



## HUNTER BUSINESS WATER SAVERS PROGRAM 2012



HUNTER WATER IN PARTNERSHIP WITH THE HUNTER BUSINESS CHAMBER IS OFFERING A NEW WATER EFFICIENCY PROGRAM IN 2012.

THE PROGRAM HELPS BUSINESSES IMPROVE WATER EFFICIENCY IN AMENITIES AND COMMERCIAL KITCHENS.

Hunter Water in partnership with the Hunter Business Chamber is launching the Hunter Business Water Savers Program.

The program aims to improve water efficiency in amenities and kitchens through retrofits of water efficient devices.

### BENEFITS

By taking part, your business can expect to:

- Save money on water and energy bills
- Reduce amenity and kitchen water use by up to 30%
- Build a profile in the community as a water efficient business.

Upon registering your interest, Hunter Water will visit your site to assess eligibility.

Upon joining the program, Hunter Water will:

- Organise a qualified plumber to audit your bathrooms, kitchenettes and commercial kitchens
- Deliver a report outlining actions to improve water efficiency and a price to implement those actions.

Note: the recommended actions are designed to give a cost effective payback of generally two years or better.

### COSTS

- Audit fee (which is subsidised by Hunter Water)
- Businesses with >50 staff:

Upfront payment of \$400 + GST  
Businesses with <50 staff:  
Upfront payment of \$200 + GST.

- Implementation
- The cost of supplying and installing the products depends on the the work required and will be outlined in the audit report.

Note: if no savings are identified, the audit fee will be refunded. The audit fee will also be refunded if at least 80% of the actions are implemented within two months of receiving the audit report.

### ELIGIBILITY

The program is limited to 20 customers. To be eligible for the Hunter Business Water Savers Program your business must have:

- Been invited to participate by Hunter Water
- Use at least 2000kL per year (average of 670kL per bill)
- Read and accepted the Terms and Conditions of the program.

You are invited to register for the Hunter Water Business Savers program.

Registration for the program closes 29 January 2012 or earlier if all places are filled.

For more information, please contact: Steve Askew, Business Water Efficiency Coordinator, Hunter Water on 4979 9776, or [stephen.askew@hunterwater.com.au](mailto:stephen.askew@hunterwater.com.au)

# HUNTER BUSINESS WATER SAVERS PROGRAM GLOSSARY

## **Audit**

Water efficiency audit undertaken of the amenities and kitchens/kitchenettes at a Property registered for the Hunter Business Water Savers Program Audit service to determine which of the product and service choices available as part of the Hunter Business Water Savers Program will be recommended and quoted for that Property.

## **Audit Report**

The report given to You outlining the results as described in clause 2 (Hunter Business Water Savers Program Audit).

Hunter Business Water Savers Program Cancellation Fee

Fee charged to You when a Hunter Business Water Savers Program Audit appointment or Hunter Business Water Savers Program Installation appointment is booked, but:

- at the time of the appointment, the Contractor arrives at the Property and You are not available for the appointment,
- the audit is cancelled less than twelve hours before the appointment time.

## **Installation**

Installation of products and supply of services offered to You and quoted in the Audit Report.

## **Hunter Business Water Savers Program**

Water efficiency audit and retrofit service offered to selected eligible Business Customers.

## **Business Customer**

A customer invited to participate in the Hunter Business Water Savers Program that accepts the Terms and Conditions of the Program.

## **Completion of Work Form**

The Completion of Work Form supplied by the plumber at the time the Service is provided and completed.

## **Minor Leaks**

Leaks in taps, toilets and urinals that are indoors and able to be repaired during an Installation appointment with materials available.

## **Offer**

An offer to You of the provision of a Service as part of the Hunter Business Water Savers Program.

## **'Our' or 'We' or 'Hunter Water'**

Hunter Water Corporation, its employees or contractors who perform the service where appropriate.

## **Program**

The Hunter Business Water Savers Program.

## **Property**

The property where the Service is delivered or provided.

## **Service**

The Hunter Business Water Savers Program Audit and Hunter Business Water Savers Program Installation Service provided to You as part of Hunter Water's Hunter Business Water Savers Program.

## **You**

The Business Customer or their authorised representative who books the appointment or who signs the Completion of Work Form when the service is carried out at the property (and in doing so warrants

that they have authority to do so (including, where appropriate, the permission of the landlord) Nothing in these terms and conditions means You are a customer of Hunter Water as that term is defined under Hunter Water's Customer Contract

## **Hunter Business Water Savers Program Coordinator**

Hunter Water's nominated representative:

Stephen Askew

Ph 4979 9776

Email: [stephen.askew@hunterwater.com.au](mailto:stephen.askew@hunterwater.com.au)

## Terms and conditions

The following terms and conditions apply to Hunter Water's Hunter Business Water Savers Program (the Program). Please read them carefully

### 1) ELIGIBILITY

To be eligible for participation in the Program, You must meet all of the following requirements:

- a) Only business owners or operators in Hunter Water's area of operations who are invited directly by Hunter Water to participate in the Program are eligible to participate.
- b) The Property must have used an average of at least 2000 kilolitres of water within in the last 12 months.
- c) The Property must have an authorised or approved connection to a water main owned by Hunter Water.
- d) Before signing the Completion of Work Form, You also have the written authority of the property owner to have the Service provided at the Property if:
  - i) You are a tenant
  - ii) You are not the holder of the electricity account for the Property
  - iii) You are the managing agent of the Property
- e) Your name must appear on the electricity account for the Property or, if not, You must have written authority to provide to Hunter Water information on energy consumption on behalf of all electricity account holders.
- f) A Service must not have been carried out previously at the Property.
- g) You must register for the Service by the close-off date given in the invitation to participate.
- h) You must arrange and pay for any costs associated with any inductions required for the qualified plumbers performing work at the Property under the Program.

### 2) HUNTER WATER'S OFFER

Hunter Business Water Savers Program Audit

As outlined at clause 3, We will arrange for a qualified plumber to:

- a) undertake a Audit.
- b) provide within two weeks after the Audit, a Audit Report detailing the results of the Audit and the Installation works recommended for the Property, along with a quote for the works.

Hunter Water will charge You for the Audit and Audit Report \$400(plus GST) if You have 50 or more employees and \$200 (plus GST) if You have less than 50 employees. The cost to Hunter Water of the Audit exceeds these amounts. Hunter Water will refund the Audit cost if no water saving actions are identified.

Hunter Business Water Savers Program Installation

- a) If You request an Installation, We will arrange for a qualified plumber to return at a pre-arranged time and undertake the Installation.
- b) Hunter Water will refund the Your cost of the Audit if You complete and pay for at least 80% of recommended actions with two year or better payback by 30 June 2012.

Products and Services

Water efficient products will only be installed where the existing fitting does not meet the same efficiency standard as offered in this program. The Audit Report will recommend which of the following products

and services are suitable for installation at your Property, and set out the cost. Products that that may be installed include:

- a) 3 star WELS rated showerhead or inline flow regulator in use with existing showerhead
- b) Water efficient, 6 star WELS rated pressure compensating flow regulators
- c) In single flush toilets, adjust cistern float valves to manufacturer's level if currently above manufacturer's level, or install volume displacement device or install cistern weights where suitable
- d) In urinals, adjust cistern float valves to manufacturer's level if currently above manufacturer's level or install volume displacement devices or cistern weights where suitable
- e) Fix any repairable, visible Minor Leaks (time and discretion permitting)
- f) 6 Star WELS rated pre-rinse spray valve.
- g) The plumber will reinstall your original fittings at no cost to You if You are not satisfied with the Hunter Business Water Savers Program fittings and refund the cost of fittings replaced, however such reinstallation will only take place if You advise the Hunter Business Water Savers Program Coordinator within one month of installation.

The workmanship involved in the Audit will have a 3-month warranty from the date of the Audit.

The workmanship involved in the Installation will have a 3-month warranty from the date of Installation.

The items installed at your Property as part of the Installation will have a manufacturer's warranty for 12 months from the date of installation.

### **3) WHAT YOU NEED TO DO TO REQUEST A HUNTER BUSINESS WATER SAVERS PROGRAM AUDIT:**

a) Register Your request for a Audit appointment with Hunter Water by phoning the designated contact centre number, and providing

necessary details to the contact centre operator, including basic details about the amenities at your Property.

- b) Agree to the Terms and Conditions of the Program – see step d below.
- c) Be at the property and accompany the plumber throughout the Audit.
- d) Sign the Completion of Work Form provided to You by the plumber at the beginning of his/her visit to declare that:
  - i) Permission is granted for the plumber to enter the Property
  - ii) You have read and understood the terms and conditions of the Program and agree that by signing the form, You accept these terms and conditions and request the Audit
  - iii) You have the authority to sign the form on behalf of all persons liable to pay for the use of the energy and water at the Property, and liable to pay the charge for the Audit and any requested Installation being undertaken
- e) Sign the Completion of Work Form that will be provided to You by the plumber at the end of his/her visit to state that:
- f) You are satisfied with the Audit, the product and service choices recommended in it and clean up after the Audit.

### **4) WHAT YOU NEED TO DO TO REQUEST A HUNTER BUSINESS WATER SAVERS PROGRAM INSTALLATION:**

- a) You must have had a Audit carried out at the Property prior to registering Your request for a Installation at the Property
- b) Once You have received the Audit Report, and have read and agreed to the proposed Installation, register Your request for a Installation appointment with Hunter Water by phoning Hunter Water's nominated representative.
- c) Agree to the Terms and Conditions of the Program – see step d below.
- d) Be at the property and accompany the plumber throughout the Installation.
- e) Sign the Completion of Work Form that will be provided to You by the plumber at the beginning of his/her visit, to declare that:
  - i) Permission is granted for the plumber to enter the Property
  - ii) You have read and understood the terms and conditions of the Program and agree that by signing the form, You accept these terms and conditions and request the Installation
  - iii) You have the authority to sign the form on behalf of all persons liable to pay for the use of the energy and water at the Property, and liable for paying the cost of the requested Installation being undertaken
  - iv) You understand the cost of the Installation may vary by five percent from the fee quoted in the Audit Report.
- f) Sign the Completion of Work Form that will be provided to You by the plumber at the end of his/her visit to acknowledge that:
  - i) The final amount payable by You for the Installation is as per the Installation Completion of Work Form.
  - ii) You are satisfied with the Installation and clean up after the Installation.

### **5) WATER EFFICIENCY PRIZE**

- a) To be eligible your business must:
  - i) undertake the Audit;
  - ii) Complete at least 80% of the installations outlined in the Audit Report with expected 2 years or better payback by 30 June 2012
  - iii) Spend at least \$500 on water efficiency retrofits.
- b) Applicants must submit a water efficiency project to Hunter Water's Water Efficiency Program Coordinator by close of business by 30 June 2012. To be eligible, projects must save potable water supplied by a Hunter Water watermain and could include water efficient equipment upgrades, a rainwater tank installation, recycling, grey water reuse.
- c) Hunter Water will fund the capital cost of the winning project submission up to \$10,000.
- d) The winner will be selected by a panel consisting of representatives from Hunter Water and the Hunter Business Chamber.
- e) Projects will be judged on cost effectiveness, innovation and appeal of the project for widespread adoption in the region.
- f) The judging panel's decision will be final. You acknowledge that decision of the judging panel is based upon a set of subjective criteria and that Hunter Water will not enter into correspondence regarding the selection of the winning entry.
- g) The judging panel reserves the right to award more than one winner.
- h) The winner will be announced at the Hunter Business Chamber annual awards night to be held in July 2012.

### **6) WHAT YOU AGREE TO DO IN RETURN**

- a) Allow Hunter Water employees or representatives to:
  - i) come onto your property to carry out the necessary installation
  - ii) collect water use information at the time of installation
  - iii) monitor water consumption on a weekly basis for up to 20 weeks. Hunter Water may also install submeters within Your property at Hunter Water's cost to improve measurement of water savings achieved.
- b) Use the installed fitting(s) in your property, as part of this Program for a minimum of three years.

### **7) RESEARCH**

For the first two (2) years following installation, participants may be asked to be participating in survey's regarding water use in their business.

### **8) WHAT YOU AGREE TO PAY TO HUNTER WATER:**

Under the customer contract

Hunter Business Water Savers Program Audit

a) You agree to pay for the requested Audit (subject to Clause 2) in one payment. If you are Hunter Water customer charges will be included on your Hunter Water bill

Hunter Business Water Savers Program Installation

a) You agree to pay for the Installation in one payment on your Hunter Water bill If you are hunter Water customer, charges will be included on your Hunter Water bill

i)

Hunter Business Water Savers Program Cancellation Fees

a) You agree to pay for 100 percent of any Hunter Business Water Savers Program Cancellation Fee (currently \$54 (plus GST) per Hunter Business Water Savers Program Cancellation Fee) in one payment. If you are Hunter Water customer, charges will be included on your Hunter Water bill.

## **9) PAYMENT LIMITATIONS**

a) If You are a tenant, You agree to pay all amounts owing to Hunter Water for the Service in the event You cannot provide written evidence of your landlord's agreement to pay or if your landlord does not pay.

b) The Hunter Business Water Savers Program Cancellation Fee will not be charged when a Customer has contacted the Program's contact centre at least 12 hours in advance of the appointment time to cancel the appointment.

c) If You are late in paying amounts owed for the Service, You accept that interest may be charged for the overdue period to Your Hunter Water account or to You if You do not have a Hunter Water account. This will be charged at the rate outlined in Hunter Water's Customer Contract. This document is available at [www.hunterwater.com.au](http://www.hunterwater.com.au)

d) If You fail to pay by the due date we will send You reminder notices as detailed in Clause 6.2 of Hunter Water's Customer Contract. If You fail to pay or make alternative arrangements to pay within the specified time-frames, we may restrict or disconnect Your water supply.

e) You agree that it is Your responsibility to pay for all service charges should You change your mind after the Installation has commenced.

f) In the event that the Property changes ownership before full payment for the Service has been made, You must pay any outstanding amounts owing to Hunter Water on settlement of the change of ownership of the Property.

## **10) AUDIT AND INSPECTION:**

a) As a publicly owned utility, Hunter Water may need to check that the work carried out by our contractors has been done. You give your consent to Hunter Water carrying out an inspection of Your Property for these purposes, provided it is within 12 months of the Service being completed.

b) Hunter Water may also need to show whether any electricity was saved. You consent to information on Your Property's energy account to be included in a statistical analysis of the Program.

## **11) PROVISIONS AND EXCLUSIONS:**

a) Hunter Water will provide one (1) Hunter Business Water Savers Program Audit and one (1) Hunter Business Water Savers Program Installation per property.

b) Water efficient fittings WILL NOT be installed on any equipment/fittings connected to gravity fed or electric instantaneous hot water systems.

c) Nothing in these terms and conditions will be taken to affect any statutory entitlement or any statutory obligation that we have to You for any condition or warranty implied by the Trade Practices Act 1974. In the event we are liable for such a breach or condition, our liability to You will be limited (but only if we are able) to:

i) in the case of goods, any one or more of the repair or replacement of the goods or the cost of having them replaced; or

ii) in the case of services, the supply of the services again or the payment of the cost of having the services supplied again.

All other liability is excluded.

This document is not itself a customer contract as defined in the Hunter Water Act 1991. The customer contract is set out in Section 5 to Hunter Water's Operating Licence. You acknowledge that:

i) the amounts payable to Hunter Water for a requested or Installation are charged and payable under the ancillary service charge provisions in clause 4.10.3 (Charges for other matters) of the customer contract

ii) under section 61 of the Hunter Water Act 1991, a new owner of the Property is liable to Hunter Water for the amount of any unpaid fee or charge payable under the customer contract

iii) the customer contract ultimately permits Hunter Water to disconnect or restrict supply of water to the Property in case of non-payment.

d) Hunter Water is not liable:

i) to You or anyone in Your business, or customers of Your business, for any claim, loss or damage that You or anyone in Your business, or any customer of Your business, suffers as a consequence of the installation of any device, or undertaking of any Service, under the Program; or

ii) for the voiding of any warranties of any existing fittings resulting from the retrofitting of any existing fitting with a water saving device.

e) You therefore release Hunter Water from any claim that You or anyone in your business may have as a consequence of Hunter Water providing You with the Service.

j) In some circumstances, it is not possible or practicable to retrofit some fittings and Hunter Water will exclude these from the Service where applicable.

g) Any person undertaking work under the Program will not enter any confined space. No Audit or Installation of a fitting will be undertaken where entry to a confined space is required to undertake an assessment or retrofit of that fitting.

**12) PROGRAM CHANGES:**

Hunter Water may in its sole and absolute discretion and at any time, change any or all of these Terms and Conditions or cancel all, part or parts of the Program before 30 June 2012.

The current controlled version of the Terms and Conditions are available from Hunter Water.

If Hunter Water cancels all, part or parts of the Program, without limiting your rights in relation to defective Service and Your obligations under clause 5 (What You agree to pay to Hunter Water), Hunter Water will have no further obligation to ensure that a Service, whether commenced or not, is carried out or completed.

**13) PRIVACY NOTICE:**

Hunter Water in accordance with the Privacy and Personal Information Protection Act 1998 ("PIIP Act") collects and manages the personal information You provide. Where it is necessary to provide these and any additional services to You, this information may be provided to contractors employed by Hunter Water. To ensure the protection of your information these contractors are also bound to comply with the requirements of the PIIP Act.

For further information or enquiries regarding privacy or access to your information, contact the Privacy Coordinator by either:

email to: amanda.pfeiffer@hunterwater.com.au  
or writing to:  
Amanda Pfeiffer  
PO Box 5171  
HRMC NSW 2310

**14) WHAT OUR ESTIMATES OF YOUR SAVINGS ARE BASED ON:**

Our estimates of 30 percent savings associated with the Hunter Business Water Savers Program Installation are based on the retrofitting of the following fittings:

- Basins taps with flow rates of 12 Litres per minute.
- Single flush toilet cisterns and urinals cisterns with flush volume of 11 Litres.
- Showers with flow rates of 20 Litres per minute.
- Pre rinse spray valves of 12 Litres per minute

Water saving devices installed include:

- Pressure compensating flow regulators with a flow rate of 3 Litres per minute on basins.
- Cistern weights or volume displacement devices that reduce the flush volume to 9 Litres per flush.
- 3 Star WELS rated showerheads or inline flow regulators that reduce the flow rate of the shower to 9 Litres per minute.
- 6 Star WELS rated Pre rinse spray valves of 4 Litres per minute

In some circumstances some fittings cannot be retrofitted and Hunter Water will exclude these where applicable. This will reduce the potential savings that can be achieved in your amenities and kitchens.

**AUTHORITY TO PROCEED:**

To proceed with the 2012 Hunter Business Water Savers Program please sign and return the authority to proceed.

Before you sign, please make sure you have read the Terms and Conditions of the Hunter Business Water Savers Program.

By signing below you agree to the Terms and Conditions of the Hunter Business Water Savers Program and acknowledge You have the authority to sign the form on behalf of all persons liable to pay for the use of the energy and water at the Property, and liable to pay the charge for the Audit and any requested Installation being undertaken.

SIGNED:.....

POSITION:.....

CONTACT PH.....CONTACT EMAIL.....

COMPANY:.....

ADDRESS FOR AUDIT:.....