

Making Waves

March - June 19



Dry summers lead to dry tanks

We've recently experienced the driest summer in more than 10 years, which means your rainwater tank may be very low, or even empty.

In most cases, when your rainwater tank becomes empty, your hoses, household appliances and toilets automatically switch over and begin using drinking water. If you've noticed an increase in your water bill lately, this may be why.

Now's the perfect time to check how your rainwater tank is performing.

Top tips for a healthy tank

Here are some simple tips to help you maintain your rainwater tank this autumn.



Check if your tank is working by flushing your toilet and listening for the tell-tale sound of your pump cutting in



Change your pump filter every 6 months to ensure your water stays clean



Keep the leaf screen located at the top of the tank clear from debris



Regularly clean out your tank's first flush device

We can all do our bit to love water. For more on information visit hunterwater.com.au/rwtanks

Received a high bill?

Hot, dry summers can sometimes mean high autumn bills.

There are a number of reasons for high water usage around the home during the warmer months including:

- more frequent outdoor watering
- having extra visitors stay
- topping up the pool
- inefficient rainwater tanks
- leaks

Our water usage calculator estimates your annual water consumption based on your water use.

Visit hunterwater.com.au/calculator to find out how much water you use.



Having trouble paying?

If you have experienced a high bill and are having difficulty paying, we're here to help you identify solutions for payment.

Want to know more? Visit hunterwater.com.au/assistance

Spot a leak on the street?

Our water is precious and our community are the eyes and ears of conserving water across our supply network.

The quick reporting of a water leak can help reduce water loss and wastage. We have made it easier than ever for you to report water leaks online.

Our new online form allows you to report water leaks on our streets, public property and water meters and it's mobile phone friendly. This means you can upload a photo, giving us a snapshot in real time. Let's love our water together, next time you spot a water leak, jump online.

To report a water leak visit hunterwater.com.au/leaks



Sneaky leaks waste water

Leaks are the most common cause of a spike in your water usage and can be found in and around the home.

If you haven't over indulged with the garden watering, splashed too much in the pool or had the extended family stay, you may have a leak.

Leaking pipes and toilets and dripping taps in households across the lower Hunter contribute to around 2 million litres of water being lost each year. You can do your bit to love water by checking your home for leaks.



Common causes of leaks in the home

- dripping taps or showers
- trickling water from the toilet cistern
- leaking water meters
- damp spots in the garden that could indicate a damaged underground pipe
- leaking hot water systems

For more information, visit hunterwater.com.au/check4leaks

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

 enquiries@hunterwater.com.au

 PO Box 5171
HRMC NSW 2310

 facebook.com/ourhunterwater

 instagram.com/ourhunterwater

 twitter.com/hunterwater



Printed on environmental responsible paper using Elemental Chlorine Free pulp sourced from certified well managed forests and controlled sources. Please recycle.

Accessing your water meter

Our proactive water meter exchange program ensures your water meter reading and bill are accurate.

Water meters tend to slow down over time, so it is important they are replaced to ensure we have an accurate measure of how much you've used.

To safely replace your meter it needs to be free of concrete, brick or rock, shrubs or trees and have a minimum 225mm clearance around the water service pipes.



Did you know? Hunter Water exchanges more than **10,000** meters each year!

To find out more visit hunterwater.com.au/meters

Update your contact details

Have you moved recently?
Have your contact details changed?

You can update your contact details easily and online.

Please visit
hunterwater.com.au/update