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Submission: I note at the beginning of the Issues Paper the role of IPART is stated.

“IPART provides independent regulatory decisions and advice to protect and promote the ongoing interests of the consumers, taxpayers and citizens of NSW.”

What are the ongoing interests of HWC consumers?

I attended the 2019 Lower Hunter Water Plan forums. The results of those forums were that Hunter consumers want a reliable, clean water supply while making sure the environment is protected. The results also showed that Hunter consumers want HWC to engage in more recycling projects and storm water harvesting. Most recent discussion and research, both national and international, is emphasising the necessity to reuse and recycle water.

I submit that IPART structure pricing must give preference to and incentivise recycling and reusing water. There must be no financial impediments to HWC making recycling water its priority. Any current financial impediments to recycling water must be dropped. Customers should not have to pay more for water that is recycled simply because of pricing structures that make it so.

Sally Corbett