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BELOW GROUND START TO INNER CITY REVITALISATION

Ageing sewer pipes in Newcastle's city centre are being given a high-tech makeover as Hunter Water prepares for the thousands of new residents expected to make the area home over the coming decade.

The inner city's cast iron sewer mains are among the oldest in the country, constructed more than a century ago. As the infrastructure ages, blockages, breaks and service interruptions become more common.

Between February and June, ageing sewer mains in 16 inner city streets are being relined with a modern polymer tubing, preventing the need to excavate deep trenches. Minimal traffic and pedestrian disruptions will occur as part of the project.

For more visit hunterwater.com.au/relining



Hunter Water sewer mains before (left) and after (right) relining



WILLIAMTOWN CONNECTION

Work has started on connecting properties within the Williamtown Contamination Investigation Area to the Hunter Water water network. Announced by NSW Premier Mike Baird, the \$3.5 million project will ensure that 165 properties within the Investigation Area are no longer reliant on their own potentially contaminated bores for drinking water. All properties are expected to be connected before 30 June 2017.

Contamination of parts of the Tomago Sandbeds has been caused by the use of firefighting foams at RAAF Base Williamtown. Hunter Water has taken a range of steps to protect public health, including embargoing its own bores within the Investigation Area. Regular testing has shown no contamination of the Hunter's drinking water supply, and drinking water remains safe to consume.

Hunter Water is working closely with other State Government agencies to ensure that the Department of Defence adequately addresses the contamination issue, including by remediation and compensation. Further information on water quality, including sampling results from across Hunter Water's water network, is available at hunterwater.com.au/waterquality



DON'T HIDE YOUR ACCESS SHAFT

Hunter Water maintains almost 5,000 kilometres of sewer mains, accessed via manholes. Also known as sewer access shafts, these are used for many different purposes including scheduled maintenance, to clear blockages and to remove tree roots and other debris from the network.

Access shafts can be located in driveways, paths, public spaces and private properties. It is important to ensure that they remain visible, easily accessible and in a structurally sound condition. Remember to take this into account during your next landscaping or construction project.



CHARITY PARTNERSHIP PROGRAM

Hunter Water has a long history of supporting our local community. Recently we surveyed our employees to nominate three not-for-profit organisations they would like to support through our new Charity Partnership Program. Triannually, we will promote the wonderful work of a local charity through this newsletter, your water bill, employee events and volunteering. Cancer Council NSW is our first nominated charity.



Cancer Council NSW is a volunteer-led charity that relies on donations to provide research, support, prevention and advocacy programs here in the Hunter. It works across every area of all cancers and aims to ensure no one faces cancer alone. Thanks to cancer research more than 61,000 deaths were averted between 1987 and 2007. It conducts and funds 80 cancer research projects across 35 cancer types, including world-class research programs in Newcastle.

Cancer Council NSW also provides support services for Hunter patients and carers such as transport to treatment, accommodation, support groups, financial assistance, access to reliable information and in-home help. It also aims to reduce the amount of local people who hear the words "you have cancer" through prevention programs that include SunSmart schools, workplace education and the Eat It To Beat It nutrition program.

Hunter Water is proud to help and you can too by donating, volunteering or participating in a local event such as Relay For Life, Australia's Biggest Morning Tea, Daffodil Day or your own fundraiser. Register at www.doitforcancer.com.au. You'll be providing vital support for the 3,300 families each year in the Hunter who are touched by cancer.

NEWS AS IT HAPPENS

Hunter Water's Twitter account brings you the latest water and sewer updates, pictures of us working in your area and never before seen historical photos.

Our Twitter account also allows customers to ask us questions and win exclusive prizes such as skip-the-line tickets to 'The Res'.

Follow us on Twitter [@HunterWater](https://twitter.com/HunterWater) and start the conversation with us today.

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ACCOLADES FOR WATER SHOW

The Bubbles and Supa Squirt Water Saving Show has recently celebrated its 600th performance and has been awarded the Performers in Schools Award for Excellence for the sixth year running. The show (and its comedic duo) educates preschool, infants and primary school children about why our water is so precious, ways in which they can do their bit to be water wise and the health benefits of drinking water.

Schools can book the Bubbles and Supa Squirt Water Saving Show free of charge at hunterwater.com.au/shipofools. Congratulations to the team, we raise a glass of our finest drinking water to you for your wonderful achievements.

ACCOUNT ASSISTANCE

Hunter Water is one of Australia's lowest cost water utilities. However, we know that at times finding the money to pay bills on time can be difficult.

If you are having difficulty paying your bill or are concerned about meeting a payment on time, we will help you identify solutions for paying your bill before the next one is due. This can include a short extension of time to pay, a payment plan to pay the account in regular instalments over an agreed timeframe or access to our Payment Assistance Scheme.

Our procedure for payment difficulties aims to improve customer payment behaviour by providing assistance and flexible payment options during times of financial hardship and payment difficulty. Call us on 1300 657 657 to speak with our Account Assistance Team who can help you avoid charges that can occur when a bill is paid late.

Our Code of Practice - 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 do not pay. We may take a series of actions to recover a debt if a customer does not pay the bill by the due date or no alternative payment arrangement has been made.

Debt recovery actions are also based on the customer's past payment history. Recovery actions may include referral to a debt recovery agency, legal action, restriction and/or disconnection of the water supply. Fees and charges apply. Interest charges are applied to overdue accounts in line with the Customer Contract. Interest may be held for customers in financial hardship as assessed under the Account Assistance Program.

For a copy of the Code of Practice or Customer Contract visit hunterwater.com.au or call 1300 657 657.

