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## ABOUT US

Hunter Water is a State-owned Corporation providing water and wastewater services for over half a million people in the lower Hunter region.

### Our Operations

There are 220,600 properties connected to the water network and 208,660 to the wastewater network. Our total assets are valued at approximately 2.2 billion dollars.

Our area of operation covers 5,366km<sup>2</sup> with a population of 527,557 in the local government areas of Cessnock, Lake Macquarie, Maitland, Newcastle, Port Stephens, Dungog and small parts of Singleton.

Bulk water is supplied to small parts of the Great Lakes area. We have capacity to supply up to 35 megalitres of water per day to the Central Coast. We also provide some stormwater services to the lower Hunter, with 100km of stormwater channels in Cessnock, Newcastle and Lake Macquarie.

We deliver an average 205 megalitres (one megalitre equals 1 million litres) of water per day. Our raw water sources are: Grahamstown Dam (190,000 megalitre capacity), Chichester Dam (21,500 megalitres), Tomago Sandbeds (60,000 megalitres) and Anna Bay Sandbeds (16,000 megalitres).

We collect, treat and then deliver drinking water to our customers and then transport, treat and dispose of the region's wastewater.

Our water consistently meets the most recent guidelines for drinking water set by the [National Health and Medical Research Council \(NHRMC\)](#).

Wastewater is collected and treated to a very high standard and clear effluent is discharged to waterways or reused where it is economically and environmentally beneficial.

The framework for our business operations comes from two key instruments:

1. The [Statement of Corporate Intent](#) (SCI) which sets out the strategic objectives and business performance targets that are agreed with the Corporation's owner, the NSW Government. These objectives and business performance targets are incorporated in our Strategic Business Plan (below and Chapters 2 – 5); and
2. The NSW Government's regulatory framework for metropolitan water utilities, which protects consumers and the environment through a set of licences and other controls. Our [Operating Licence](#) is administered by the Minister for Water. Performance against the Operating Licence is outlined throughout Hunter Water's [Annual Report](#).

### Our Structure

Hunter Water's Board comprises the Managing Director and a maximum of eight people, one of whom is the chairperson, appointed by the shareholders.

Our Board of Directors are currently Mr Ron Robson - Chairman, Mr Kevin Young - Managing Director, Mr Gary Kennedy, Ms Barbara Crossley, Mr Alan Chappel, Ms Jann Gardner, Professor Adrian Page and Mr Jeff Eather. The Board oversees the Corporation's policies, management and performance. It sets strategic direction for the organisation and ensures Hunter Water achieves its business and regulatory commitments.

[Our Management Team](#) consists of the Managing Director and seven General Managers. The General Management Team oversees policy implementations, the day-to-day management of our people, and the delivery of services to our customers across the different divisions.

Hunter Water has seven main divisions:

1. Business Services

- Corporate Services
- Finance
- Information and Communication Technology

2. System Operations

- Civil Services
- Electrical Mechanical Services
- Network Operations
- Treatment Operations
- Technical Information

3. Customers & Commercial Development

- Business Operations
- Customer Services
- Product and Business Development
- Service Development
- Strategic Projects

4. People & Change

- Occupational Health & Safety
- Human Resources
- Organisational Development
- Continuous Improvement

5. Business Strategy & Communications

- Audit & Risk
- Business Strategy & Economics
- Communication
- Media and Government Relations

6. Infrastructure Delivery

- Program Office
- Network Delivery
- Treatment Delivery

7. System, Strategy & Sustainability

- Assets Management
- Environment and Sustainability
- System Planning
- Water Resources

## **Our Vision**

To be the leader in sustainable water services and utility solutions for our customers.

## **Our Mission**

We provide superior customer service and enhance the environment through operational excellence and a high performance culture by developing our people.

## COMMUNITY CONSULTATION

The Hunter Water [Consultative Forum](#), which was established in 1989, meets quarterly to discuss Hunter Water's activities with relevant local councils and community representatives to provide two way communications with important stakeholders.

Hunter Water uses the Forum to give information and advice on issues related to our activities in the Hunter region. Community representatives can use the Forum to provide important feedback to Hunter Water and to raise any issues they may have about our activities.

Hunter Water is also forming a [Customer Panel](#) to obtain feedback from the community about its current programs. Hunter Water is asking residential and business customers alike to volunteer to become part of this panel, who'll be asked to give their views through an online or paper survey up to approximately four times a year.

## OUR INFORMATION

There are four main ways members of the public can access information from Hunter Water under the Government Information (Public Access) Act 2009 ("GIPA Act"):

### 1. Open Access information

This includes a listing of our policy documents, documents tabled in Parliament, Hunter Water's contracts register, disclosure log and this publication guide, which all can be found on the [GIPA page](#) of Hunter Water's website.

### 2. Proactive disclosure

Hunter Water releases information to the public regularly regarding recent and ongoing projects via its website. Some examples are:

[Community Funding Program](#)

[Frequently Asked Questions](#)

[Latest News on Hunter Water's activities](#)

[Major Infrastructure Projects](#)

[Media & Ministerial Releases regarding Hunter Water](#)

[Our History & Heritage](#)

[Operating Licence Performance](#)

Hunter Water also has the following documents, manuals and brochures, which are available free of charge from the following links and/or Hunter Water's Right to Information Officer:

### **Governing Legislation**

[State Owned Corporations Act 1989](#)

[Hunter Water Act 1991](#)

[Hunter Water \(General\) Regulation](#)

## **Obligations to Customers**

[Customer Contract](#)

[Consultative Forum Charter](#)

## **Guidelines for Hunter Water**

Sewerage Operations & Maintenance Manual

Water Operations & Maintenance Manual

[Standard Technical Specifications](#)

[Water & Sewer Design Manual](#)

Employee Safety Handbook

Confined Space and Sewer Entry Handbook

Contractor's Health and Safety Handbook

Code of Conduct

## **Information and Guidance for Customers**

[HWC Guidelines for Plumbing of Rainwater Tanks](#)

[Discharge of Cooling Tower Water to Sewer Guidelines](#)

[Guidelines for Installation and Maintenance of Oil Separators](#)

[Guidelines for Installation and Maintenance of Grease Arrestors](#)

[Guidelines for General Pre-Treatment and Maintenance Requirements for Tradewaste Generators](#)

[Guide to Pre Laid Water Services](#)

[Recycled Water Plumbing Guidelines](#)

[Backflow Prevention Fact Sheet](#)

[Open Board Papers](#)

[Consultative Forum Papers](#)

[Drinking Water Fact Sheets](#)

[Miscellaneous services and fees schedule](#)

[Developer fees and charges](#)

[Trade Waste fees](#)

## **Reports on Operational Performance and Planning**

[Hunter Water Corporation's Annual Report](#)

[Operating Licence](#)

[Customer Service Report 2009-10](#)

[Service Quality and System Performance Report 2009-10](#)

[Consultative Forum Report – 2009-10](#)

[Environmental Performance Indicators Report – 2009-10](#)

[Catchment Report - 2009/10](#)

[Integrated Water Resources Plan \(H250 Plan\) – 2009-10](#)

[Water Quality Monitoring Plan 2011-12](#)

[Pesticide Use Notification Plan](#)

[Annual Water Quality Report 2009-2010](#)

[Environmental Management Plan](#)

[Recycled Water Strategy](#)

Further publications and reports which may be of interest are available on the Hunter Water [website](#).

### **3. Informal access**

Members of the public can request information from Hunter Water on any topic of interest. If Hunter Water staff know that the requested information is easily accessible and is clearly in the public interest to disclose, the information will be supplied free of charge. Members of the public can request information via the Right to Information Officer (contact details are below).

### **4. Formal access**

In some cases, requests for detailed information need to be made using the formal access process under the GIPA Act. In this case an [application form](#) needs to be lodged with Hunter Water's Right to Information Officer with a \$30 application fee. There may be further charges for processing your application. The application fee you have paid will count towards these charges. We will provide you with an estimate of any charges at the earliest opportunity and you will have the opportunity to seek a discount or waiver.

## **CONTACT DETAILS FOR FURTHER INFORMATION**

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

Head office: 36 Honeysuckle Drive, Newcastle West

Postal address: PO Box 5171 HRMC NSW 2310

Telephone: (02) 4979 9643

Facsimile: (02) 4979 9414

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

The Office of the Information Commissioner has a range of tools and resources including frequently asked questions regarding access to government information on their website:

[http://www.oic.nsw.gov.au/oic\\_home.html](http://www.oic.nsw.gov.au/oic_home.html)

You are also welcome to contact them directly:

Free call telephone: 1800 INFOCOM (1800 463 626)

Email: [oinfo@oic.nsw.gov.au](mailto:oinfo@oic.nsw.gov.au)

Postal address: GPO Box 7011 Sydney NSW 2001

Office location: Level 11, 1 Castlereagh Street, Sydney.