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Date of submission: Monday, 21 October 2019

Submission: I am opposed to any increases in charges for residential services supplied by Hunter Water. HW has a conflict of interest as a government owned monopoly supplying the government with a \$100M!!! dividend yet puorting to have the communities interests at heart, which ultimately demands lower prices and a mnore sustainable future. It appears to be in HW's interests to not curb water wastage, consumption nor encourage increased efficiency etc. that will result in less pressure on supply sustainability.

1. Instead of increasing prices why doesn't HW decrease its dividend to the government to zero. Surely it is there to provide a public service not make a profit.
2. Senior/pensioner renters are severely disadvantaged under the existing & proposed pricing structure. The most recent rental affordability snapshot released by Anglicare Australia shows how disadvantaged pensioner renters are in general but to not be eligible for a rebate just because they are the renter and not the landlord is unfair and disadvantages a group most in need.
3. The commitment by Hunter Water to fix system leakages, reduce average household consumption (should reduced at least 10% but more like 30% is sensible given the future), increase recycling and stormwater harvesting have amounted to lipservice. IPART should send a clear message to these monopoly water utilities -- it is time to get real and adopt climate independant measures aimed at increasing efficiency and decreasing wastage & useage.
4. No discounts for big users! Discounts for reduced consumption and alternative.
5. Change the mix of fixed service charge/variable usage charge to benefit low usage efficient households.