

# Hunter Water Draft Report Submission form

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Question	Response
HAVE YOUR SAY	
Industry	Water
Review	Prices for Hunter Water Corporation from 1 July 2020
Document Reference	e16f8931-38b0-47f2-9a2e-e93e5e6db203
Impact on residential customers	
<p>The main change we have made is for a higher water usage price and a lower water service charge. Do you agree with this? Any other comments on the draft prices?</p>	<p>In response to the IPART review on Prices for Hunter Water Corporation from 1 July 2020 Section 11.4 Raw Water (unfiltered Water) Charges</p> <p>As I agree we should be paying a minimal fee for the water we receive , I want to make it known that the water has always been supplied to the 'around' 70 customers located along the Chichester Trunk Gravity Main (CTGM) from Hunter Water, for domestic/livestock purposes since the 1950's. Reference IPART, Hunter Water Corporation 2003-2005, 2005-2009.</p> <p>Over recent years Hunter Water have manipulated both their IPART submissions, and us as customers, into removing Hunter Water's responsibility to continue to supply the CTGM customers with potable water, in order to avoid necessary upgrades/maintenance of our water supply. The CTGM pipeline has been chlorinated for decades, long before the Dungog Treatment Plant was commissioned. The chlorination process that takes place at the Chichester Dam was the only barrier system for the whole network through to Tarro for many years. As Hunter Water have always been our 'Supplier of Last Resort' and none of the properties that boarder the CTGM were allowed water tanks as a drinking water solution, we have always been Hunter Water Customers, governed by the Hunter Water Act</p>

1991, the Memorandum of Understanding and Section 36 Agreement of their Operating Licence.

Hunter Water no longer want to be responsible for our drinking water supply and have coerced many of the 'around' 70 customers into signing the section 37 agreements and accepting a Point of entry/tank water solution. (NB. These alternative water solutions were only offered by Hunter Water after many of the customers refused to sign the original Section 37 Agreement offered in 2016).

It needs to be noted, that Hunter Water have reneged on their responsibilities as our 'suppliers of last resort' and we have now been left with all of the liability and responsibility of supplying and maintaining a private water supply for our domestic purposes.

Over the past 10 years Hunter Water have slowly eroded our rights as Section 36 customers, to deliberately exclude us in their last Operating Licence 2017-2022.

Hunter Water have been cleverly manipulating our situation in order to turn their backs on customers that have purchased water from them for over 60 years for domestic/livestock purposes.

I realise that the Australian Drinking Water Guidelines changed in 2011, which we were not informed of until 2016, but at that time Hunter Water should have upgraded our system to accommodate the changes. Instead Hunter Water chose to ignore the problem and eventually take away our Section 36 rights. We have been abandoned by Hunter Water and left with no other choice but to comply with their demands.

As it shows in the 'IPART review on Prices for Hunter Water Corporation from 1 July 2020', we have been overcharged for water since at least year 2000 by any amounts over and above IPARTS draft decision of \$0.38 per kilolitre. I would like to suggest that all of the 'around' 70 customers be reimbursed for the overpayment costs.

Let it be noted that we will be accepting Hunter Waters drinking water solution under duress.

This is a very sad day. How can it be, that in

	<p>Australia in 2020, Hunter Water customers can lose a permanent drinking water supply and have it replaced with a point of entry or rainwater tank solution. This is entirely due to the sheer neglect of a government owned corporation and departments in exchange for profits and bonuses.</p>
<p>These prices are additional to the prices for water, wastewater and stormwater, and would be levied on all residential water customers. Any other comments on the draft discretionary prices?</p>	
<p>Impacts on non-residential customers</p>	
<p>The main changes we have made to price structures is a higher water usage price and a lower water service charge; and to no longer deem an amount of wastewater discharge. Do you agree with these draft decisions? Will they have positive or adverse impacts? Do you have any other comments on the draft prices?</p>	
<p>There are some significant changes to the way you would pay for trade waste. Do you have any other comments on the draft trade waste prices?</p>	
<p>Do you have any comments on our decision to phase out the location-based discounts for large water users?</p>	<p>In response to the IPART review on Prices for Hunter Water Corporation from 1 July 2020 Section 11.4 Raw Water (unfiltered Water) Charges</p> <p>As I agree we should be paying a minimal fee for the water we receive , I want to make it known that the water has always been supplied to the ‘around’ 70 customers located along the Chichester Trunk Gravity Main (CTGM) from Hunter Water, for domestic/livestock purposes since the 1950’s. Reference IPART, Hunter Water Corporation 2003-2005, 2005-2009.</p> <p>Over recent years Hunter Water have manipulated both their IPART submissions, and us as customers, into removing Hunter Water’s responsibility to continue to supply the CTGM customers with potable water, in order to avoid necessary upgrades/maintenance of our water supply. The CTGM pipeline has been chlorinated for decades, long before the Dungog Treatment Plant was commissioned. The chlorination process that takes place at the Chichester Dam was the only barrier system for the whole network through to Tarro for many years.</p>

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	<p>overpayment costs. Let it be noted that we will be accepting Hunter Waters drinking water solution under duress.</p> <p>This is a very sad day. How can it be, that in Australia in 2020, Hunter Water customers can lose a permanent drinking water supply and have it replaced with a point of entry or rainwater tank solution. This is entirely due to the sheer neglect of a government owned corporation and departments in exchange for profits and bonuses.</p>
<p>If you have attachments you would like to include with your feedback, please attach them below.</p>	<p><a href="#">IPART review on Prices for Hunter Water Corporation from 1 July 2020.docx</a></p>
<p>Your Details</p>	
<p>Are you an individual or organisation?</p>	<p>Individual</p>
<p>If you would like your submission or your name to remain confidential please indicate below.</p>	<p>Publish - my submission and name can be published (not contact details or email address) on the IPART website</p>
<p>First Name</p>	<p>Jenni and Phil</p>
<p>Last Name</p>	<p>Denniss</p>
<p>Organisation Name</p>	
<p>Position</p>	
<p>Email</p>	<p>[REDACTED]</p>
<p>IPART's Submission Policy</p>	<p>I have read &amp; accept IPART's Submission Policy</p>

In response to the IPART review on Prices for Hunter Water Corporation from 1 July 2020

#### Section 11.4 Raw Water (unfiltered Water) Charges

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Your faithfully

Phil and Jenni Denniss