



MEDIA RELEASE

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RESIDENTS URGED TO BE ON THE LOOKOUT FOR WATER METER VANDALISM

Hunter Water is urging residents to keep an eye out for suspicious behaviour around their water meters after a spate of vandalism.

Up to 300 properties in Aberglassyn have had their water meter vandalised, with the water meter tap and spindle removed.

Hunter Water's Customer Contract states that faults to a water meter caused by wilful or negligent damage is the responsibility of the property owner, which means customers affected by vandalism will need to engage a private plumber for repairs.

Hunter Water's Chief Customer Service Officer Jeremy Bath said while the motivation for the vandalism is unknown, spates have recently occurred both locally and in Sydney.

"Water meters have been vandalised for a range of reasons in the past, including malicious acts like kicking them over, or stealing them to sell to scrap metal dealers.

"This damage is the responsibility for the property owner to repair, which often comes at a hefty cost.

"Hunter Water encourages the community to be on the lookout for any suspicious behaviour around the front of their properties, particularly after dark, and to report any they observe to the Police.

"If a customer is the target of vandalism, they should report the matter to the Police and engage a plumber to complete repairs.

"While Hunter Water workers may be active in your area, including meter readers, they will always carry identification and will show this to a resident upon request," he said.

Hunter Water's Customer Contract can be viewed at www.hunterwater.com.au/contract

Hunter Water customers experiencing financial hardship and having trouble paying their bill should call 1300 657 657.

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