Engaging with our Community

The Community Consultative Forum is Hunter Water’s peak advisory body comprising of key community representatives from across our area of operations who meet three times a year. We also have our Customer Panel that provides the opportunity for every community member to have their say regarding key interest areas.

If you utilise Hunter Water’s services you can apply to participate in our Customer Panel. In the coming months we will ask panel members their views about our Community Grants program and our reputation.

Sign up to our Customer Panel today by registering your details on our website at www.hunterwater.com.au/customerpanel

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** - Watering your lawn for longer but less often can encourage deeper roots and drought tolerance. Remember a sprinkler uses over 1,000 litres of water every hour.

- **Garden beds** - Autumn is the best time for making major changes in the garden as disturbed soil loses moisture rapidly, making it hard for gardens to recover. You can still make a difference in your garden now by keeping up the mulch, pruning and increasing shade.

- **Pools and spas** - reduce the major cause of evaporation by using a pool or spa cover which also prevents debris from falling on the pool surface.

Having Difficulty Paying Your Bill?

If you are having difficulty paying your bill or are concerned about meeting a payment on time, Hunter Water can help by providing advice and assistance for paying your water bill. Contact us on 1300 657 657 to hear about the options available to you.

The Account Assistance Program is open to home owners concerned about how they will pay water bills for their current residence.

There are several options available:

- Payment Assistance Scheme
- Flexible payment options
- Ongoing assistance

For more information visit www.hunterwater.com.au/assistance or call us on 1300 657 657.
Fixed Sewer Charge Explained

The fixed sewer service charge covers the costs of transporting the wastewater from your home to Hunter Water’s wastewater treatment works, treating it to remove harmful contaminants and safely discharging it to rivers or the ocean.

Like any other infrastructure (roads, bridges, railways, buildings) the wastewater system requires ongoing maintenance, repair and renewal.

Learn more about your wastewater service below.

Recycled Water Scheme Saves Drinking Water

A 10km purpose built pipeline has been completed from the newly upgraded Branxton Wastewater Treatment Works to the Vintage Golf Club to deliver up to 300 million litres of recycled water each year for use on their greens and fairways.

This pipeline is part of the $48 million recycled water scheme that will help save millions of litres of drinking water each year. The project is funded by Hunter Water and the Australian Government’s Water for the Future initiative through the National Urban Water and Desalination Plan.

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.

The plan will consider a wide range of options to secure our region’s water supply, including demand management, recycling, stormwater harvesting, desalination and surface water and groundwater sources.

An Independent Water Advisory Panel, which includes local experts, will provide independent technical and strategic advice as the plan is developed.

Community input is a vital part of the planning process and the Hunter community will be invited to have their say through workshops and online forums, commencing in late 2012.

To find out more Freecall 1800 503 866 or visit www.services.nsw.gov.au/lhwp