

## Our mission to lower emissions

We are researching different ways in which we can reduce our carbon emissions, because we want to be carbon neutral by 2030.

We use a lot of electricity to keep our operations running, and the generation of this electricity has a carbon footprint, impacting our environment.

Currently, indirect emissions account for 70% of our carbon footprint - this includes the energy we use in our offices, buildings and facilities (for example pump stations and treatment plants).

The other 30% is made up of direct emissions from other sources including wastewater treatment, vehicle travel and non-transport fuel

machinery such as generators.

We're exploring ways to generate our own clean, green energy through solar powered sites and using our wastewater to generate renewable energy through biogas. We're also exploring low emissions vehicles and treatment plants.

For more information or to share your ideas about this project please provide feedback on our engagement website, [yourvoice.hunterwater.com.au](http://yourvoice.hunterwater.com.au).

## Celebrating innovation in the water sector

A fantastic night was held in the name of charity at this year's inaugural Love Water Innovation Gala and we are proud to be donating a five figure sum to WaterAid to help provide water and sanitation to the world's poorest communities. Awards for innovation in the water sector were presented to The University of Newcastle, GHD, Lake Macquarie City Council, WSP and Flow Systems.



Terry Leckie, Flow Systems and Jim Bently, Hunter Water MD

## Love Water, Love Business Award

At this year's Hunter Business Chamber Awards, we acknowledged two outstanding businesses who presented water efficient projects. This award was judged on innovation, water savings, cost effectiveness and appeal for widespread adoption in the region. This year our winners were BIG4 Koala Shores Holiday Park and Lake Macquarie City Council, with both organisations working hard to reduce their reliance on potable water, instead using alternative water sources such as groundwater and rainwater.



## We're making your experience better

Our customers have expressed a desire to do more transactions with us online.

We're working on the design of a new website which will provide more self-service functionality to our customers in 2019. In the meantime, we have responded by creating two new online forms to assist in our customers' ability to pay their bills by direct debit and applying to receive a pension rebate.

### Live Chat

Web chat is now available so you can quickly ask any questions you may have. Just look out for the Live Chat icon on our website.

Paying your bill by direct debit saves you time (it now takes just a few minutes) and gives you peace of mind that a payment won't be inadvertently missed. You will receive advance notice of your bill amount and have the ability to cancel at any time.

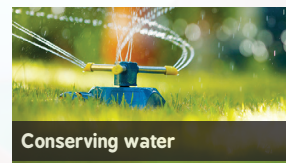
To join other Hunter Water customers each week, accessing our new forms (and to assess your eligibility for a pension rebate) please visit [hunterwater.com.au](http://hunterwater.com.au)

## Be part of the conversation

Your Voice makes it easier than ever for you to help shape the Hunter's water future.

We take our responsibilities to provide high quality, safe drinking water, and to remove waste, very seriously. We also know our customers feel as passionately about supporting our growing region as we do! So we've launched new ways to listen and converse directly with you.

Your Voice makes it easier than ever to share your ideas with us. It's a new web-based platform that allows you to participate in our planning and decision-making so that we can work together to determine our water future.



Conserving water



Belmont Desalination Plant



Securing our water future

Join the conversation today at [yourvoice.hunterwater.com.au](http://yourvoice.hunterwater.com.au)

## Get in touch

We're here for you when you need us.

1300 657 657 (8am - 5pm)  
1300 657 000 (Emergency 24/7)

[hunterwater.com.au](http://hunterwater.com.au)

PO Box 5171  
HRMC NSW 2310

[facebook.com/ourhunterwater](https://www.facebook.com/ourhunterwater)

[instagram.com/ourhunterwater](https://www.instagram.com/ourhunterwater)

[twitter.com/hunterwater](https://twitter.com/hunterwater)

[enquiries@hunterwater.com.au](mailto:enquiries@hunterwater.com.au)

To find out about current water outages, visit us online at [hunterwater.com.au/outages](http://hunterwater.com.au/outages)



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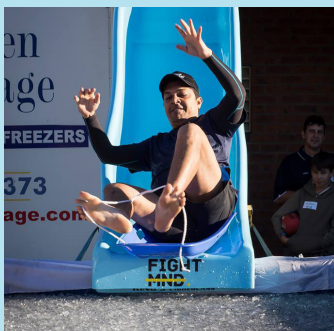
## Out and about

We work with a range of event organisers across our region. Here are a few activities we have been involved in.

Follow us on Facebook to find out where we'll be next!



Celebrating National Science Week



The Big Freeze for Motor Neuron Disease



Participating in the parade at the Wallsend Winter Fair



# The Fountain

Your community update from Hunter Water

## Inside

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Spring Edition 2018

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# Opinion: Conservation and our community

It was a welcome relief to receive significant rainfall in early October, after experiencing one of the driest winters in recent years. At one point, our dams were at their lowest levels leading into summer in 14 years, but I'm pleased to say the rain has restored our storage levels to average conditions for this time of year.

While our storages may have recovered for now, we know that other areas including our Upper Hunter neighbours, continue to experience some of the worst drought conditions in the state. Since August, Hunter Water has been providing drinking water to properties most in need across the Upper Hunter. With assistance from Newcastle and Lake Macquarie City Councils, we have transported 1.25 million litres of water to more than 80 properties which are not connected to a town supply and need to top up their rainwater tanks. We hope this initiative provides some much-needed relief to farmers and their families, to help them get through what is likely to be a hot and dry summer. We will continue this work while we can, for as long as we can.

Taking action to learn how to be more water wise is the first step towards creating lasting, meaningful change.

We've been able to provide this support in part thanks to the Lower Hunter community's efforts to conserve water. As we head into the warmer months, I encourage everyone to continue to Love Water.

While our storages are now in a reasonable position, the prolonged

dry weather has shown that our storages can change quickly. This is why it's important we are water wise all year round – not just in response to conditions or circumstances. Valuing our precious resource means working together as a community to understand how we can lower our water use permanently.

My thanks to all for the measures you are taking at home to conserve water and make every drop count. Whether it be taking shorter showers, avoiding watering the garden during the hottest part of the day or choosing to buy water efficient appliances; small changes can make a big difference. We've also had more than 200,000 people access our water use calculator on our website so far this year to understand savings they can make around their home. Taking action to learn how to be more water wise is the first step towards creating lasting, meaningful change so I'm really encouraged to see the community embracing our Love Water message.

If anyone would like useful tips and information on how to save water, please visit Hunter Water's website, because together we can make a difference.

Jim Bentley  
Managing Director

1,250,000 litres  
of water  
delivered to date



Tankers delivering water to those who need it most.

## New life for Charlestown Reservoir

One of Hunter Water's most visible assets has received a facelift, thanks to a community partnership.

In August, Minister for Energy and Utilities Don Harwin unveiled the new Love Water mural on Charlestown reservoir. The project was carried out in partnership with Newcastle organisation UP&UP, who specialise in engaging youth and teenagers in community projects.

Featuring a bold, colourful design, the mural is an important reminder to thousands of motorists traveling along the Pacific Highway each day, that water is a precious resource and together we can use it wisely.



Minister Don Harwin officially unveils the Charlestown Reservoir artwork.

## how do you love water?



Thank you to our amazing Hunter community who continue to show how much they 'Love Water' by making small changes to how they use our most precious resource. These are some of the simple things you could do around the garden and home to save water, which not only helps our long term supplies, but also keeps your water bill low.

Did you know that using mulch can save you around **10,000** litres of water each year in the garden?

Mulch acts as a blanket and can save water evaporating from your soil by up to **70%**.



Using a rainwater tank could save you up to **40%** of your drinking water supply.

That's about **40,000** litres a year.

Shortening your shower by only 1 minute each day could save our region **4,000,000** litres in a single day.



That's the equivalent of nearly **13,300** bath tubs!



## Recycled water is coming to Chisholm and Gillieston Heights

Recycled water is a great alternative water supply for your garden and laundry.

Soon we will begin supplying recycled water from the Morpeth Wastewater Treatment Plant to 1,127 homes in Chisholm and Gillieston Heights. These homes were fitted with recycled water systems when they were constructed, easily identified by the purple colour of their pipes.

Not only is recycled water great for using in your garden, laundry and in your toilets, it could save households up to 80,000 litres in precious drinking water during a dry year.



Recycled water is treated to a high level and must comply with Australian Guidelines for Water Recycling and the requirements of NSW Health. We're working closely with residents and property owners throughout the process of introducing recycled water.

Want to find out more about recycled water? Jump online at [yourvoice.hunterwater.com.au](http://yourvoice.hunterwater.com.au)



The proposed new look Cottage Creek.

## A new approach to stormwater

Planning works have commenced to give Cottage Creek a fresh look thanks to a \$450,000 grant from the Newcastle Port Community Contribution Fund.

Hunter Water owns almost 100 kilometres of concrete lined stormwater channels across the Lower Hunter.

With the support of the NSW Government, the \$450,000 grant will allow Hunter Water to explore the liveability and public amenity benefits of naturalising the existing Cottage Creek channel, and work with our communities and stakeholders to finalise design, environmental

investigations and approvals. The proposed works include native vegetation, sandstone terracing and new public spaces.

Naturalising the Cottage Creek stormwater channel could transform the current concrete waterway into a thriving space for community recreation and improve the environmental and social amenity of the area.