



Be water wise this Autumn

Want to save water, energy and money while helping the environment? Here are three top tips to help you save.

Where is it all going?

Identify where you use most of your water in the home with our online Water Usage Calculator. Visit www.hunterwater.com.au

Planning a change? Now is the time.

Autumn is the best time for making changes to your garden as it gives your plants time to recover before next summer's heat.

Save water, save energy.

By installing a water efficient showerhead, an average household can save over 25,000 litres of water and 1.5 tonnes of carbon emissions per year – that's equivalent to 30,000 black balloons.



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 a copy of this policy please visit www.hunterwater.com.au or call 1300 657 657.

No interest loans for new washing machines

Hunter Region No Interest Loans and Hunter Water are helping low income earners save money and water by offering no interest loans for water efficient washing machines.

A new washing machine will save the average family up to \$100 per year in combined energy and water costs, as well as reduce the impact on the environment.

To see the savings you can make by installing a water efficient washing machine, visit our washing machine calculator at www.hunterwater.com.au

For more information about the no interest loan scheme, visit www.hunterwater.com.au or call us on 1300 657 657.

- 120 years in our community
- Think before you flush
- Be water wise this Autumn
- Financial help available

Exchange your showerhead



Swap your old showerhead for a new, water efficient model at one of our showerhead exchange days happening throughout the lower Hunter in 2012.

All our customers are welcome to exchange at any of the exchange days, regardless of their council area.

For information about upcoming exchange days and how to participate, visit www.hunterwater.com.au or call 1300 657 657.



120

Years in Our Community
HUNTER WATER

We have been providing water and wastewater services to people of the lower Hunter region since 1892.

As we celebrate our 120th anniversary this year, we invite you to learn about our history and participate in activities as they are planned.

Visit our website regularly for event updates and to learn more about the long and proud history of Hunter Water.

www.hunterwater.com.au



Customer Services – 1300 657 657
 Service Fault / Emergency – 1300 657 000
 Email – enquiries@hunterwater.com.au
 Web – www.hunterwater.com.au
 Hunter Water Corporation
 PO Box 5171
 Hunter Regional Mail Centre NSW 2310

Hunter Water's customer newsletter March – June 2012

making waves

Cover: Burwood Beach Wastewater Treatment Works – our largest wastewater treatment facility, servicing an equivalent population of 180,000.

think before you flush

using low phosphate or less toxic cleaning products is better for the environment



Did you know there are certain things you should not put down your sink, drain or toilet?

Hunter Water treats wastewater from over 200,000 properties in the lower Hunter, so what you do and don't flush down the toilet, drain or sink can make a big difference.

The wrong type of items can block your drains, overload and damage the wastewater system or create environmental damage.

The wastewater system is designed to treat degradable sewage so to help ensure it works properly, here are some examples of what can and can't go down your sink, drain or toilet.

use a sink strainer to catch small pieces of food in the sink or hair in the shower



can

- ✓ milk and juice in small amounts
- ✓ water from kitchen sink, laundry, bathing
- ✓ human waste

can't

- ✗ yoghurt or dairy products
- ✗ fruit and vegetable waste
- ✗ cooking oils and fats
- ✗ toilet fresheners, nappies and sanitary products
- ✗ pills, medicines, cosmetics and cotton buds
- ✗ household paint and cleaners
- ✗ chemicals, pesticides, motor oils
- ✗ stormwater and yard drainage

For more information on what can and can't go into the wastewater system, visit www.hunterwater.com.au



collect oils and fats in a sealed container and dispose with household rubbish

Experiencing a pipe blockage?

As a property owner, you are responsible for the maintenance and repairs of all wastewater pipes and fittings on your property up to and including the point of connection with our wastewater system.

If you are experiencing a blockage within your toilets or drains, please check your internal drainage is working properly before contacting us. This will help us determine the appropriate course of action.

For more information on how to check where the problem is occurring, visit www.hunterwater.com.au

Let's talk



We are committed to providing you with high quality water and wastewater services. If you have any questions or concerns about our services, we will investigate and try to resolve them immediately.

Making a complaint is simple. You can:

- call our Contact Centre on 1300 657 657* 8am-5pm, Monday to Friday
- email us at enquiries@hunterwater.com.au
- write to us at Hunter Water, PO Box 5171, HRMC 2310.

We will need your name, address, contact details and the details of your complaint. We will register your complaint and take the necessary action to resolve it as quickly as possible.

If we can't deal with the matter immediately, we will use our best endeavours to respond and resolve your complaint within three working days. Our response will outline actions taken and/or reasons for our decisions, as well as the name of a contact person for any follow-up enquiries.

If we cannot resolve your issues within the timeframes set out above, we will provide you with a clear plan of the actions that will be taken.

If, after giving us the opportunity to resolve the situation, you are still not satisfied with the outcome, you may choose to contact the Energy and Water Ombudsman of NSW (EWON).

*Calls from your home phone to 1300 numbers are charged at a fixed rate. That rate may vary from the price of a local call and may also vary between telephone service providers.

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



Supporting our community

Every year we support local organisations in a range of environmental and social initiatives that are making a difference in our community through the Hunter Water Community Funding Program.

Organisations we have been proud to support range from aged care facilities, schools and sports clubs to community gardens, councils and not-for-profit organisations.

The Forum's Healthier Schools Program is one of these initiatives which you can read more about below.



Healthier Schools program

For six years we have been supporting The Forum's Healthier Schools Program. This program aims to keep Hunter kids active and safe in the water, as well as providing them with information about our waterways and how to use water more wisely.

Since the Program's inception, we have seen more than 13,500 Hunter school kids learning to develop the fundamental skills to live healthy and fulfilling lives.

The program focuses on the development of lifesaving swimming skills as well as ways in which children can value and conserve water in our community.