



Media Release

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For immediate release

HAVE YOUR SAY ON HUNTER WATER'S FUTURE PRICES

Hunter Water is encouraging the community to express their views on the future price of water and sewer services in the Lower Hunter.

New prices to take effect from July 2013, for a proposed four year period, will be set by the Independent Pricing and Regulatory Tribunal (IPART) following a review of Hunter Water's costs and its pricing submission.

Hunter Water's Managing Director, Kim Wood, said the community will be provided a strong voice in the price setting process.

"We are committed to encouraging the community to influence our pricing submission to IPART. Commencing this week, Hunter Water customers will receive a brochure outlining how they can have their say," said Mr Wood.

Mr Wood said that by providing customers with the opportunity to provide input on issues such as the current pricing system, future investment and service delivery, they can help shape Hunter Water's submission which will be considered by IPART when setting future prices.

"While on average Hunter Water's bills are lower than those in surrounding regions, and are among the lowest in Australia, we are still faced with the challenge of providing our customers with reliable and sustainable water and sewer services at the lowest possible cost."

"We aim to deliver quality, affordable services to our customers and involving them in this process will ensure we better understand their values in relation to the delivery of these essential services," Mr Wood said.

This week customers will receive a brochure from Hunter Water directing them to an online survey at www.hunterwater.com.au. For those without access to the internet, Hunter Water will also hold drop-in sessions at selected libraries across the region. Customers will have until Sunday, 8 July 2012 to complete the survey. Hunter Water will also be conducting additional activities during the consultation period to receive feedback from the community.

Hunter Water will submit its pricing submission to IPART in September this year.

For more information go to www.hunterwater.com.au or call 1300 657 657.

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