



Making Waves

Hunter Water's Customer Newsletter July - October 2013

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New Customer Charges for 2013-14 included in this edition

Delivering You Water 24 Hours a Day, 7 Days a Week

Working safely and investing for the future

It takes Tony and Emma working together with the rest of the Hunter Water team to deliver essential water and wastewater services to half a million residents, 24 hours a day, 7 days a week.

Tony conducts water supply planning for future growth in the Lower Hunter. Emma ensures infrastructure projects are delivered safely. Hunter Water is 4 years into a decade long \$1 billion infrastructure project to maintain and upgrade our system for future growth in the region.

Learn more about how Hunter Water delivers water to your tap at www.hunterwater.com.au



Water & Energy Efficiency

Saving Money in Winter

Winter is here which for most households means a spike in energy bills. The power used by your electric hot water system may account for more than a third of your household's annual power use, with hot showers being the main offender.

Here are some ways to save water, save energy and help the environment this Winter:

- Install a water efficient showerhead and reduce the time spent in the shower.
- Use cold water for washing clothes and reduce energy use by up to 80% compared to a warm wash.
- 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.

For more water and energy savings tips visit www.hunterwater.com.au/save-water.

Did you know...

A five minute shower with a water efficient showerhead uses around 45 litres of water, while a full bath uses 265 litres of water.



Hunter Water issues three accounts per annum, each one covering a period of four months. The two main items on your Hunter Water account are service charges and usage charges. Service charges contribute to the cost of providing and maintaining water and sewer systems. The usage charges reflect the amount of water that has been registered on a customer's water meter.

Listed below are the charges for a typical customer living in a private dwelling with a standard service. Some charges differ slightly for some residential flats/units.

RESIDENTIAL HOUSE

*will vary slightly with actual days the account covers

CHARGE TYPE	ANNUAL CHARGE	PRO-RATA PER BILL*	EXPLANATION
WATER SERVICE	\$17.02	\$5.74	Applies to all residential houses.
WATER USAGE	\$2.13	Per kilolitre registered	Eg. 50 kL x \$2.13 = \$106.50.
SEWER SERVICE	\$569.11	\$191.78	Applies to all residential houses.
ENVIRONMENTAL IMPROVEMENT CHARGE	\$36.79	\$12.40	This contributes to the cost of providing sewerage services to established, but unsewered residential areas in the Lower Hunter and approved by the NSW Government.
STORMWATER SERVICE	\$85.67	\$28.87	For the maintenance of some of the larger stormwater channels in Newcastle, Lake Macquarie and Cessnock. Only applies to properties from which stormwater drains to catchments that use these channels.

RESIDENTIAL UNIT / FLAT

CHARGE TYPE	ANNUAL CHARGE	PRO-RATA PER BILL*	EXPLANATION
WATER SERVICE	\$17.02	\$5.74	Applies to each residential unit, flat, etc.
WATER USAGE	\$2.13	Per kilolitre registered	Eg. 50 kL x \$2.13 = \$106.50.
SEWER DWELLING SERVICE	\$384.15	\$129.45	Applies to each residential unit, flat, etc.
ENVIRONMENTAL IMPROVEMENT CHARGE	\$36.79	\$12.40	This contributes to the cost of providing sewerage services to established, but unsewered residential areas in the Lower Hunter and approved by the NSW Government.
STORMWATER SERVICE - DWELLING CHARGE	\$31.69	\$10.68	For the maintenance of some of the larger stormwater channels in Newcastle, Lake Macquarie and Cessnock. Only applies to unit/flat from which stormwater drains to catchments that use these channels.

Clarence Town Levy - \$75.03/yr Clarence Town customers only. For construction of sewerage scheme - Levy ends 2019.

No Water - Sewer Charge - \$569.11/yr applies to all houses, flats, units NOT connected to our water system.

NON-RESIDENTIAL PROPERTY

CHARGE TYPE	ANNUAL CHARGE	PRO-RATA PER BILL*	EXPLANATION
WATER SERVICE BASE	\$17.02	\$5.74	Applies to properties with a single 20mm water meter only.
WATER SERVICE/ MULTIPLE 20mm METERS	\$17.78	\$5.92	Applies to non residential properties with multiple 20mm meters. Charge applies to each meter.
WATER SERVICE - METER SIZE	\$27.78	\$9.36	Applies to properties meters or meter of 25mm. For other sizes see www.hunterwater.com.au .
WATER USAGE	\$2.13	Per kilolitre registered	Eg. 50 kL x \$2.13 = \$106.50 Charge may alter after the first 50,000kL, see www.hunterwater.com.au .
SEWER SERVICE BASE	\$569.11	\$191.78	Applies to properties with a single 20mm water meter only. A minimum sewer service charge applies.
SEWER SERVICE METER SIZE	\$1767.10	\$595.49	Applies to properties with meter of 25mm or greater. Based on 25mm water service. For other sizes see www.hunterwater.com.au .
SEWER USAGE	\$0.67	Per kilolitre registered	Eg 50 kL x Sewer Discharge Factor x \$0.67.
ENVIRONMENTAL IMPROVEMENT CHARGE	\$36.79	\$12.40	This contributes to the cost of providing sewerage services to established, but unsewered residential areas in the Lower Hunter and approved by the NSW Government.
STORMWATER SERVICE - BASE CHARGE	\$85.67	\$28.87	Only charged to applicable properties and may vary with property size. See www.hunterwater.com.au .

DETERMINING CHARGES

The Independent Pricing and Regulatory Tribunal (IPART) sets Hunter Water's prices. The new prices been approved by IPART until 2017. For more pricing information visit www.ipart.nsw.gov.au

HUNTER WATER AND THE GST

Unless indicated otherwise, Hunter Water's services and charges are GST free, including: service charges for water and sewer, water usage charges, trade waste charges (where applicable) and the environmental improvement charge.

ACCOUNT ASSISTANCE PROGRAM

Hunter Water's Account Assistance Program is available to home owners who are concerned about how they will pay their next bill. Call Hunter Water on 1300 657 657 or visit our website www.hunterwater.com.au to find out more.

Changes to Prices From 1 July 2013

In June, the NSW Independent Pricing and Regulatory Tribunal (IPART) set new prices for Hunter Water's water, sewerage and stormwater drainage services to apply from 1 July 2013 to 30 June 2017. Setting prices for four years gives customers longer-term certainty about how their bills will change over time.

For customers living in houses, typical water and sewerage bills will increase less than inflation, which is expected to be around 2.5% per year.

Water and sewerage bills for home units and flats will increase by 4.8% per year over the next 4 years, or by \$15 per year above inflation. IPART has changed the way that units and flats are charged so owners pay a fairer share of the costs of water and sewerage services.

Stormwater drainage charges for houses will fall by around \$5 per year while charges for home units will fall by \$55 from 1 July 2013. Non-residential customers will also see reductions.

The majority of small businesses operating in the Hunter region will see decreases with bills in 2016-17 to be 13.1% or \$177 lower than at present. This is due to lower sewerage service charges, putting these customers on the same rate as residential houses. Most other non-residential customers will see their bills kept below the rate of inflation.

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 & early 2013 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.



Metropolitan Water Directorate

A unit of the Department of Finance and Services