

Checking for leaks

Regularly checking for water leaks around your property can help you save water and money. An easy way to do this is by reading your water meter:

1. Turn off all taps and water-using devices at your property
2. Check your meter reading
3. If the dial is not visibly moving, wait for at least 15 minutes (the longer the better as small leaks may take longer to show)
4. Write down the black and the red numbers again – have they changed?
5. If the red numbers have changed, the test confirms there is a leak and further investigation is needed.

If you are concerned or identify a leak, you should contact a licensed plumber to fix the problem as soon as possible.

For more information on leak detection and how to read your water meter visit www.hunterwater.com.au

Your water bill explained

When you pay your water bill, you're not just paying for the water you use. You're also helping to maintain our large water and wastewater network, ensuring safe and reliable services to your property.

Your water bill charges help meet the costs of maintaining our water storages, operating the facilities that treat our water and maintaining the 4,898km of pipes and 123 water pump stations that transport clean and safe water to your home 24 hours a day, 7 days a week.

It also helps to meet the costs of transporting, treating and discharging your wastewater through a vast network that you can read more about in this newsletter.

Our pricing structure is determined every four years by the Independent Pricing and Regulatory Tribunal (IPART), which is an independent NSW government agency that sets prices for a range of government services including water and public transport. In 2009, IPART set pricing for our water, sewer, stormwater drainage and miscellaneous charges to 30 June 2013.

For more information about customer charges please visit www.hunterwater.com.au or call us on 1300 657 657.

Time is running out to meet rental water efficiency measures

Our Home Retrofit Program can help landlords meet the new water efficiency standards under the Residential Tenancy Regulations 2010, which will take effect on 31 January 2012.

Through this program, a licensed plumber will replace inefficient showerheads, install water efficient tap aerators and repair leaking taps and toilets.

For a price list and further information visit www.hunterwater.com.au or call 1300 657 657.

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Need a plumber?



Our First Call Plumbing service can connect you with a licensed plumber 24 hours a day, 7 days a week for a range of plumbing needs – from emergency assistance through to general plumbing maintenance and repairs for water and sewerage systems.

If you have a private plumbing job that requires attention, call Hunter Water

First Call Plumbing on 1300 657 657 (8am–5pm) or 1300 657 000 (after hours).

Don't hide your hydrant

Seconds count in an emergency so it is essential to know where fire hydrants are located in the event of a fire.

Hydrants are often hidden or covered by topsoil, plants or trees, or have vehicles parked over them. Help look after hydrants near your property by clearing away plants and regularly mowing around them.

Hunter Water and the NSW Fire Brigade have maintenance programs in place to ensure that the 50,000 water hydrants in the lower Hunter are visible, accessible and operational.

If you have hidden or faulty water hydrants near your home please contact us on 1300 657 657 and we will organise for these hydrants to be located or repaired.



Customer Services – 1300 657 657
Service Fault / Emergency – 1300 657 000
Email – enquiries@hunterwater.com.au
Web – www.hunterwater.com.au
Hunter Water Corporation
PO Box 5171
Hunter Regional Mail Centre NSW 2310

Hunter Water's customer newsletter November 2011 – February 2012

making waves

Summer water saving tips

As the temperature rises, so does household water usage. Here are some tips to help you save water and money on your water bill this summer.

Lawns

Did you know that every hour a sprinkler uses over 1,000 litres of water? Watering your lawn for longer but less often can encourage deeper roots and drought tolerance. A good soaking every now and then is ideal.

Garden beds

Disturbed soil loses moisture rapidly, making it hard for gardens to recover. Autumn is the best time for planting, installing irrigation systems and making major changes in the garden. This allows nine months for the garden to recover before the summer heat.

You can still make a difference in your garden now by keeping up the mulch, pruning and increasing shade.

Outdoor pools and spas

Evaporation is a major cause of water loss from swimming pools. Reduce evaporation by using a pool or spa cover and prevent debris from falling on the pool surface at the same time.

In the kitchen

By fixing a leaking tap you can save over 2,000 litres of water a month.



In the bathroom

By installing a water efficient showerhead you can use up to 70% less water in your shower a year and save money on your energy bill.

By fixing a leaking toilet you can save up to 9,000 litres of water a year and by replacing a single flush toilet with a dual flush system, you can save up to 24,000 litres of water a year.

If a family of four who showered once a day cut their shower time by one minute each, they could save up to 36 litres of water per day, or 13,100 litres in a year!



In the laundry

Did you know that water efficient washing machines use half the water of a standard machine? Switch to a water efficient washing machine and save!

For more water saving tips and information on our initiatives helping customers save water in their homes, visit www.hunterwater.com.au



Wastewater management

Have you ever wondered what happens to water when you flush the toilet or pull the plug from the sink?

Wastewater from households, businesses, schools, hospitals and industry enter a network of wastewater pipes that all ultimately lead to one of 18 wastewater treatment facilities in our region.

To transport this wastewater, we maintain an extensive system that includes 4,730km of sewer mains and 418 pumping stations. This pipe work is so long that it would reach from Newcastle to Perth and back to Kalgoorlie if laid end to end!

At the sewerage treatment plant, the wastewater is treated to a high standard so the treated water can be discharged safely to the ocean or rivers, or recycled, in accordance with strict license conditions issued by the Office of Environment and Heritage.

Over the next year we will invest more than \$84 million in upgrading our wastewater infrastructure to improve its performance and cater for population growth.

Planned works include upgrades to six wastewater treatment works (Boulder Bay, Branxton, Burwood Beach, Farley, Shortland and Toronto) and wastewater transportation systems in Newcastle, Morpeth, Shortland, Farley and Windale.

These works will deliver significant social and environmental benefits for our region, including improving reliability of the system and helping to reduce wastewater overflows during wet weather.

Visit www.hunterwater.com.au for more information about our wastewater management system. Here you can also view major infrastructure projects happening in our region via the interactive major projects map.

Did you know...



At Hunter Water we supply water and wastewater services to over a half a million people in Newcastle, Lake Macquarie, Maitland, Cessnock, Port Stephens and Dungog.

Last year we supplied 67,100 megalitres of water. That's equivalent to around 26,840 Olympic size swimming pools of water!

There were 227,605 properties connected to the water network and 215,748 properties connected to the wastewater network.

Our extensive network of water and wastewater infrastructure includes:

- 4,898km of water mains
- 4,730km of sewer mains
- 287,515 megalitres capacity of raw water sources
- 123 water pump stations
- 5 water treatment plants

18
wastewater
treatment
works

418
wastewater
pump
stations

Over 480 people work at Hunter Water. In the last year alone, our customer contact centre answered 135,000 telephone calls.