



Hunter Water Corporation Media Release

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2012/13 HUNTER WATER ANNUAL REPORT

A 9% reduction in waste water system incidents and the finalisation of a modest new price plan are key highlights in Hunter Water's 2012/13 Annual Report released today.

The four year plan includes a forecasted \$434.7 million capital expenditure program supported by customer charges which will decrease for some and increase no more than inflation for most.

Hunter Water Managing Director Kim Wood said the results outlined in the Annual Report showed the organisation is in a good position, but insisted there is room to improve.

"This financial year saw Hunter Water meet its IPART set targets while maintaining our position as one of the lowest cost urban water utilities in Australia," Mr Wood said.

"We are especially pleased to have observed a decrease in our customer complaints and waste water incidents. However, we had an increase in low water pressure incidents, so further improvement is required," he said.

Other highlights from the 2012/13 Annual Report include:

- Securing \$21 million in funding from the Housing Acceleration Fund to support servicing 10,000 new homes in Farley and Lochinvar
- Commissioning of the Branxton Recycled Water Scheme to deliver 300 million litres of recycled water for The Vintage golf course
- The introduction of Centrepay as a new payment option for low income earners, allowing the payment of water bills directly from Centrelink payments
- Water saving audits for several major customers including the John Hunter Hospital, the University of Newcastle, Stegges and Sanitarium Health Foods.

Hunter Water's full 2012-13 Annual Report is available to download [here](#).