



customer charges

2010-2011

EFFECTIVE 01 JULY 2010 - 30 JUNE 2011

You will receive three accounts per year, each one covering a period of four months. The two main items on your Hunter Water account are fixed service charges and a usage charge.

Fixed charges contribute to the costs of providing and maintaining water and sewer systems. The water usage charge reflects the amount of water that has been registered on a customer's water meter.

Listed below are the annual and 4-month approximate pro-rata amounts for fixed Service Charges and Usage Charges for a typical residential customer living in a stand-alone private dwelling with a standard, or 'base', 20mm water service and a base sewer service charge. Charges for non-residential/larger service sizes are available through our website www.hunterwater.com.au by selecting Business then Our Prices.

BASE 20MM SERVICE	ANNUAL CHARGE	PRO-RATA PER BILL (will vary slightly with actual days the account covers)
WATER SERVICE (excluding Dungog)	\$41.15	\$13.72 for other sizes: www.hunterwater.com.au
WATER SERVICE (Dungog Shire)	\$107.21	\$35.74 for other sizes: www.hunterwater.com.au
WATER USAGE (all customers)	\$1.71	per kL eg 50kL x \$1.71 = \$85.50
SEWER SERVICE CHARGE	\$489.36	\$163.12 for other residential types see below
ENVIRONMENTAL IMPROVEMENT CHARGE	\$33.86	\$11.29 for extending the sewerage network
CLARENCE TOWN LEVY	\$109.47	\$36.49 for the provision of sewerage service
STORMWATER SERVICE	\$78.38	\$26.13 only charged to applicable properties
The base Sewer Service Charge for flats and units connected to our sewer systems.		
FLATS AND UNITS	\$320.12	\$106.71 This is the minimum charge per flat/unit.
The Sewer Service for ALL houses, flats & units NOT connected to our water		
NO WATER SERVICE	\$489.36	\$163.12

DETERMINING CHARGES

IPART sets Hunter Water's pricing structure. The current pricing structure has been approved by IPART until 2013. For more pricing information visit www.ipart.nsw.gov.au

ENVIRONMENTAL IMPROVEMENT CHARGE

This contributes to the cost of providing sewerage services to established, but unsewered, residential areas in the lower Hunter approved by the NSW Government for funding via this charge.

STORMWATER CHARGE

Hunter Water maintains some of the larger stormwater channels in Newcastle, Lake Macquarie and Cessnock. This charge is only applied to properties from which stormwater drains to catchments that use these channels.

HUNTER WATER AND THE GST

The majority of Hunter Water's charges are GST free, including: service charges for water and sewer, water usage charges, trade waste charges (where applicable) and the environmental improvement charge.

SUPPORT FOR PENSIONERS

If you currently hold either a Pensioner Concession or Department of Veteran Affairs Gold Card you may be eligible for a rebate and additional support with Hunter Water. For more information visit www.hunterwater.com.au or contact us on 1300 657 657

SUPPORT FOR DIALYSIS PATIENTS

Hunter Water provides a rebate for customers requiring dialysis treatment from home. Hunter Water receives confirmation from the Department of Health for customers who are eligible to receive this rebate. This rebate is currently 250kL per annum.

SUPPORT FOR CHURCHES, NURSING HOMES

Churches, nursing homes and benevolent institutions may be eligible for a reduction in service and/or usage charges. Contact Hunter Water to find out how.

PAYMENT OPTIONS

You have the option to pay your account using direct debit, B-Pay, post office and 24 hour BPOINT service. All payment options are listed on your account or by visiting www.hunterwater.com.au

PAYMENT DIFFICULTIES

If you are having difficulties paying your bill or want to enquire about alternative repayment arrangements, call Hunter Water on 1300 657 657. A Payment Assistance Scheme (PAS) is also available to customers experiencing hardship. Call Hunter Water or visit our website www.hunterwater.com.au to find out which welfare agencies administer this scheme.

RESOLVING CUSTOMER ENQUIRIES AND COMPLAINTS

For help with questions and complaints call Hunter Water on 1300 657 657. If, after giving us the opportunity to resolve the situation, you are still not satisfied with the outcome, you may choose to contact the Energy & Water Ombudsman of NSW (EWON) by calling 1800 246 545 or visiting www.ewon.com.au

FOR MORE INFORMATION



ENQUIRIES

1300 657 657 MON-FRI . 8AM-5PM



EMERGENCIES

1300 657 000 24 HRS . 7 DAYS



VISIT US ONLINE

WWW.HUNTERWATER.COM.AU