time to pay
- A payment plan to pay the account in regular instalments over an agreed time frame
- Access to our Payment Assistance Scheme which may include financial assistance and access to free financial counselling.

Hunter Water's Assistance Scheme is administered through local Community Service partners, including Salvation Army, Samaritans, Neighbourhood Centres etc. Further details on how to access this can be found on our website [hunterwater.com.au/YourAccount/ManagingYourAccount/PaymentAssistance](http://hunterwater.com.au/YourAccount/ManagingYourAccount/PaymentAssistance).

**Contact us on 1300 657 657 so we can discuss your options or to request a copy of the procedure for payment difficulties.**

## CODE OF PRACTICE - DEBT AND DISCONNECTION

Our Code of Practice for Debt and Disconnection explains how we can help you if you are having difficulty paying your bill. It also outlines what will happen if you do not pay. Hunter Water may take a series of actions to recover a debt if a customer does not pay the bill by the due date or no alternative payment arrangement has been made by the customer. The debt collection process is based on Hunter Water's Customer Contract.

Hunter Water's debt recovery actions are based on the customer's past payment history. Recovery actions may include referral to a debt recovery agency, legal action, restriction and/or disconnection of your water supply. Fees and charges will apply. For more information please consult the Customer Contract - interest charges are applied to overdue accounts.

Interest may be held for customers assessed under the Account Assistance Program and meeting requirements.

For a copy of this Code of Practice or Hunter Water's Customer Contract please visit [hunterwater.com.au](http://hunterwater.com.au) or call 1300 657 657.

## CONTACT US AT HUNTER WATER

<b>Phone</b>	1300 657 657 8am - 5pm, Monday to Friday
<b>Emergencies</b>	1300 657 000 24 hours 7 days
<b>Email</b>	<a href="mailto:enquiries@hunterwater.com.au">enquiries@hunterwater.com.au</a>
<b>Web</b>	<a href="http://hunterwater.com.au">hunterwater.com.au</a>
<b>Post</b>	PO Box 5171, HRMC, NSW 2310
<b>Newcastle</b>	36 Honeysuckle Drive
<b>Speers Point</b>	128 Main Road (Council building)
<b>Maitland</b>	285 High Street (Council building)