



Making Waves

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Hunter Water's Customer Newsletter March - June 2013

Customer Service

Water Efficiency

Operations

Lower Hunter Water Plan

Community

Customer Service

Payment Assistance

Hunter Water has a range of support services available and can assist customers who are experiencing financial hardship.

If you are unable to pay your account within the 21 day time period, please call Hunter Water on 1300 657 657 to discuss alternative payment arrangements. Contacting Hunter Water can prevent you from accumulating interest on your overdue bill.

Hunter Water has a debt and disconnection code of practice and this is available on Hunter Water's website at www.hunterwater.com.au/assistance



Water Efficiency

Autumn Gardening Tips

On average, Hunter Water customers use more than 20% of their water outdoors. Save water this autumn by trying these garden tips.

Time for a change in the garden

Autumn is the best time for making changes to your garden, as it gives plants time to recover before next summer's heat with less watering.

Mulch

Mulch can reduce evaporation from soil by up to 70%. Mulch is like a blanket on the soil, keeping it cool and protecting it from drying out.

Lawns

Try not to cut your lawn too short. Mow only the top third of the leaf area, leaving it three centimetres or higher. You can reduce water loss even further by saving your lawn clippings to use as mulch on your lawn or garden.

Community

Tillegra Land Use and Management Plan

Hunter Water is developing a land use and management plan for its Tillegra land holdings.

You have the opportunity to have your say on the development of the plan. Visit www.hunterwater.com.au/landuse

The draft plan will be available for public comment for one month, mid way through 2013.



Investing in our Water and Wastewater System

Hunter Water is investing in new water and wastewater infrastructure which will deliver substantial benefits for both customers and the environment.

Hunter Water is delivering recycled water initiatives to secure additional drinking water supply. The Lower Hunter Recycled Water Initiative is a package of six projects that includes a recycled water scheme at Branxton and the Kooragang Industrial Water Scheme, a water recycling plant for use by industrial customers on Kooragang Island.

Find out more information about infrastructure projects in your area by using the interactive project map on Hunter Water's website at www.hunterwater.com.au/major-projects



Have your say on the LOWER HUNTER Water PLAN

The Metropolitan Water Directorate is leading the development of the Lower Hunter Water Plan in consultation with Hunter Water, government agencies, the community and stakeholders.

Workshops were held in late 2012 across the Lower Hunter where community and stakeholders discussed their values and priorities relating to water planning.

If you are interested in learning more about the planning process, taking part in the next series of workshops, reviewing workshop outcomes, or having your say through an online forum visit:

www.haveyoursay.nsw.gov.au/lowerhunterwaterplan

or freecall 1800 503 866.



Community Consultative Forum

The Community Consultative Forum (Forum), Hunter Water's peak consultative body, held its first meeting for 2013 on Tuesday 29 January.

The Forum consists of representatives from a wide range of community groups, and at January's meeting discussed our water sustainability program, payment assistance for customers and the Tillegra Land Use and Management Plan.

The meeting was held at East Maitland Bowling Club, the winner of our 2012 Hunter Business Saver Award.

The East Maitland Bowling Club won the award for installing a 'waterless wok' system in its kitchen and two 10,000 litre water tanks to irrigate its bowling greens.

Minutes from the Forum meeting can be found at www.hunterwater.com.au/community

For more information on the Hunter Business Saver program, visit www.hunterwater.com.au/business

Showerhead Exchange Program

The Showerhead Exchange program provides you with the opportunity to save over 25,000 litres of water per year by changing your showerhead.

Location	Date	Time
Charlestown Square Level 1 (near Customer Service) 30 Pearson Street, Charlestown	Friday 1 March Saturday 2 March	10am – 4pm 10am – 2pm
Westfield Kotara Outside Woolworths Cnr Park Avenue and Northcott Drive, Kotara	Thursday 2 May Friday 3 May Saturday 4 May	10am – 8pm 10am – 4pm 10am – 2pm
Hunter Water Customer Service Desk Lake Macquarie City Council 126-138 Main Road, Speers Point	Monday 6 May – Friday 31 May	9am – 5pm
Hunter Water Head Office 36 Honeysuckle Drive, Newcastle	Monday 6 May – Friday 31 May	9am – 5pm



Methven Satinjet
Exchange for
\$50 cash

Bermuda
Flexispray II
Exchange
for FREE

If you cannot make it to any of the above exchanges or would like more details on the program, visit www.hunterwater.com.au/showerheads