



Media Statement

Hunter Water

6 July 2018

Environmental Improvement Charge refund

Hunter Water has begun the process of refunding the owners of vacant land for an Environmental Improvement Charge (EIC), which was incorrectly levied on these customers over a five year period.

The majority of customers eligible for the credit will receive it automatically on their next water bill. These customers will be directly notified and do not need to contact Hunter Water to receive this credit.

The EIC is levied by Hunter Water in accordance with price determinations made by the Independent Pricing and Regulatory Tribunal. The current EIC amount for Hunter Water customers is \$40.46 per annum.

Following a recent customer enquiry, Hunter Water became aware that a minor technical change was made to our final price determination in 2013, which brought into question Hunter Water's authority to levy the EIC against properties not connected to the sewer system (i.e. undeveloped or vacant land).

Hunter Water has decided to refund those customers for the period of 1 July 2013 to 30 June 2018 because it is the right thing to do.

We apologise to these customers for any inconvenience. For more information, visit our website: www.hunterwater.com.au/EICrefund

Background

The EIC was first introduced in 1989 and since that time has supported the expansion of the sewer network to connect an additional 20,000 properties across the Lower Hunter.

The expansion of the sewer network to these backlog areas has been accompanied by substantial environmental and public health improvements, including improving the ecological health of creeks and rivers.