



# CUSTOMER CHARGES

Effective 1 July 2023 to 30 June 2024

Hunter Water issues three bills per annum, each one covering a period of four months. The two main items on your bill 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 your water meter.

## RESIDENTIAL HOUSE

CHARGE TYPE	ANNUAL CHARGE	PRO-RATA PER BILL*	EXPLANATION
<b>WATER SERVICE</b>	\$29.51	\$9.84	Applies to all residential houses. Includes Environmental Projects Charge
<b>WATER USAGE NON-DROUGHT</b>	\$2.89	Per kilolitre registered	e.g. 50 kL x \$2.89 = \$144.50
<b>WATER USAGE - DROUGHT RESPONSE DAYS</b>	\$3.39	Per kilolitre registered	*The drought price will start 31 days after water storage levels fall below <b>60%</b> (the "on" trigger), remain in place until 31 days after water storage levels rise above <b>70%</b> (the "off" trigger).
<b>SEWER SERVICE</b>	\$789.18	\$263.06	Applies to all residential houses.
<b>STORMWATER SERVICE</b>	\$97.04	\$32.35	For the maintenance of some of the larger stormwater channels in Newcastle, Lake Macquarie and Cessnock. Only applies to properties from which stormwater flows to catchments that use these channels.

\*will vary slightly with actual days the account covers (ie. 123, 120, 122 days per billing cycle)

## RESIDENTIAL UNIT / FLAT

CHARGE TYPE	ANNUAL CHARGE	PRO-RATA PER BILL*	EXPLANATION
<b>WATER SERVICE</b>	\$29.51	\$9.84	Applies to each residential flats/units and townhouse. Includes Environmental Projects Charge.
<b>WATER USAGE NON-DROUGHT</b>	\$2.89	Per kilolitre registered	e.g. 50 kL x \$2.89 = \$144.50
<b>WATER USAGE - DROUGHT RESPONSE DAYS</b>	\$3.39	Per kilolitres registered	*The drought price will start 31 days after water storage levels fall below <b>60%</b> (the "on" trigger), remain in place until 31 days after water storage levels rise above <b>70%</b> (the "off" trigger).
<b>SEWER SERVICE</b>	\$730.00	\$244.33	Applies to each residential flats/units and townhouses.
<b>STORMWATER SERVICE</b>	\$35.91	\$11.97	For the maintenance of some of the larger stormwater channels in Newcastle, Lake Macquarie and Cessnock. Only applies to unit/flat and townhouses from which stormwater flows to catchments that use these channels.

\*will vary slightly with actual days the account covers (ie. 123, 120, 122 days per billing cycle)

## NON-RESIDENTIAL PROPERTY

CHARGE TYPE		ANNUAL CHARGE	PRO-RATA PER BILL*	EXPLANATION
WATER SERVICE	BASE	\$27.58	\$9.19	Applies to properties with a single 20mm water meter only.
	METER SIZE	\$27.58	\$9.19	Applies to 20mm meter size where there are multiple meters. For other meter sizes visit <a href="http://hunterwater.com.au">hunterwater.com.au</a> .
WATER USAGE - NON DROUGHT DAYS		\$2.89	Per kilolitre registered	e.g. 50 kL x \$2.89 = \$144.50 Charge may alter after the first 50,000kL, visit <a href="http://hunterwater.com.au">hunterwater.com.au</a> .
WATER USAGE - DROUGHT RESPONSE DAYS		\$3.39	Per kilolitre registered	*The drought price will start 31 days after water storage levels fall below <b>60%</b> (the "on" trigger), remain in place until 31 days after water storage levels rise above <b>70%</b> (the "off" trigger).
SEWER SERVICE	METER SIZE 20MM	\$696.78	\$232.26	Applies to properties with a meter size of 20mm water meter only. Visit <a href="http://hunterwater.com.au">hunterwater.com.au</a> for other meter size / discharge factor percentage combination charges.
	METER SIZE 40MM	\$3,716.17	\$1,238.72	Applies to 40mm meter where the property has a discharge factor of 85%.
	METER SIZE 80MM	\$14,864.68	\$4,954.89	Applies to 80mm meter where the property has a discharge factor of 60%.
SEWER USAGE		\$0.77	Per kilolitre registered	e.g. 50 kL x sewer discharge factor x \$0.77
STORMWATER SERVICE - SMALL PROPERTY SIZE <1000M		\$97.04	\$32.35	Only charged to applicable properties and may vary with property size. Visit <a href="http://hunterwater.com.au">hunterwater.com.au</a> .

\*will vary slightly with actual days the account covers (ie. 123, 120, 122 days per billing cycle).

## DETERMINING CHARGES

The Independent Pricing and Regulatory Tribunal (IPART) sets Hunter Water's pricing structure. The current pricing structure has been approved by IPART until 30 June 2024. For more information visit [www.ipart.nsw.gov.au](http://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 and trade waste charges (where applicable).

## PAYMENT ASSISTANCE

Whether you need extra support paying your bill, or some handy options to manage payments, we're here to help keep you connected to our essential service. To find out more call Hunter Water on 1300 657 657 or visit [hunterwater.com.au/assistance](http://hunterwater.com.au/assistance).

## CONTACT HUNTER WATER

Phone	1300 657 657 8am - 5pm, Monday to Friday
Emergencies	1300 657 000 24 hours 7 days
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