



MAKING WAVES

NOVEMBER 2015 - FEBRUARY 2016

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FEEDBACK TO SHAPE FUTURE SERVICES

The results of Hunter Water's 2014-15 annual customer survey have been finalised. If you were among the hundreds who took the time to participate and share thoughts with us, a sincere thank you.

Thirteen questions have been included in the annual survey since 2010, giving an indication of customer satisfaction. This year the results are very positive, showing that across the board we are exceeding service expectations.

Hunter Water uses the results of community surveys to make business decisions which affect our customers. For example, two thirds of survey respondents said they would prefer to continue to receive their bill every four months, rather than every three. Our billing cycle will therefore continue to be triannual. Similarly, almost half of respondents said they would like to use a "Live Chat" feature on the Hunter Water website to communicate with our customer service representatives. A Live Chat feature will be added to our online services in the future.

If you would like to see the summary of the survey outcomes, please visit our website at hunterwater.com.au/surveyresults.

If you would like to join our Customer Panel and take part in future surveys please email your name and contact details to communications@hunterwater.com.au.

BE WATER WISE THIS SUMMER

The heat means more time spent outdoors and watering the garden. That's why Hunter Water is issuing a timely reminder that Water Wise Rules are in force all year round.

The Water Wise Rules are:

- All hoses must have a trigger nozzle attached.
- Watering is permitted before 10am and after 4pm.
- No hosing hard surfaces such as paths - use a broom instead.

Introduced in 2014, Water Wise Rules are everyday measures to save our region one billion litres of drinking water per year. Just as the Rules are common sense, there are some common sense exemptions. For example, if you plant a new garden you can continue watering between 10am and 4pm for two weeks so it can be properly established.

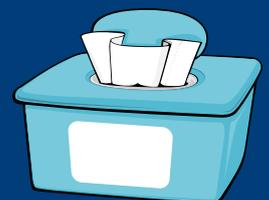
For more information visit hunterwater.com.au/waterwise.

WET WIPES DON'T BELONG IN THE LOO

Wet wipes may be advertised as flushable, but unlike toilet paper they don't break down in the sewer and cause huge, disgusting blockages.

The increased use of wet wipes is leading to an Australia-wide sewer issue, clogging the system and pushing up maintenance costs. In the Hunter, wet wipes are now responsible for around half of all sewer blockages which can lead to nasty overflows.

If you use wet wipes, please put them in the bin, even if the packet does say 'flushable'.



HAVE YOUR SAY

Hunter Water's Community Consultative Forum is an advisory body made up of community representatives who provide advice on customer and consumer interests relating to our Customer Contract and Operating Licence.

The Forum is now seeking expressions of interest from Hunter Water customers who represent the following sections of our community - people with a disability, from a culturally and/or linguistically diverse background, and people identifying as Aboriginal or Torres Strait Islander.

The Forum meets three times per year. Meeting locations vary and are usually in the Newcastle, Lake Macquarie or Maitland areas. Hunter Water will reimburse members for reasonable out-of-pocket expenses incurred while attending a Forum meeting.

Expressions of Interest forms and further information is available at hunterwater.com.au/ccf.



The Community Consultative Forum recently toured The Res

WIN A WASHING MACHINE



You could win a water efficient washing machine courtesy of Hunter Water. Simply update your contact details to enter. The next draw will be March.

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

GRANTS TO SUPPORT SUSTAINABILITY

Thirteen local organisations will share in \$40,000 thanks to the Hunter Water Sustainability Grants, designed to support initiatives that save water, protect the environment or teach the importance of water.

Congratulations to Merewether Community Kitchen, Tomaree Accommodation Service, Hunter Wildlife Rescue, Muswellbrook High School FOCUS, Ethnic Communities Council Newcastle Hunter, Cessnock City Council, Macquarie College, Master Builders, Maitland Public School, Maitland City Council, ConnectAbility, Whitebridge High School and the NSW Chapter of Australian Association for Environmental Education.

The Grants will help deliver projects worth \$160,000. To learn more visit hunterwater.com.au/grants.

SEWER INSPECTIONS GO UP IN SMOKE

Hunter Water has recently inspected the wastewater systems of more than 1,000 customers, with many more planned over the coming months. The wastewater system, or sewer system, is designed to transport wastewater from customers' kitchens, bathrooms and laundries to Hunter Water treatment plants. Stormwater comes from customers' roofs and gutters, yards and paved areas and it should flow through council drains.



Smoke can reveal faults that allow stormwater into the sewer system

When stormwater from customers' properties is channelled into the wastewater system, the system may overflow downstream when it rains as it is not designed to cope with the greatly increased flows. By reducing stormwater in the wastewater system, the number of sewer overflows in wet weather can be significantly reduced.

Our inspections identify plumbing faults that allow stormwater to enter into the sewer system. Smoke is pumped into the system and if it escapes through the customer's drains and pipes, it shows where stormwater is flowing in.

As well as working with homes and businesses, Hunter Water also regularly inspects and repairs its own pipe network to reduce the amount of stormwater entering the system.