

glossary

BIOSOLIDS: Solids from sewage treatment processed into products suitable for beneficial uses such as agriculture or forestry.

CATCHMENT: An area from which rainwater drains into a stream, lake or dam.

CIS: Customer Information System.

CONSERVATION: Use, management and protection of resources so that they are not degraded, depleted or wasted and are available on a sustainable basis for present and future generations.

CONTINUOUS IMPROVEMENT: A new section at Hunter Water that helps establish an organisation-wide culture of identifying improvement opportunities and facilitates the successful completion of continuous improvement projects.

CULTURE CHANGE: Involves the creation of a new system of values and beliefs that allow the organisation to perform.

DECC: Department of Environment and Climate Change. See Department of Environment, Climate Change and Water.

DEMAND MANAGEMENT: Strategies to reduce water consumption by residential, commercial and industrial sectors.

DEPARTMENT OF ENVIRONMENT, CLIMATE CHANGE AND WATER: Late in 2008/09, the NSW Government announced the combining of the Department of Water and Energy (DWE) and the Department of Environment and Climate Change (DECC) into a new Department of Environment, Climate Change and Water. As this change did not become effective until the close of the financial year, this report refers to these agencies by the original agency names that prevailed for most of the reporting year.

DWE: Department of Water and Energy. See Department of Environment, Climate Change and Water

EAPS: Ethnic Affairs Priorities Statement.

EEO: Equal Employment Opportunity.

EFFLUENT: A waste product that is discharged to the environment, usually used to mean wastewater discharged from sewage treatment plants.

EIC: Environmental Improvement Charge – a levy on Hunter Water customers to be spent on projects providing environmental benefit in addition to the normal program of work planned by the Corporation.

ENTERPRISE RISK MANAGEMENT FRAMEWORK: A framework designed to provide a corporate risk profile and identify the key risks facing the business at any one time.

ENVIRONMENTAL IMPACT: Any change to the environment, whether adverse or beneficial, wholly or partially resulting from an organisation's activities, products and services.

ESD: Ecologically sustainable development – development that improves the quality of life, both now and in the future, in a way that maintains the ecological processes on which life depends.

EWON: Energy and Water Ombudsman NSW – a body that provides an independent way of resolving customer complaints about member water providers and electricity and gas providers in NSW.

FAECAL COLIFORMS: Bacteria that inhabit the intestines of humans and other vertebrates and are present in faeces. Used as a primary indicator of sewage pollution in the environment. Gated Capital Process: A system to improve the delivery of programs on time and on budget.

GREENHOUSE GAS EMISSIONS: Gases such as carbon dioxide and other forms of air pollutants, resulting from the burning of fossil fuels such as coal, natural gas or oil, which contribute to the warming of the Earth's atmosphere.

GREY WATER: The wastewater from your shower, bath, basin, laundry and kitchen, but not your toilet waste.

HWA: Hunter Water Australia Pty Ltd, a subsidiary of Hunter Water.

H250 PLAN: The new Integrated Water Resources Plan which looks forward fifty years to ensure drought security for the region.

HUMAN SYNERGISTICS®: A tool to assess current culture, preferred culture, causal factors and outcomes within an organisation.

IPART: Independent Pricing and Regulatory Tribunal – the independent body that oversees regulation in the water, gas, electricity and public transport industries in NSW.

KILOLITRE: 1kL=1,000 litres

LTI: Lost Time Injuries – number of injuries/illnesses where one or more full days were lost due to a work related incident

NUTRIENTS: Compounds required for growth by plants and other organisms. Major plant nutrients are phosphorus and nitrogen.

OHS: Occupational health and safety - protection of the health, safety and welfare of employees, contractors and visitors who are at, or may be affected by, a work site.

OPERATING LICENCE: A licence issued under the Hunter Water Act 1991 that defines many of Hunter Water's performance standards.

POTABLE: Fit or suitable for drinking.

RAINWATER TANK: A storage vessel used to collect rainwater from roofs for domestic or industrial purposes.

REBATE: Financial support which may be provided to a customer to reduce the cost of the item or charge.

RECEIVING WATER: A stream, river, pond, lake or ocean that receives stormwater or effluent discharges.

RECYCLED WATER: Highly treated wastewater that can be used in industrial processes, for irrigation in agriculture, urban parks and landscapes, and in the home for flushing toilets, car washing and watering gardens. It is not for drinking or personal use.

REGULATORS: Organisations that set standards and guidelines for Hunter Water.

RETICULATION: Separate networks of pipes that supply water to and remove from properties.

RETROFIT: The removal and replacement of water and energy appliances with more efficient technologies.

SANDBEDS: Deep sand containing groundwater eg the Tomago Sandbeds.

SCI: Statement of Corporate Intent – an annual statement that specifies business drivers for financial management and commercial performance targets agreed by Hunter Water and its shareholders.

SEWER: Pipes transporting wastewater to wastewater treatment plants.

SEWAGE: The wastewater from homes, offices, shops, factories and other premises discharged to the sewer. About 99 per cent of sewage is water.

SEWAGE OVERFLOW: Any liquid or odour that escapes from the sewerage system, as well as partially treated sewage that is discharged from a sewage treatment plant.

SEWERAGE SYSTEM: The network of pipes, pumping stations and treatment plants used to collect, transport, treat and discharge sewage.

SIX SIGMA: A tool used to ensure consistency in processes and reduce variation as part of our commitment to continuous improvement.

STAKEHOLDER: A stakeholder is any individual or group, which can affect or is affected by an organisation's activities.

STORMWATER: Rainwater that runs off the land, frequently carrying various forms of pollution such as litter and detritus, animal droppings and dissolved chemicals. This untreated water is carried in stormwater channels and discharged directly into creeks, rivers, the harbour and the ocean.

STRATEGIC BUSINESS PLAN: The strategic business plan will play an integral role in managing Hunter Water and achieving its goals over the next five years. It will be used extensively by the employees and the Board. When necessary, it will be modified to reflect the ongoing development and needs of the Corporation.

SUSPENDED SOLIDS: Particles in water that can be removed by sedimentation or filtration.

SUSTAINABILITY: Refers to the ability of a system to replenish itself.

TRADE WASTE: Liquid waste from business/industry that requires special treatment. It can contain food residues, greases, oils, toxic substances and metals. A trade waste policy between Hunter Water and business/industry

customers restricts toxic and other potentially harmful liquid substances being discharged to the sewerage system. The policy sets charges and limits the discharge of such waste to the sewer system.

TRUNKMAIN: A large watermain or sewer pipe.

WASTE: Discarded, rejected, unwanted, surplus or abandoned substances, excluding gas, water, wastewater, beneficially used biosolids and reuse water.

WATER PUMPING STATION: A facility including pumps and equipment for pumping water from one place to another.

WWTW: Wastewater Treatment Works, a facility to improve sewage quality before discharge to receiving waters.

WASTEWATER: Another name for sewage.

WSAA: Water Services Association of Australia.

WTP: Water Treatment Plant, a facility that improves water quality by removing impurities.

YIELD: The amount of water that can reliably be extracted from Hunter Water's dams and groundwater sources.