



Did you know?

It takes a large amount of water to produce the electricity we use in our homes. A lot of energy is also used to collect, treat, pump and transport water to your home just as it takes a lot of energy to collect and treat your wastewater.

Save water save energy

Winter is here which for most households means a spike in energy bills.

Hot water accounts for 37% of energy used in the average home, with long, hot showers being the main offender.

Here are some simple tips to save water, save energy and help the environment this winter:

- ✔ Install a water efficient showerhead and reduce time spent in the shower
- ✔ Use cold water for washing clothes and reduce energy use by up to 80% compared to a warm wash
- ✔ Only use the washing machine and dishwasher with full loads
- ✔ Look for water and energy efficiency star ratings on products – the more stars, the more efficient the product.

Keep an eye out for our Showerhead Exchange days where you can swap your old showerhead for a new, water efficient model.

Visit www.hunterwater.com.au/save-water for more water and energy savings tips.

Financial help available

If you're having difficulty paying your bill or are concerned about meeting a payment on time, we can help. Contact us on 1300 657 657 to speak to account assistance who can advise you of your options.



We will help identify options and solutions for bill payments before the next one is due, which can include:

- a short extension of time to pay
- a payment plan to pay the account in regular instalments over an agreed timeframe
- access to the Payment Assistance Scheme.

Our Code of Practice for Debt and Disconnection explains how we can help you if you are having difficulty paying your bill. It also outlines what will happen if you don't pay. This advice is important, so please take the time to read it. If there is anything you do not understand, we will be happy to discuss it with you.

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

Sign up to direct debit

Direct debit is an easy way to make sure your bills are paid on time. You have the option of weekly, fortnightly or monthly payments to spread the cost out over the year or you can choose to have your total bill direct debited as it arrives, three times a year.

To learn more about your direct debit options, call us on 1300 657 657 or visit www.hunterwater.com.au/directdebit



Consultative Forum

We hold our Consultative Forum every three months, with key community representatives providing feedback on customer and consumer interests in relation to our operations. Meeting papers and minutes can be found at www.hunterwater.com.au



- Your water service
- Your bill explained
- Financial help available
- Save water, save energy

Customer Services – 1300 657 657
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 Hunter Water Corporation
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Hunter Water's customer newsletter July–October 2012

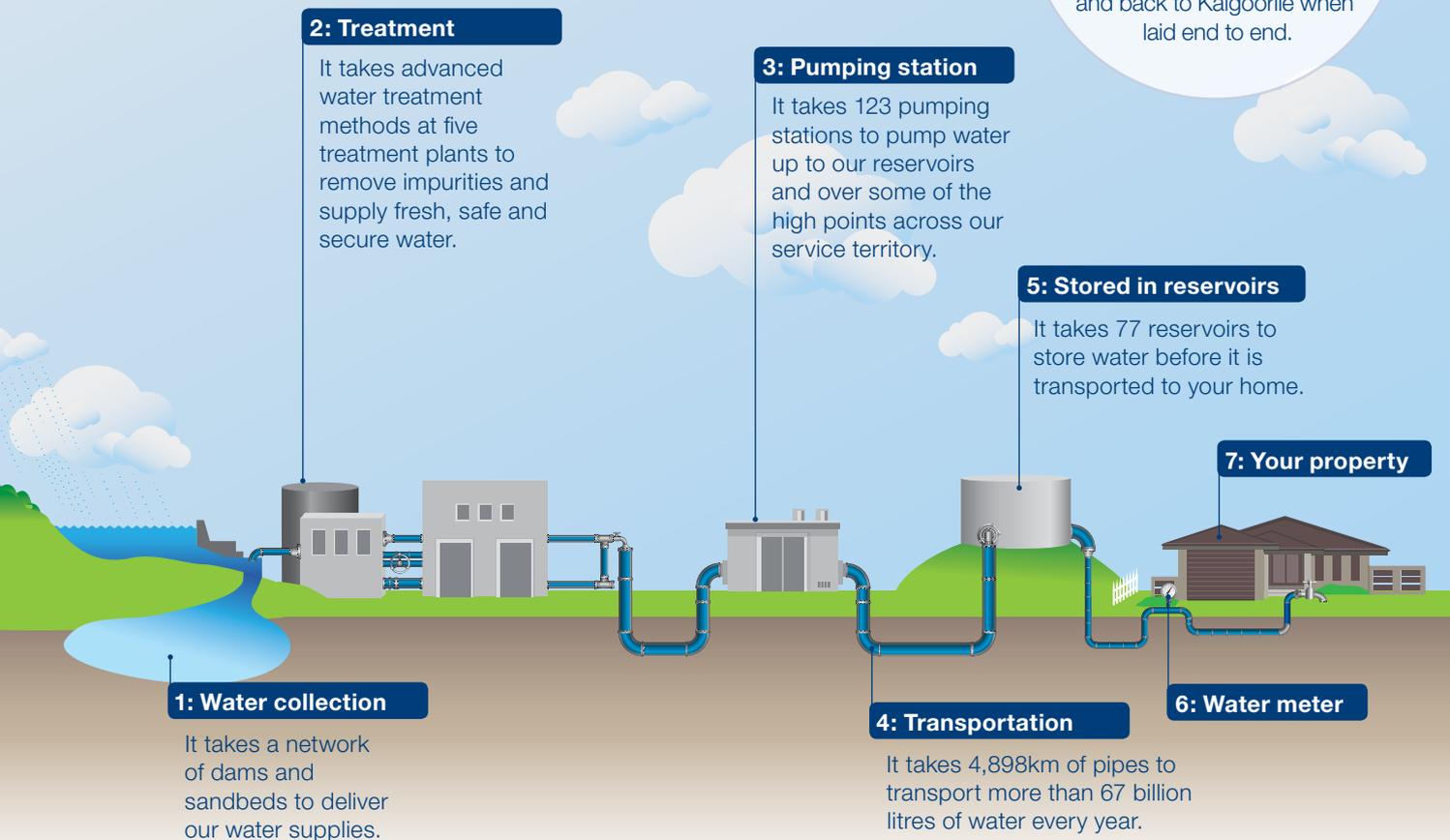
making waves

Your water service

It takes much more than a tap to run your water

Hunter Water delivers on average 184 megalitres of water a day.

Our pipe work is so long it would stretch from Newcastle to Perth and back to Kalgoorlie when laid end to end.



Maintaining the pipes on your property

While Hunter Water maintains and operates the water services up to your property connection point, as a property owner you own and are responsible for the maintenance of the water and wastewater pipes on your property. This means any repairs, replacement or maintenance costs associated with these pipes and fittings are your responsibility as the property owner.

Your bill explained

When you pay your Hunter 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 service charges help meet the costs of maintaining our water storages, operating the facilities that treat our water and maintaining the pipes and pump stations that transport clean and safe water to your home 24 hours a day, 7 days a week. See diagram opposite for more information on your water service.

It also helps to meet the costs of transporting, treating and discharging your wastewater through a vast network of sewer mains, pump stations and wastewater treatment works. Learn more about your wastewater service in the next edition of Making Waves.

Who sets Hunter Water prices?

Hunter Water's pricing is set 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.

IPART will review our costs and pricing submission to set our prices for the next pricing period that begins in July 2013 and runs for four years.

Hunter Water is committed to involving customers in the price setting process.

For more information about customer charges or the price setting process visit www.hunterwater.com.au or call us on 1300 657 657.

2012-13 customer charges

New water and wastewater charges came into effect on 1 July 2012.

The changes are in line with Hunter Water's four-year pricing structure set by the Independent Pricing and Regulatory Tribunal (IPART).

In 2009 IPART set pricing for water, sewer, stormwater drainage and miscellaneous charges to 30 June 2013.

The enclosed customer charges flyer explains the charges on your bill and how they will change in 2012-13.

Our tap water is clean, safe, tastes good and consistently meets Australian Drinking Water Guidelines.

