

**From:** [IPART](#)  
**To:** [Water Mailbox](#)  
**Subject:** FW: My proposal for you and Hunter Water  
**Date:** Monday, 5 May 2025 5:48:43 PM  
**Attachments:** [REDACTED]

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**From:** [REDACTED] >

**Sent:** Monday, 5 May 2025 12:44 PM

**To:** IPART <ipart@ipart.nsw.gov.au>; [REDACTED]  
[REDACTED]

**Cc:** [REDACTED]  
[REDACTED]

**Subject:** My proposal for you and Hunter Water

[CAUTION: This email originated from outside of the organisation. Do not click links or open attachments unless you recognise the sender and know the content is safe.]

To IPART,

Attachments are a recent bill but not the latest it was lower than this one, and my yard has no piping and no tank not enough space at the front of [REDACTED] and ASIC cancelling my SMSF super fund!

**IPART**, I think you are 'between the rock and the hard place' **but I want you to read carefully** and to **BE AS GOOD AS YOUR WORDS (OR WHAT GOOD DO YOU SERVE?)** - it is **vital to obtain value and affordability (GOOD WORDS IF THERE IS FOLLOW UP BUT JUST A DISTRACTION WITHOUT FOLLOW UP)!**

**IF NOT INDEPENDENT WHY WERE YOU FORMED OR ARE YOU JUST SOMEONE TO TAKE THE BLAME????**

**EWON**, as I have already told **YOU**, I am not contesting the prices **IPART HAVE SET, AS A MATTER OF FACT I HAVE USED THE \$0.77 AND THE \$2.89, \$3.19, \$3.49, \$3.80, \$4.10 and \$4.40** when calculating metered water prices and wastewater treatment costs, multiplied by **METERED READINGS FROM Hunter Water** (I only have the numbers **BECAUSE Hunter Water** has given them to me **BUT** have they quickly forgotten or just living a lie?), to determine **FINAL COSTINGS** which come **FROM Hunter Water (CONTROL COSTINGS)** and not **IPART (CONTROL PRICES)** and **DEFINITELY NOT Rose Jackson, Minister for Water, WHO CANNOT GIVE DIRECTIVES TO Hunter Water OR ALREADY HAS AND DOES NOT WANT THEM CHANGED.**

*I will offer this at the beginning – I know Hunter Water is being dishonest in their dealings with customers, and only listen to them, when it suits Hunter Water to do so. If 'everyone pays the same', is not Hunter Water's choice, then it is a directive from somebody BUT in either case, the customer is just a means of getting money and for small users to supplement the larger users there is NO CONSIDERATION OF VALUE AND NO*

CONSIDERATION OF AFFORDABILITY, except for some CUSTOMERS, UNFORTUNATELY ONLY LARGER USERS!!

*I am finishing this submission around Anzac Day because this is a day of remembrance, a day of TRUTH and a time WHEN HONOUR EXISTS (I hope EVEN IN GOVERNMENT AGENCIES), whether they are INDEPENDENT OR NOT. HONESTY COSTS nothing but it is rarely applied by politicians in my view – as an example THE MINISTER FOR WATER claims SHE HAS NO POWER TO EXERCISE CONTROL OVER HUNTER WATER'S METHOD OF CHARGING 'EVERYONE PAYS THE SAME REGARDLESS OF WHAT WATER THEY USE AND THERE IS NO LINK TO HOW MUCH THEY CAN RETURN AS WASTEWATER!'. WHY IS THE METERED WATER NOT SET AS A MAXIMUM VALUE THAT CAN BE RETURNED? BECAUSE Hunter Water and the MINISTER FOR WATER BELIEVE THAT WASTEWATER CANNOT BE DETERMINED - THIS IS ANOTHER LIE Hunter Water IS TELLING.*

*THEY KNOW THAT GREY WATER CAN BE METERED AND IPART DOES TOO. I AM TOLD Hunter Water WAS INTENDING TO DO SO TO LET THEM CHARGE CUSTOMERS FOR USING TANK WATER?? All that is required is an extra meter fitted to any tank water that is 'PLUMBED FOR FLUSHING', these tanks are easily identified as they have 2 outlets, one for irrigation and the second for flushing! THE WATER COLLECTED FROM THE ROOF HAS NO CONTAMINENTS (except for maybe a little dirt) IN IT, UNTIL IT HAS BEEN FLUSHED, so the meter will read the 'correct' amount of water returned from the tank, THERE IS NO NEED FOR 'DEEMED' VALUES JUST ADD THE METERED WATER TO THE HOUSE AND THE USE (APPROPRIATE) SDF VALUE AND NOW Hunter Water has the CORRECT WATER AND WASTEWATER USAGE!!!*

*NO NEED TO DEEM, CUSTOMERS CAN BE TREATED TO TRUE VALUE COSTINGS FROM Hunter Water FOR METERED WATER AND WASTEWATER (WHERE TANK WATER IS USED). Perhaps Hunter Water could help people who are struggling to pay their water bills, to obtain a tank and pay it off with a small payment each billing cycle (BE THEY large users or small users??*

THE ONLY DRAWBACK WOULD BE IF Hunter Water DOESN'T WANT TO send out ACCURATE BILLS, WHY WOULDN'T THEY WANT TO GIVE VALUE AND AFFORDABILITY TO ALL???

*I AM NOT ARGUING ABOUT IPARTS PRICING NUMBERS BUT THE FACT THAT I AND MANY OTHER SMALL USERS DON'T USE OR RETURN FOR TREATMENT ANYTHING LIKE THE AMOUNT OF WATER THAT Hunter Water IS DEEMING. I CAN'T RETURN (120 kL when only 20 kL comes into my house). THE LARGEST WATER USERS CAN RETURN UP TO 217.5 kL according to Hunter Water after the (75%) SDF is applied for 290kL OF METERED WATER!!!*

IPART HAS INFERED, WHEN I READ THEIR PROPOSAL, TIME AFTER TIME THAT IT IS VITAL THAT I (UNLESS IT WAS Hunter Water that was to) GET VALUE AND AFFORDABILITY - *IS IPART GOING TO DENY ME, AS I AM A Hunter Water CUSTOMER and HAVE BEEN FOR 42 YEARS???*

*I WANT THE VALUE THAT IPART SAYS IS VITAL TO ME, SO I WILL PAY ONLY the SERVICES THAT I USE APPLY THE MEASURED USAGES, AS MONITORED BY Hunter Water's METER, I HAVE NO TANK ON MY PROPERTY (CHECK the PHOTO attached -1), SO WHAT IS METERED IS THE MAXIMUM I CAN RETURN and I will pay the correct metered amount, no SDF (which I feel may be a little low)!*

*I HAVE THE MINISTER'S POWERLESS STATEMENT PRINTED ON AN EMAIL, SENT TO ME BY MY LOCAL STATE MEMBER AND I WILL FORWARD IT TO IPART, EWON and Hunter Water – SO THERE CAN BE NO DOUBT OF MY WORD!*

*I WILL ALSO SEND A Hunter Water BILL SHOWING MY RECENT METERED WATER USAGE (CHECK the photo attached - 2) AND I WILL PAY AN SDF OF 100% ON 20 kL. ODDLY ENOUGH TODAY THERE IS A MAN SITTING IN A HUNTER WATER CAR MARKED AS A METER CONTRACTOR PARKED INFRONT OF MY HOUSE but doing work next door. FROM IPART I WOULD LIKE THE VALUE OF AFFORDABLE BILLS, FOR ALL SMALL WATER USERS THAT THEY SAY SO OFTEN IN THEIR DOCUMENT IS VITAL FOR CUSTOMERS*

*Hunter Water has stated that apartments return (on average) less wastewater than households and the change from 120kL and 111 of DEEMED water for households is 126 kL, while for apartments it is 77 kL (a considerable drop from 111kL of 25%) so apartments PAY LESS THAN HOUSE OWNERS because they return less. THIS SHOULD ALSO APPLY TO ME, I RETURN LESS THAN OTHER HOUSEHOLDS AND APARTMENTS - WHY DO I NOT GET THE CORRECT VALUE?*

Currently 2024 - 2025, houses have a deemed discharge volume of 120 kL (OR NOW 126 kL) per year (the 75% SDF, of a 160 kL of a 'typical' residential water consumption) while apartments have an assumed deemed discharge volume of 111 kL per year which was set to match that of houses in the next determination. Hunter Water has proposed to change this as it has found that average water consumption for apartments is below this at 102 kL/year. It proposed to use different deemed discharge amounts:

1. • 126 kL for houses

1. • 77 kL for apartments.

*I submit that since I and other small water users cannot return even 77 kL of waste water and as Hunter Water has said, often that they cannot afford water saving devices and tanks to catch rainwater, IF WE PAY 100% SDF WITH OUR ACTUAL METER READINGS, WE WOULD FINALLY GET SOME OF THE VALUE IPART SAYS IS VITAL (WE WILL BE BETTER OFF AND RECEIVE, MORE VALUE THAN WE HAVE, HAD BEFORE)!*

We (Hunter Water) only propose a small change to the way we charge households for wastewater; that is to assume ('deem') that customers in apartments discharge less wastewater than customers in houses *AND hence (should and will) pay less for wastewater treatment. SHOULD THIS PAY LESS FOR LOWER USAGE BE GIVEN TO ALL USERS (not just renters) AND LARGER USERS (who should pay more as they return*

*more), BUT HUNTER WATER HAS NOT APPLIED THIS PAYMENT METHOD TO ALL CUSTOMERS - THIS IS NOT EVERYONE PAYS THE SAME, BEING APPLIED TO HOUSEHOLDS AND APARTMENTS - IS HUNTER WATER NOW VISIBLY SHOWING FAVOURITISM TO SOME CUSTOMERS OVER OTHER CUSTOMERS - JUST AS THEY ALWAYS HAVE!*

*IPART (WHAT DO YOU SAY) is VALUE FOR CUSTOMERS VITAL FOR ALL OR JUST SOME TOKEN GESTURE YOU IGNORE WHEN YOU NEED TO????? REMEMBER YOU ARE (SUPPOSED TO BE) INDEPENDENT. (so how will you deal with this)?*

Proposed wastewater prices (without inflation)

IPART		2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
Houses - \$ per year		789.18	804.84	816.51	828.22	840.00	851.83
	7.93% increase						
Metered Water		2.89	3.19	3.49	3.80	4.10	4.40
Small	87	251.43	277.53	303.63	330.60	356.70	382.80
Typical(?)	160	462.40	510.40	558.40	608.00	656.00	704.00
Large	290	838.10	925.10	1,012.10	1,122.00	1,189.00	1,276.00
Wastewater HW DEEMED		92.40	92.40	92.40	92.40	92.40	92.40
<i>Wastewater Actual Cost</i>		66.99	66.99	66.99	66.99	66.99	66.99
		123.20	123.20	123.20	123.20	123.20	123.20
		223.30	223.30	223.30	223.30	223.30	223.30
Apartments - \$ per year		730.00	768.25	780.80	793.39	806.02	818.68
	12.14% increase						
Metered Water							
Wastewater HW							
<i>Wastewater Actual Cost</i>							

*DOES THE EXAMPLE ABOVE MEAN THAT HONESTY IS TO BE (FRONT AND CENTRE) IN FUTURE DEALINGS WITH Hunter Water WHO MAKE BOGUS CLAIMS?? AND I AM SAD TO SEE YOU TAKE Hunter Water at their word - they are not honest as is shown below!*

The wastewater service charge is a fixed charge set at a level to recover the residual capital and operating costs of the wastewater system. *WHAT DO YOU HONESTLY THINK NOW?*

Hunter Water considers *I HAVE BROKEN THIS IDEA UP SO EACH PART STANDS OUT!*  
*- that most of the costs associated with providing wastewater services are fixed and do not vary with the volume of wastewater discharged, I have never seen such a blatant lie, directed to what they hope are IDIOTS, except from some politicians or now a Governmental MONOPOLY company - CONSIDER that Hunter Water doesn't require more chemicals when they treat MORE WASTEWATER, larger list dot points below, the PRICE OF THE CHEMICALS MIGHT NOT CHANGE BUT THE TOTAL COST OF ALL THE EXTRA CHEMICALS CERTAINLY DOES! IF YOU CAN'T SEE THIS YOU NEED GLASSES! OR IF YOU BELIEVE THIS JUST LOWER THE AMOUNT OF CHEMICALS THAT Hunter Water CAN BUY!*

- and thus it proposes that its fixed service charge should recover nearly all of the wastewater revenue.

**LOOK AT THE DOT POINTS BELOW AND THEN TELL ME THE COSTS ARE COMPLETELY FIXED AND DON'T CHANGE WITH VOLUME!!! If this was true, quite simply no extra power would need to be supplied to the plant, and any amount of wastewater could be treated without supplying more energy, chemicals, machinery, etc! THIS IS BULL AT IT'S BEST WHEN DEALING WITH MORONS!**

Hunter Water engaged with customers on whether for residential wastewater prices, the fixed charge based on deemed usage should continue, or whether a variable component based on estimated discharge should be introduced. The engagement shows mixed support for reintroducing an explicit residential wastewater usage charge. Just over 50% of respondents supported the idea, however Hunter Water did not consider this was a sufficient level of support for change, particularly given the complexities of making such a change.

*I DID OFFER TO BE A PART OF THIS GROUP (BUT WAS NOT WANTED) BUT I FEEL I DID NOT ANSWER QUESTIONS PROPERLY (TO SUIT HW'S IDEAS), A PITY AS I DON'T THINK THERE WERE ANY OLDER SURVEY RESPONDERS CHOSEN. I ALSO NOTED THAT VIEWS WERE CHANGED THE MORE THAT THEY TALKED (WAS THAT DUE TO THE 18 UNKOWNS?? WHO LED THE GROUP DISCUSSIONS).*

*I am in the mood to do some DEEMING of my own on THIS ITEM, Hunter Water has been capable of selecting the people to be included in their FINAL CUSTOMER INTAKE. the SURVEY WAS DONE ONLINE, so Hunter Water HAS ACCESS TO EVERY RESPONDER'S EMAIL ADDRESS, AS A MATTER OF FACT the MINISTER for WATER noted that I had put a proposal to IPART on this issue - THE REPLY TOOK ABOUT 1 MONTH, plenty of time to find MY, WHAT I THOUGHT SHOULD HAVE BEEN A PRIVACY ISSUE - either IPART, EWON OR Hunter Water has informed her of my 'comments' so she could - dance around and not commit to any actual response, for whatever REASON??? AND I DEEM THAT HUNTER WATER DID NOT WANT ME TO BE PRESENT AS I WAS AGAINST THEIR IDEAS THAT THEY TALKED OTHERS OUT OF - was there a majority of LARGE WATER USERS present?*

*There were many LARGE USERS who were in favour of 'PAY FOR WHAT YOU USE'! THIS METHOD WAS FAVOURED BY 63% of the RESPONDERS (in the survey I did) by far the largest group that responded positively to, in the entire survey, next was in the 30% range!!! BUT HW DON'T WANT ANY OF THAT, JUST SHEEP THAT BLEAT 'YES, THAT IS RIGHT'!*

Its (Hunter Water's) engagement found that after explaining the charge further, there was more support for retaining the current structure. It had also observed that some stakeholders who preferred an explicit residential wastewater charge may not have understood that it would negatively impact them. For example, large household customers considered that an explicit residential wastewater usage charge could help them manage bills however it would also mean that their starting bill would be higher based on a higher water usage.

*Hunter Water, seems to be admitting that they are 'guiding the RESPONDERS in the direction they want - there MUST BE SOME UNDERLYING REASON GOVERNMENT DIRECTIVE or THAT HUNTER WATER FAMILIES ARE ALL LARGE AND THIS SAVES THEM MONEY? OR TELL ME WHEN IPART FINDS OUT< THAT IS IF YOU ARE DOING YOUR JOB! IT SEEMS THAT Hunter Water IS AGAIN SHOWING IT BIAS AGAINST SMALL USERS, even though the apartment dwellers get to pay less than me and others using less water! THEIR MESSAGE IS TRUE (UP TO A POINT) BUT THESE DELIBERATIONS OCCURRED WITH A SELECT FEW OF THE RESPONDERS TO THE SURVEY, THAT I FILLED OUT. I OFFERED MYSELF TO BE ONE OF THE 40 OR SO PEOPLE CHOSEN (AT RANDOM? BY SOME FIRM ENGAGED BY Hunter Water WHO ALSO PAID FOR THE SERVICE - any BIAS BEING THOUGHT ABOUT YET?), WHICH THEN ADDED A FURTHER 18 PEOPLE TO OVERSEE THE (IN MY VIEW) ALL BUT 2 of the 20 GROUPS (WHO DIDN'T HAVE THE ADD ONS) TO DIRECT THE WAY PEOPLE LOOKED AT THE IDEAS THAT Hunter Water DESIRED. A CLUE I THINK WHEN OVER 50% IS NOT A MAJORITY OR WAS IT - HW did not consider this was a sufficient level of support for change, particularly given the complexities of making such a change.*

*I FIND THIS A LITTLE HARD TO SWALLOW (HOW MUCH ABOVE 50% WAS NOT SUFFICIENT?) Hunter Water HAS COMPUTERS THAT HAVE DATA THAT MEASURE WATER INTO A HOUSE, APPLY THE 75% SDF TO ALL USERS (WHICH THEY DO CURRENTLY) AND CHECK THE REVENUE - FIDDLE WITH THE SDF IF THERE IS NOT ENOUGH REVENUE. THEN IN AN HONEST WAY (HOPE THIS IS NOT TOO FOREIGN) BUNDLE THE 1 PERSON FAMILIES TOGETHER, THE 2 PERSON FAMILIES TOGETHER, ETC as shown on your histograms and work out a factor which gives the REVENUE REQUIRED, WITHOUT MUCH HARM TO ANY GROUP! EVERYBODY WOULD HAVE A VALUE THAT IS FAIRER.*

**We (IPART) accept Hunter Water's proposal to continue with its current approach and use the deemed usage for wastewater charges. You don't consider they can lie?**

*A CLASSIC RUBBER STAMP MOVE, Hunter Water accepts apartment dwellers need to pay less AND they only pay usage (I believe) and their DEEMED RATE HAS DECREASED WHILE HOME OWNERS RATE HAS INCREASED SLIGHTLY - DOES THE INFORMATION ABOVE SWAY YOU IN ANY WAY, ARE YOU TRULY INDEPENDENT??? OR without being nasty are you still entwined with the Sate Government - I am struggling to decide after the Minister's replies, especially when she can't make a decision, either way!!*

*I RETURN ONLY 20 kL per year (around a quarter of apartment wastewater) BUT as a house owner I (AND OTHER SMALL USERS) are to pay more than the apartment dwellers and the same as the largest water users at 290 kL returning 217.5 kL OF WASTEWATER per year (NOT THE DEEMED 126 kL), WHERE IS OUR VALUE COMING FROM (IN THIS DEBARCAL?) THAT THE MINISTER HAS NO POWER OVER - UNBELIVABLE I THINK? THERE IS NO VALUE FOR US, in either case BUT THIS IS NOT THE END OF THE WASTEWATER THAT IS RETURNED. There are many things which are 'hidden cost' in the*



## **FIXED COSTS for WASTEWATER.**

- 1. The first question I have is WHY DOESN'T Hunter Water get to keep the EXTRA REVENUE THEY ALWAYS OBTAIN, then THIS CUSTOMER PAID MONEY, COULD BE USED SO THAT Hunter Water did not NEED TO BORROW MONEY (or so much money) THAT FORCES CUSTOMERS TO PAY more money out as LOAN INTEREST???*
- 2. Although there are over 440 pumping stations in the infrastructure my wastewater return is to only one treatment plant, so I don't use or damage/wear out all 440 pumping stations - WHY AM I PAYING FOR THE DAMAGE TO ALL PUMPING STATION (as I don't pass my wastewater to all treatment plants)?*
- 3. My 20 kL of wastewater does less damage to the pumping station network of pipes, aerators and rotating screens, than 217.5 kL of a large water user BUT as you can see above there is only ONE COST FOR ALL returners.*
- 4. Chemical and biological processes are used to remove the contaminants from the wastewater and disinfect the clear water before it is released into the environment. These chemicals and biological treatments are not given freely, I am sure and more waste means more chemicals at least! Some of the treated water is recycled and offered to industry, agriculture and typically golf courses (but I think it costs more than drinking water?)*
- 5. Solids drying and disinfecting by ultraviolet light is also required, to dry something require heat of some kind AND I am sure the wastes are not just left in the sunshine!*
- 6. ALL of these processes require electricity and some are very heavy users but Hunter Water has installed arrays of solar panels to reduce the costs BUT I see no evidence of cost reduction only increases are present in the future. I travel almost daily passed pumping stations and see no sign of solar panels in use in large open areas, so Hunter Water might have more GREEN energy to capture?*
- 7. I mention all of these things because ALL OF THESE ENDEAVOURS require more of each process/structure/chemical requirement/machinery and energy for 217.5 kL of wastewater compared with 20 kL of wastewater to be treated at \$0.77 per kL the (slightly inflated) cost.  
As proof  $20 \times \$0.77 = \$15.40$  while  $217.5 \times \$0.77 = \$167.47$ , more chemical more of everything!!*

**IPART has typed numerous times in THEIR PROPOSAL that - it is vital that the services**

deliver value to customers and are affordable – **BUT IPART DOES NOT SAY TO ALL USERS AND in all situations, I WONDER WHY??? ARE SOME CUSTOMERS ARE NOT WORTHY TO OBTAIN THE SAME VALUE as 'typical' or larger users or even apartment dwellers?**

**I WOULD LIKE A RESPONSE FROM IPART, please.**

**THIS SYSTEM IS WRONG WHEREVER IT IS USED – I believe there is a DEEMED usage figure for wastewater returned to be re-introduced. Hunter water had this at 120 kL is returned by all households and the charge will be \$92.40 for 'typical' households. The (slightly inflated price according to IPART) cost is \$0.77 per kL to clean the wastewater returned - my cost would be 20 x \$0.77 = \$15.40, which I am happy to pay as this represent actually the maximum 'value' which I should pay but no more than this. IPART sets maximum prices!**

**Small water users pay the same cost as a larger user, the small user is overcharged, and the large user is undercharged, which is bad enough!**

**BUT even worse this means, the lower the amount of water used by the smallest users THE MORE THEY ARE CHARGED and the greater the amount of water used by the largest users THE MORE THEY USE THE LESS THEY ARE CHARGED!!**

**THIS SITUATION IS OBVIOUSLY WRONG, and the ONLY PLACE IT IS NOT USED IS METERED WATER INTO A BUILDING the amount charged is the cost per kilolitre times the number of kilolitres. THIS IS THE ONLY TIME THAT ALL USERS GET THE (CORRECT) SAME VALUE FROM Hunter Water.**

Draft bill impacts for residential customer types for water and wastewater (\$2024-25)

Water								
Customer	usage	Current						
Average								
Owner	(year)	2024-25	2025-26	2026-27	202- 28	2028- 29	2029-30	(%) change
Occupiers - As modelled by Hunter Water for its 2024 Pricing Proposal, a small household consists of 1 or 2 people living in their own separately metered apartment, a typical household consists of 3 or 4 people living in their own house, a large household consists of 5 or more people living in their own house with a big garden and/or pool, and a pensioner household consists of 1 or 2 people who own their own home and are eligible for the pensioner rebate.								
<b>Small</b>								
<b>Household</b>	<b>87</b>	1,011	1,065	1,096	1,127	1,157	1,188	
(3.3%)								
Metered Water		251.43	277.53	303.63	330.60	356.10	382.80	taken
off								
Wastewater		50.24	50.24	50.24	50.24	50.24		
50.24	taken off							
Difference		709.33	737.23	742.20	746.16	750.66	754.96	
Deemed	\$92.40	751.49	779.39	784.36	788.32	792.82	797.12	ADDS



\$42.16 to small user's bill whether usage or FIXED -- everyone pays the same

<b>Typical</b>	<b>146</b>	1,241	1,290	1,337	1,386	1,433	1,481	
(3.6%)								
<b>Household</b>								
Metered Water		421.94	465.74	509.54	554.80	598.60		
642.40 taken off								
Wastewater		84.32	84.32	84.32	84.32	84.32		
84.32 taken off								
Difference		734.74	739.94	743.14	763.88	750.08	754.28	
DEEMED \$92.40		742.82	748.02	751.22	771.96	758.16	762.36	ADDS
\$8.08 to Small user's bill whether usage or FIXED - everyone pays the same								

<b>Large</b>	<b>290</b>	1,657	1,750	1,840	1,933	2,023	2,114	
(5.0%)								
Household								
Metered Water		838.10	925.1	1,012.10	1,102.00	1,189.00	1,276.00	
taken off								
Wastewater		167.48	167.48	167.48	167.48	167.48	167.48	
taken off	BUT USED & PAYS \$75.08 off Large user's bills - everyone pays the same							
Difference		651.42	657.42	660.42	663.52	666.52	670.52	
THIS IS WHAT THEY PAY								
DEEMED \$92.40		726.50	732.50	735.50	738.60	741.60	745.60	
THIS IS WHAT THEY SHOULD PAY								

*THIS MONEY PAYS FOR PART OF LARGE USER'S BILLS Value for them BUT NOT SMALL USER'S!*

Pensioner	100	727	745	761	777	793	810	
(2.2%)								
has Rebate								
Metered Water		289	319	349	380	410	440	
Wastewater		57.75	57.75	57.75	57.75	57.75	57.75	
Pensioner	100	1,108	1,144	1,177	1,211	1,244	1,278	
(2.9%)								
no Rebate								
Water		289	319	349	380	410	440	
Wastewater		57.75	57.75	57.75	57.75	57.75	57.75	

Renters If the property is separately metered, renters can be charged the water usage charge. If the property is not separately metered, the property owner would also pay a usage component based on their property's unit entitlement (this is a percentage apportionment of total water usage of the building).

Renter –	87	251	278	304	331	357	383	
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(8.8%)

small household or apartment with a separate meter

Renter –	146	422	456	510	555	599	642
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(8.8%)

typical household with a separate meter

Renter –	290	838	925	1,012	1,102	1,189	1,276
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(8.8%)

large household with a separate meter

Renter –	100	289	319	349	380	410	440
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(8.8%)

I left this information on, I did look at it but I don't have a pension card as yet and possibly never will, the RBA rate rises meant my daughter could not pay the increasing rates and as my name was on the deed as another person, who had a bad credit rating but was living on the property for a year, suddenly left as he had re-established his credit rating moving back into his house. My name has stayed on the deed and I have been paying \$320 a week off the loan.

The RBA increases caused me to shut my SMSF superannuation account so I could pay off \$420,000 for people to pay the loan off. I am unsure if I can get a part pension or any help at all because by paying down the loan and property price increases over the almost 11 years (since purchasing), when I saw Centrelink people they said I had too much equity in the property, I was still paying down the loan at \$10,000 a time until the payments were manageable BUT by this time my SMSF was too small for me to invest and have dividends paid to me. No sob story just facts and hanging around waiting for money to run out or to get help from Centrelink, which ever comes first.

I CANNOT SAY I SAW ANY REFERENCE TO PAYING FOR THE DESAL PLANT BUT EXPECT THAT THAT IS WHAT CAUSED THE METERED WATER INCREASES AND SERVICE CHARGE INCREASES, NOR DID I SEE ANY MENTION OF DEVELOPER'S CHARGES RETURNING AFTER THE STATE GOVERNMENT, TOOK THEM OFF AND PUT THE COSTS ON CUSTOMERS.

LAST WORDS IF YOU CANNOT SEE THAT Hunter Water IS DISHONEST FOR SOME REASON, YOU REALLY ARE STOOGES FOR THE STATE GOVERNMENT - NOT REALLY A SLUR ON YOU BUT DEFINITELY ON THE STATE GOVERNMENT, WHO SET YOU UP TO TAKE THE FALL FOR THEM!!!!

Alan Lobleby



#### Need help?

- Log in to My Account  
[hunterwater.com.au/myaccount](http://hunterwater.com.au/myaccount)
- [enquiries@hunterwater.com.au](mailto:enquiries@hunterwater.com.au)
- 1300 657 657 (Sun-Thu M-F)  
1300 657 600 (Emergency 24/7)
- Turn over for more customer information

Date of issue  
4 Jul 2024

## Your water account

Approx next reading  
4 Nov 2024

Amount due

**\$290.33**

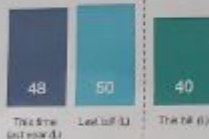
Due date

**26 Jul 2024**

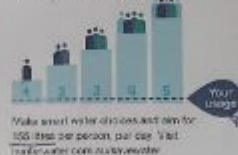
Turn over for  
easy ways to pay ▶

### How do you compare?

Your average daily water use



Average household per person water use



Your long term (5 year) average daily water use

52 litres

Your average daily water use this time last year

48 litres

Your current average daily water cost

\$0.12

$\frac{1}{3}$  of what H2O wants for everyone.



**Make your bill more manageable**

Set up Easy Pay



**Get extra time to make a payment**

Request an extension



**Get personalised support**

Speak to our local team



Scan to learn about our support options

**Supporting you to make paying easier**

Hunter Water Corporation (ABN 46 233 512 448)







Australian Securities & Investments Commission

14 - 22 Grey Street, The  
PO Box 4000  
Copperland Mail Centre

Customer helpline  
ASIC website: www.asic.gov.au

14 April 2025

**CORPORATIONS ACT 2001**

You are notified that under section 601AA(4) of the Corporations Act 2001, the above company was deregistered on 14/04/2025.

Registry Officer  
DELEGATE OF  
THE AUSTRALIAN SECURITIES AND INVESTMENTS COMMISSION