

10/09/01 11:35

To: "ipart@ipart.nsw.gov.au"

Subject: Review of Operating License for Hunter Water Corporation

Thankyou for providing Council with the opportunity to review the above document. Our comments are few but relate to the area of Debt and Disconnection. We would like to suggest the following

1. A policy needs to be developed that will allow customers and disadvantaged residents the opportunity to make monthly payments for water.

1.1 This also needs to include provision for residents who fall in arrears an opportunity to negotiate an acceptable re-payment schedule with disconnection being the last resort.

1.2 The disconnection policy needs to include an adequate time frame for notice of disconnection e.g. 6 weeks to pay outstanding bill or mutually negotiate a repayment schedule.

Regards  
Jenny Smith

Community Planning Manager  
Port Stephens Council  
PO Box 42, Raymond Terrace 2324  
Ph: 49 800 321  
Fax: 49 831 224  
Email:jenny.smith@portstephens.nsw.gov.au