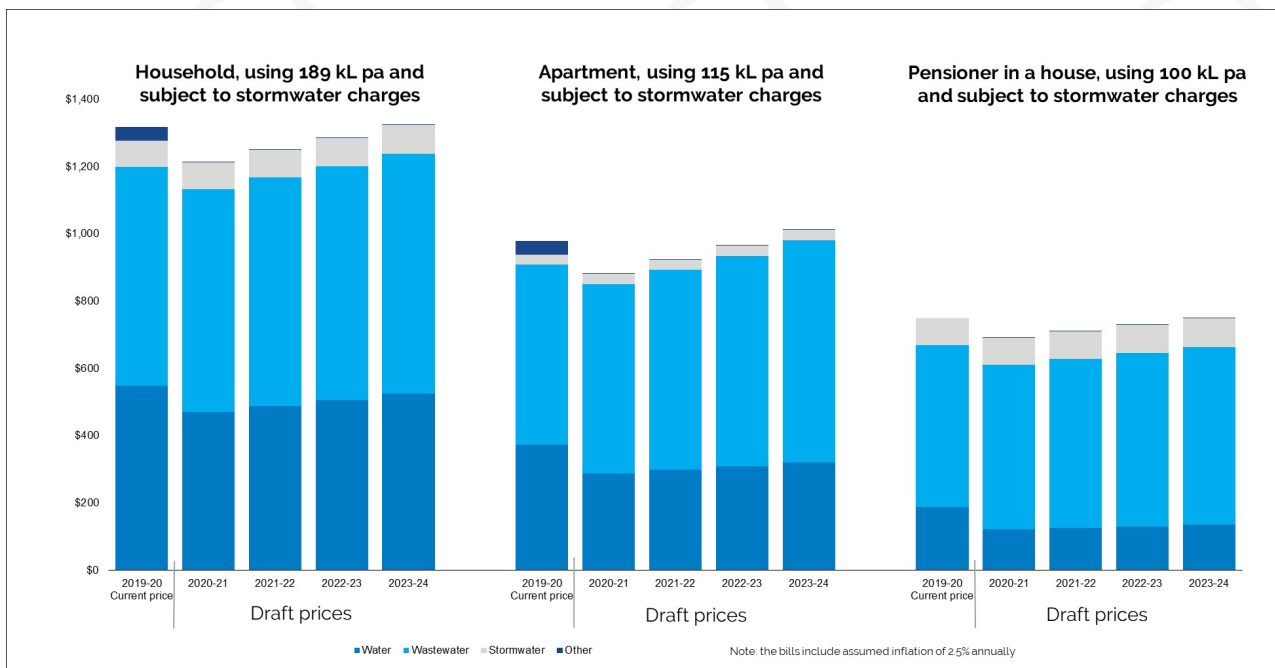


HAVE YOUR SAY

Impact on residential customers

Typical bills for most residential customers would increase by less than inflation

We have calculated bills for three typical customer types for the next 4 years. You can [calculate what your bill](#) would be under our draft prices.



We set individual prices for each service

Our main decisions and draft prices are set out for each service.

WATER PRICES – RESIDENTIAL

The water usage price would **gradually increase** over the next four years, **but** the fixed water service price would reduce significantly in 2020-21 and remain

low. This means that the amount of water you use can make a bigger difference to the amount you pay overall.

- A typical household using 189 kL per year would save around \$70 per year if it reduced its usage by 15%
- A typical apartment using 115 kL per year would save \$42 for the same 15% reduction in water use (ie, savings are smaller as total water use is lower for a typical apartment customer).

Draft water prices

	2019-20	2020-21	2021-22	2022-23	2023-24	Change
Usage (\$/kL)	2.37	2.41	2.44	2.46	2.49	5.1%
Service – houses & apartments (\$/yr)	100.40	4.18	4.18	4.18	4.18	-95.8%

WASTEWATER PRICES – RESIDENTIAL

- For customers in a house – the wastewater price would fall in 2020-21, then only increase by inflation for the next 3 years.
- For customers in apartments – the wastewater price would increase each year by about 2.5%, before inflation is added. This price is currently lower for apartments than for houses, but we have decided that it should gradually increase to equal the price for houses.
- The separate ‘Environmental Improvement Charge’ (currently \$41.01) will no longer apply after 30 June 2020.

Draft wastewater prices (\$/yr)

	2019-20	2020-21	2021-22	2022-23	2023-24	Change
Houses	649.28	645.63	645.63	645.63	645.63	-0.6%
Apartments	535.66	548.79	564.93	581.07	597.21	11.5%

STORMWATER PRICES – RESIDENTIAL

- Prices would fall slightly in 2020-21, then increase by inflation only.

- Stormwater costs are related in part to the amount of impervious surface on a property, therefore the price for apartments is less than for houses because there is usually less impervious surface creating run-off.

Draft stormwater prices (\$/yr)

	2019-20	2020-21	2021-22	2022-23	2023-24	Change
Houses	79.63	78.04	78.04	78.04	78.04	-2.0%
Apartments	29.47	28.87	28.87	28.87	28.87	-2.0%

Tell us what you think

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?

A NEW CHARGE FOR DISCRETIONARY PROGRAMS

We can set prices to recover the costs of ‘discretionary’ expenditure, if there is evidence that customers are willing to pay. Discretionary expenditure is money spent for services above mandatory standards, such as environmental requirements set by the EPA. Our draft decision is to approve discretionary expenditure for two types of these projects:

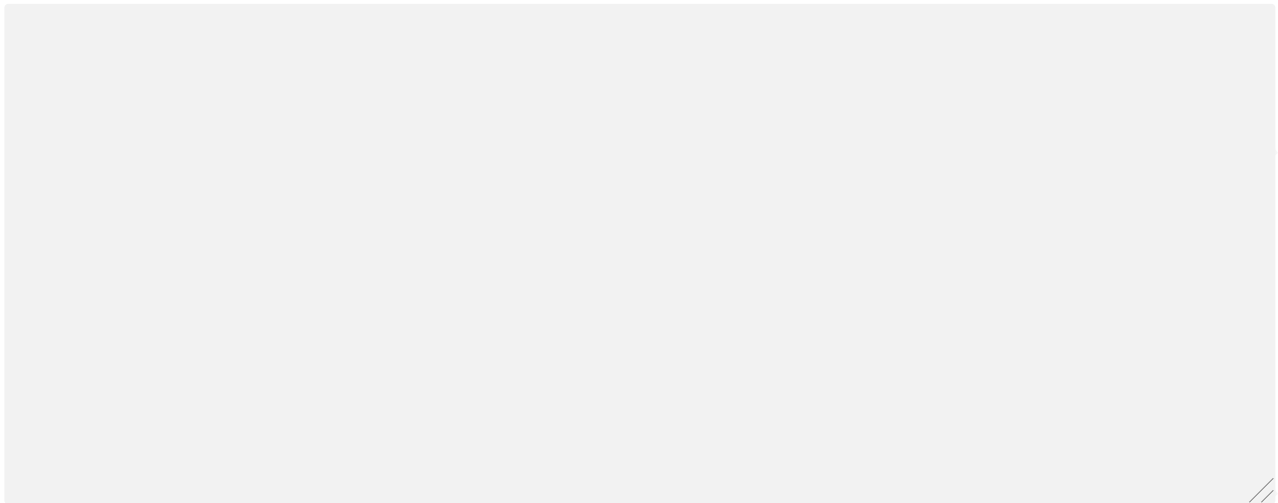
- \$6 million to provide at least 20 ML of recycled water to irrigate local parks by 2023-24. This would cost \$0.57 per customer per year.

- \$11.3 million to improve the amenity of 1 km of stormwater channels. This would cost \$0.86 per customer per year.

These prices are additional to the prices for water, wastewater and stormwater, and would be levied on all residential water customers.

Tell us what you think

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?



Impacts on non-residential customers

Water, wastewater and stormwater prices would fall for most customers (before inflation)

For non-residential customers, prices vary depending on customers' water meter size, their water usage and land area.

WATER PRICES – NON-RESIDENTIAL

- The water usage price would gradually increase over the next four years, but the water service price would decline significantly in 2020-21 and remain low.

- This means that the amount of water you use can make a bigger difference to the amount you pay overall.
- The table below only shows the draft prices for a 20mm and 25 mm meter. For other meter sizes see our [bill calculator](#) as they are calculated using a formula based on a 20 mm meter.

Draft water prices

	2019-20	2020-21	2021-22	2022-23	2023-24	Change
Usage (\$/kL)	2.37	2.41	2.44	2.46	2.49	5%
Service – small customers (20mm meter stand-alone, \$/yr)	100.40	4.18	4.18	4.18	4.18	-95.8%
Service – other (25mm meter equivalent, \$/yr)	156.89	6.53	6.53	6.53	6.53	-95.8%

WASTEWATER PRICES – NON-RESIDENTIAL

- Service charges would decrease slightly in 2020-21 and only increase by inflation the following years.
- The usage charge would only increase by inflation.
- Current prices include a deemed wastewater discharge component of 120kL in each service charge, with the wastewater usage charge then only explicitly applying to discharge volumes above this ‘discharge allowance’. We have made a draft decision to remove this deemed discharge amount. Instead, non-residential customers would pay a usage component that is based on an estimate of their actual volumes of discharge to the wastewater network. This would mean that some small non-residential customers have lower bills. Most customers wouldn’t notice a difference in their bills.
- The separate ‘Environmental Improvement Charge’ (currently \$41.01) will no longer apply after 30 June 2020.
- The table below only shows the draft prices for a 20 and 25 mm meter. For other meter sizes see our [bill calculator](#) as they are calculated using a

formulae based on a 20 mm meter.

Draft wastewater prices

	2019-20	2020-21	2021-22	2022-23	2023-24	Change
Usage (\$/kL)	0.67	0.67	0.67	0.67	0.67	0%
Service – small customers (20mm meter stand-alone, \$/yr)	758.51	753.64	753.64	753.64	753.64	-0.6%
Connection – other (25mm meter equivalent, \$/yr)	1,185.17	1,177.57	1,177.57	1,177.57	1,177.57	-0.6%

STORMWATER PRICES – NON-RESIDENTIAL

- Prices would fall slightly in 2020-21, then increase by inflation only.
- Stormwater costs are related in part to the amount of impervious surface on a property, therefore the prices are related to land area.
- Where a property has been assessed as ‘low impact’, it pays the same price as a small property.

Draft stormwater prices (\$/yr)

	2019-20	2020-21	2021-22	2022-23	2023-24	Change
Small ($\leq 1,000\text{m}^2$) or low impact	79.63	78.04	78.04	78.04	78.04	-2.0%
Medium (1,001 to 10,000m²)	260.08	254.87	254.87	254.87	254.87	-2.0%
Large (10,001 to 45,000m²)	1,654.10	1,620.98	1,620.98	1,620.98	1,620.98	-2.0%
Very large (>45,000m²)	5,255.48	5,150.26	5,150.26	5,150.26	5,150.26	-2.0%

Tell us what you think

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?

There are changes to the way Hunter Water will charge trade waste customers

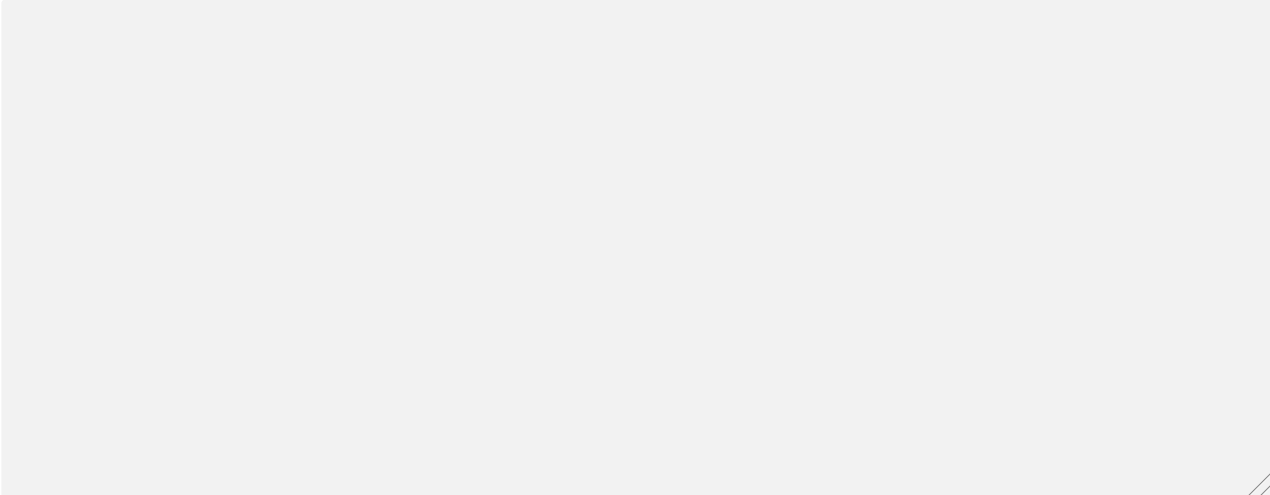
Businesses that discharge high strength wastewater (trade waste) into the sewer network would be subject to a different way of charging to ensure they pay enough to treat the waste they produce. Under our draft decisions, two main changes are that:

- Some administration charges would increase
- The current high strength charge that covers both BOD (biochemical oxygen demand) and TSS (total suspended solids) would be replaced by separate BOD and TSS charges.

Trade waste bills would increase significantly for some customers, depending on the type of waste they discharge. Other customers would see a bill decrease. [Click here](#) to see our draft prices and some indicative bill impacts for different customer types.

Tell us what you think

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?

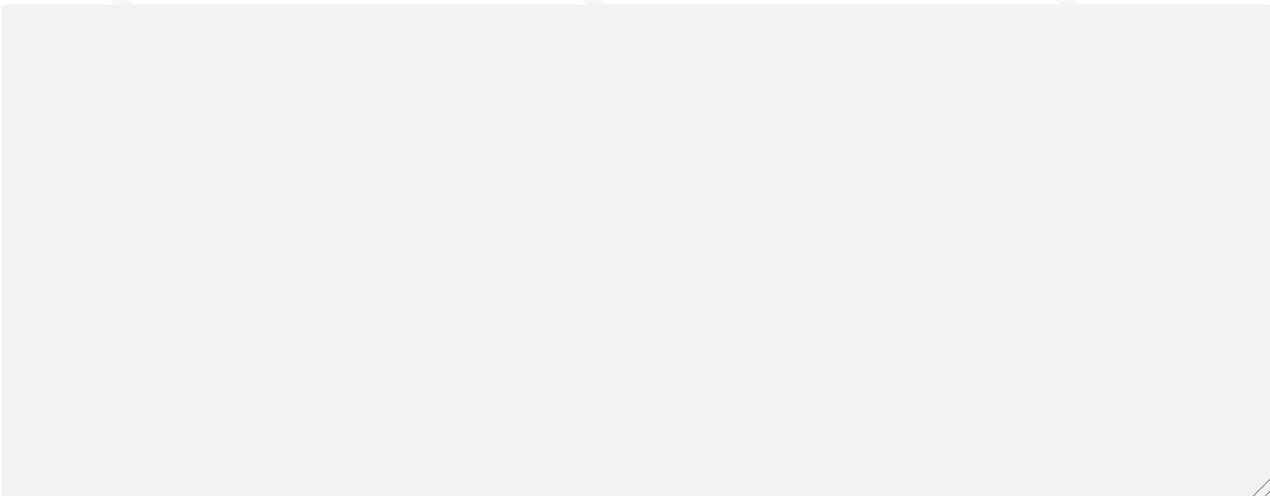


We would phase out discounts that are available to some large water customers

Currently, large non-residential water users are offered a discount on water sales exceeding 50,000kL. The amount of the discount they receive on the water usage price depends on the customer's location. We have made a draft decision to phase-out these discounts, so that all customers would face the same water usage price by 2024-25. [Click here](#) to see our draft prices for the different areas for each year.

Tell us what you think

Do you have any comments on our decision to phase out the location-based discounts for large water users?



If you have attachments you would like to include with your feedback, please attach them below.

Each file can be up to 5 MB

Click here to upload up to 5 files.

Your Details

Are you an individual or organisation? required

- Individual
- Organisation

IPART publishes the submissions we receive on our website as part of our commitment to transparency.

Please read IPART's [Submission Policy](#).

If you would like your submission or your name to remain confidential please indicate below. required

- Publish - my submission and name can be published (not contact details or email address) on the IPART website
- Confidential - all or part of my submission should be treated as confidential and not published by IPART (I have indicated which parts of my submission are confidential)
- Anonymous - my submission can be published but my name should remain anonymous
- Confidential and anonymous - both my name and the contents of my submission should be confidential

First Name required

Last Name required

Email required

IPART's Submission Policy required

I have read & accept IPART's Submission Policy

Please complete the following:

I'm not a robot

reCAPTCHA
Privacy - Terms