



# MAKING WAVES

JULY - OCTOBER 2015

## CONTACT HUNTER WATER



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## APPROVAL OF BUILDING AND DEVELOPMENT PLANS



On 1 July there was a change in how we process building and development plans.

Building and development plans are now assessed within three working days. Previously customers were required to wait while we assessed their plans. As well as reducing counter waiting time for our customers, the new process ensures we have sufficient time to consider all factors relevant to the review of each application.

To have your plans assessed, please lodge them at one of our Customer Service Centres which are located at Honeysuckle, Maitland and Speers Point. Hunter Water will contact you when the plans are ready to collect, or should you prefer, your stamped plans can be returned by post at no cost to you.

If you have any questions about this new process, please contact our Manager Customer Service on 4979 9445 or visit the Hunter Water team at the Honeysuckle, Maitland or Speers Point offices.

## FOCUS ON WATER EDUCATION

The history of our water supply, how water gets to your tap and the technology behind water recycling are all topics covered as part of Hunter Water's school education program.

Starting young, the Bubbles and Supa-Squirt show teaches pre school and infants school students the basics of where water comes from and why it is important to save it. The shows are run in schools throughout the region by a local performance troupe and give kids a fun introduction to water.

The Water Catchers is for primary school children and encourages a creative take on saving water. Local students develop scripts and storyboards for short films, with the best entries having their stories brought to life by a professional film crew, then posted online for a public vote. The winners take home \$5,000 for their school and have their film broadcast on local television.

Hunter Water's \$70 million Kooragang Recycled Water Scheme at Mayfield West includes the region's first purpose-built water education facility. Tailored to the high school curriculum, the Hunter Water Centre for Education has an interactive program that explores the water cycle, water recycling and urban water management.

Built in 1882 as the first drinking water reservoir for the Hunter, 'The Res' has been opened to the public to tour by ballot and gives visitors a short history of how a clean water supply allowed Newcastle to grow into the city it is today. Historic photos are projected onto The Res' walls as the guide explains the key points in our region's water history. Visitors also gain an insight into The Res' unique arch construction.

In addition to these programs, Hunter Water is regularly at community events providing cups of water and answering questions. Visit [hunterwater.com.au/events](http://hunterwater.com.au/events) to check our events schedule.



*The Hunter Water Centre for Education is now open*

## WIN A NEW WASHING MACHINE

You could win a water efficient washing machine courtesy of Hunter Water. Simply update your customer contact details to go into the draw.

By ensuring your contact details are up to date, we can keep in touch about important water and sewer matters in your local area. Complete the form at [hunterwater.com.au/update](http://hunterwater.com.au/update).



## SCHOLARSHIPS PROVIDE SUPPORT FOR LOCAL STUDENTS

Hunter Water recently awarded scholarships to four first-year undergraduate students at the University of Newcastle who are experiencing hardship.

The recipients, studying a range of courses from business and law to engineering and science, will join Hunter Water's scholarship family which also includes a student of indigenous background, a student living with a disability and three Tocal Agricultural College students.

The scholarships program forms an integral part of Hunter Water's commitment to the Lower Hunter helping students facing hardship to overcome hurdles and achieve their goals.

Congratulations to all Hunter Water scholarship recipients.



*Photo left to right: recent Hunter Water scholarship recipients Jessika Holgate, Daniel Hitchcock and Maddison Marquez Brand.*

## ANNUAL METER REPLACEMENT PROGRAM

To ensure Hunter Water provides you with an accurate water account, from time to time we need to replace the meter on your property which measures your water use. If your meter is replaced, you will be notified by our representative when they visit your property to conduct the work, or by way of an information card in your letterbox if no one is home. If we are unable to perform the replacement because we cannot access your meter, we will notify you and request that you contact us to discuss a resolution.

If you have any questions about the Meter Replacement Program, please contact us on 1300 657 657.

## WORK TO IMPROVE SEWER SYSTEMS ACROSS THE REGION

Over the next two years, Hunter Water is investing more than \$37 million to improve the performance of our sewer system and to cater for population growth. As part of this work, a number of Hunter Water customers will have their properties inspected over the next 12 months to ensure their connections to Hunter Water's sewer system are compliant. The inspections are necessary to identify and minimise sources of stormwater entering the sewer system. Excessive stormwater in the sewer system contributes to system overflows when it rains.

If your property needs inspecting, we will write to you and let you know. The inspections will identify properties which have downpipes and drains connected to the sewer system, broken lids, traps and vents, and other plumbing defects which allow runoff water into our network. Property owners are responsible for ensuring all connections to the sewer system at their property are compliant and well maintained.

The inspections are occurring in areas where system performance in wet weather could be improved. Hunter Water is also extensively testing its own pipes and systems to prevent stormwater inflows.

## WIN A TICKET TO TOUR THE RES



You could win a tour of Hunter Water's 133 year old reservoir, The Res. Located in Newcastle, it is the only underground reservoir open to the public in Australia.

We run free public tours each month. To register for the ballot, please enter your details online at [hunterwater.com.au/TheRes](http://hunterwater.com.au/TheRes).

## GOING SOCIAL TO STAY IN TOUCH

Hunter Water has a new way for customers to keep up to date with all our latest news and information. The Hunter Water Twitter account has details about our programs, upgrades, services, water storages, history, alerts and much more.

This initiative is in addition to the communication services we already provide, including our newsletter and website at [hunterwater.com.au](http://hunterwater.com.au).

To view our news feed, visit [twitter.com/hunterwater](https://twitter.com/hunterwater).

 Follow @hunterwater