



# HWC POLICIES THAT AFFECT OR IMPACT THE PUBLIC



This document provides Quick Links to a number of Hunter Water Policies which may affect or have an impact on members of the public. If a Quick Link is not available, please contact us and we will forward you a copy.

It is a requirement under the GIPA Act that these policies be readily available to customers. If you do not have internet access, please contact us and we will forward a copy of the requested documents to you.

If you have any further enquiries please contact Hunter Water's Right to Information Officer for advice.

## **CUSTOMER SERVICES**

[Billing Policy](#)

[Change of Ownership Policy](#)

[Classification of Property Type for Billing Purposes](#)

[Compensation for Manhole & Sewer Vent Installations](#)

[Complaint and Enquiry Policy](#)

[Concealed Leak Rebate Policy](#)

[Customer Refund Policy](#)

## **CUSTOMER CONTRACT**

[Interest Policy](#)

[Pricing & Payments Policy](#)

[Procedure for Payment Difficulties](#)

[Protection of Customer Information Policy](#)

[Provision of Backlog Sewer Services](#)

[Rebates Policy](#)

[Redress, Rebates & Claim for Damages](#)

[Right to Access Customer Property](#)

[Standpipe Policy](#)

[Water Meter Policy](#)

## **WHS**

[Work Health and Safety Policy](#)

Contractor Management Policy

Visitor Policy

Social Distancing Policy

Working from Home Policy

HWC Employee Code of Conduct

Recruitment & Selection Policy

## **WATER**

[Drinking Water Quality Policy](#)

[Recycled Water Policy](#)

Water Pressure Management

## **WASTEWATER**

[Backflow Prevention Policy](#)

[Tankering Policy](#)

[Trade Wastewater Policy](#)

Reflux Valve Policy

## GENERAL

Sundry Debtors Policy

Procurement & Tendering Policy

Revenue Recognition Policy

Media & Social Media Policy

Property & Asset Aesthetics  
Policy

Sponsorship & Donations Policy

## BUILDING

Bonding of Outstanding Works

Development Requirements  
Policy

## ENVIRONMENTAL

[Community and Environment  
Policy](#)

[Cultural Heritage Policy](#)

[Greenhouse Gas & Energy  
Management Policy](#)

## CONTACT US



Hunter Water's **Right to Information Officer** can be contacted as follows:-

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