



# CUSTOMER CHARGES

Effective 1 July 2018 to 30 June 2019

Hunter Water issues three bills per annum, each one covering a period of four months. The two main items on your bill are service charges and usage charges. Service charges contribute to the cost of providing and maintaining water and sewer systems. The usage charges reflect the amount of water that has been registered on your water meter.

## RESIDENTIAL HOUSE

CHARGE TYPE	ANNUAL CHARGE	PRO-RATA PER BILL*	EXPLANATION
WATER SERVICE	\$75.01	\$25.01	Applies to all residential houses.
WATER USAGE	\$2.34	Per kilolitre registered	Eg. 50 kL x \$2.34 = \$117.00.
SEWER SERVICE	\$635.85	\$211.95	Applies to all residential houses.
ENVIRONMENTAL IMPROVEMENT CHARGE	\$40.46	\$13.49	This contributes to the cost of providing sewerage services to established, but unsewered residential areas in the Lower Hunter and approved by the NSW Government.
STORMWATER SERVICE	\$77.90	\$25.97	For the maintenance of some of the larger stormwater channels in Newcastle, Lake Macquarie and Cessnock. Only applies to properties from which stormwater flows to catchments that use these channels.

\*will vary slightly with actual days the account covers (ie. 123, 120, 122 days per billing cycle)

## RESIDENTIAL UNIT / FLAT

CHARGE TYPE	ANNUAL CHARGE	PRO-RATA PER BILL*	EXPLANATION
WATER SERVICE	\$75.01	\$25.01	Applies to each residential unit, flat, etc.
WATER USAGE	\$2.34	Per kilolitre registered	Eg. 50 kL x \$2.34 = \$117.00.
SEWER DWELLING SERVICE	\$508.67	\$169.56	Applies to each residential unit, flat, etc.
ENVIRONMENTAL IMPROVEMENT CHARGE	\$40.46	\$13.49	This contributes to the cost of providing sewerage services to established, but unsewered residential areas in the Lower Hunter and approved by the NSW Government.
STORMWATER SERVICE - DWELLING CHARGE	\$28.83	\$9.61	For the maintenance of some of the larger stormwater channels in Newcastle, Lake Macquarie and Cessnock. Only applies to unit/flat from which stormwater flows to catchments that use these channels.

\*will vary slightly with actual days the account covers (ie. 123, 120, 122 days per billing cycle)

## NON-RESIDENTIAL PROPERTY

CHARGE TYPE		ANNUAL CHARGE	PRO-RATA PER BILL*	EXPLANATION
WATER SERVICE	BASE	\$75.01	\$25.01	Applies to properties with a single 20mm water meter only.
	METER SIZE	\$78.52	\$26.18	Applies to 20mm meter size where there are multiple meters. For other meter sizes visit <a href="http://hunterwater.com.au">hunterwater.com.au</a> .
WATER USAGE		\$2.34	Per kilolitre registered	Eg. 50 kL x \$2.34 = \$117.00 Charge may alter after the first 50,000kL, visit <a href="http://hunterwater.com.au">hunterwater.com.au</a> .
SEWER SERVICE	BASE	\$635.85	\$211.95	Minimum sewer charge. Visit <a href="http://hunterwater.com.au">hunterwater.com.au</a> for other meter size / discharge factor percentage combination charges.
	METER SIZE 40MM	\$3,045.50	\$1,015.17	Applies to 40mm meter where the property has a discharge factor of 85%.
	METER SIZE 80MM	\$8,473.83	\$2,824.61	Applies to 80mm meter where the property has a discharge factor of 60%.
SEWER USAGE		\$0.67	Per kilolitre registered	Eg 50 kL x Sewer Discharge Factor percentage x \$0.67. A sewer discharge allowance applies.
ENVIRONMENTAL IMPROVEMENT CHARGE		\$40.46	\$13.49	This contributes to the cost of providing sewerage services to established, but unsewered residential areas in the Lower Hunter and approved by the NSW Government.
STORMWATER SERVICE - BASE CHARGE		\$77.90	\$25.97	Only charged to applicable properties and may vary with property size. Visit <a href="http://hunterwater.com.au">hunterwater.com.au</a> .

\*will vary slightly with actual days the account covers (ie. 123, 120, 122 days per billing cycle).

Clarence Town Levy \$44.82/year Clarence Town customers only. For construction of sewerage scheme - Levy ends 2019.

## DETERMINING CHARGES

The Independent Pricing and Regulatory Tribunal (IPART) sets Hunter Water's pricing structure. The current pricing structure has been approved by IPART until 30 June 2019. For more information visit [www.ipart.nsw.gov.au](http://www.ipart.nsw.gov.au).

## HUNTER WATER AND THE GST

Unless indicated otherwise, Hunter Water's services and charges are GST free, including service charges for water and sewer, water usage charges, trade waste charges (where applicable) and the environmental improvement charge.

## PAYMENT ASSISTANCE SCHEME

Hunter Water's Assistance Program is available to home owners who are at risk of non-payment of bills and ongoing debt due to financial hardship. To find out more call Hunter Water on 1300 657 657 or visit [hunterwater.com.au/PAS](http://hunterwater.com.au/PAS).

## CONTACT HUNTER WATER

<b>Phone</b>	1300 657 657 8am - 5pm, Monday to Friday
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