

Presented by Kevin Young
Managing Director Hunter Water
Chairman of the Water Services Association of
Australia



DRINKING WATER FROM THE TAP





Hunter Water – Drinking Water From The Tap
January 2011

HUNTER WATER OPERATIONS



- **Hunter Water services a population of 527,000 in the Hunter region of New South Wales, Australia**
- We deliver an average 205 million litres of water per day.
- We collect, treat and then deliver drinking water to our customers and then transport, treat and dispose of the region's wastewater.





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I LOVE A SUNBURNT COUNTRY,
A LAND OF SWEEPING PLAINS,
OF RAGGED MOUNTAIN RANGES,
OF **DROUGHTS AND FLOODING RAINS**



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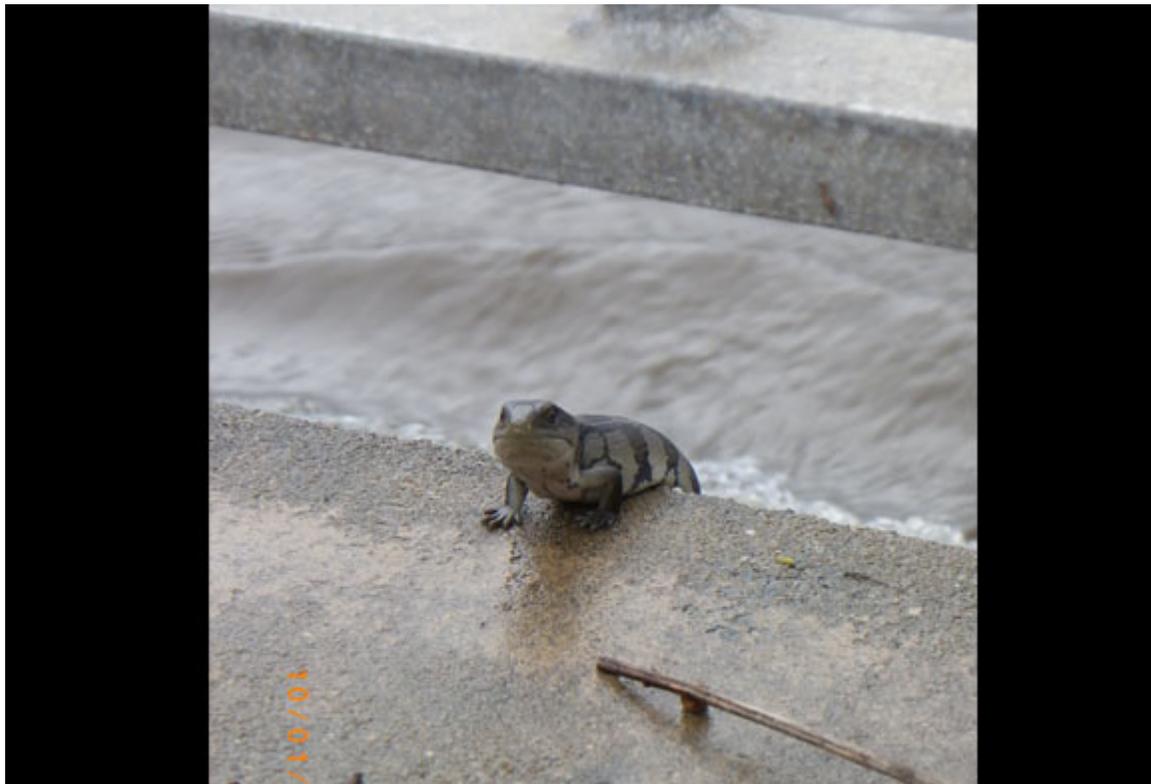
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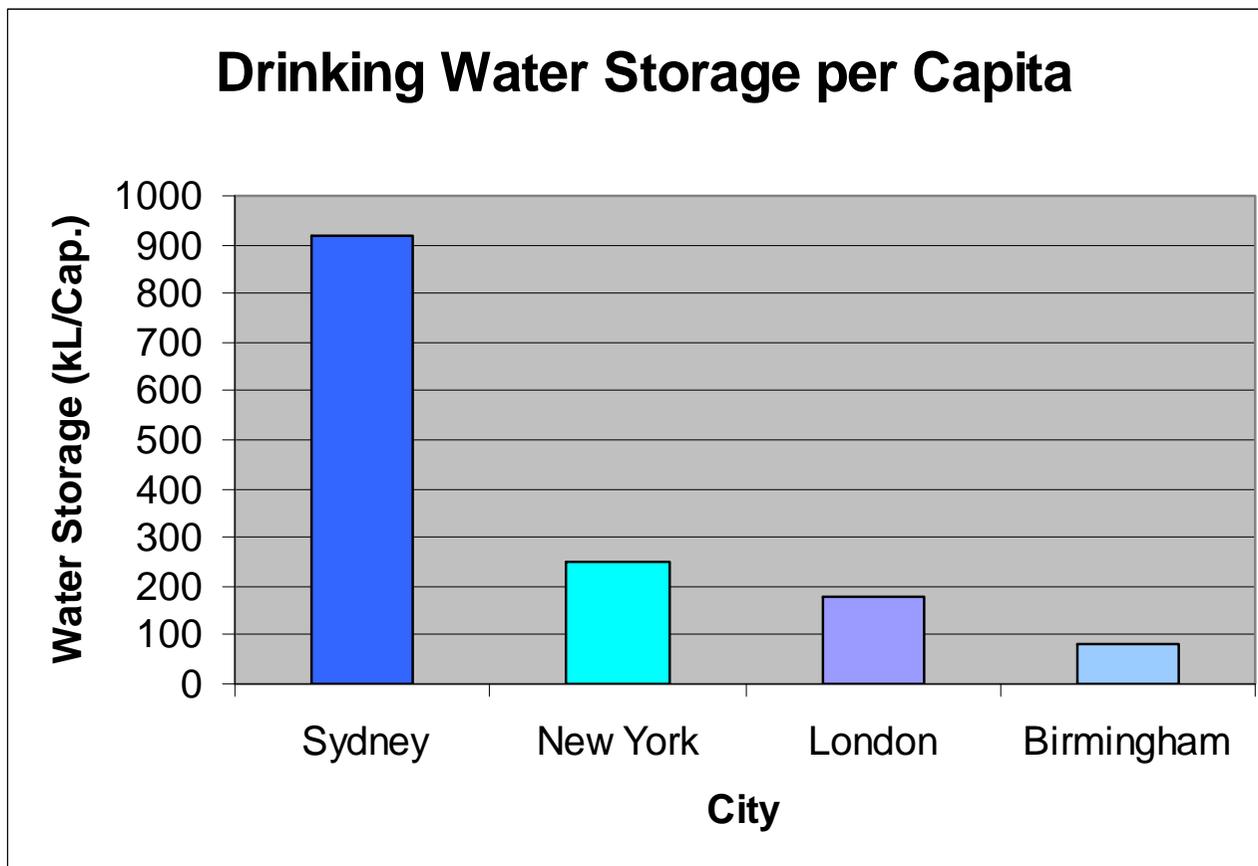
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SOUTHERN AUSTRALIA: 1000 YEAR DROUGHT



Warning sign of things to come

Per capita we store six times the water compared to the average European city



Australian water challenges



- **Drought security which is being principally met by desalination**
- **Affordability as water prices double in recent years**
- **Tap water is still good value at Aus\$ 1.70 / 1000 litres (or 136 yen /1000 litres)**
- **Climate change**
- **Ageing assets**



DELIVERING WATER QUALITY SERVICES



- **Our water consistently meets Australian Drinking Water Guidelines set by the National Health and Medical Research Council (NHRMC)**
- Most of our water comes from three main sources – Grahamstown and Chichester Dams and Tomago Sandbeds.
- Our catchments include some of the most pristine areas of Australia.



WATER TREATMENT AND DELIVERY



- We treat the water at five water filtration plants.
- We distribute water to customers via our network of **76 service reservoirs, 84 pumping stations and 4548 kilometres of water mains.**



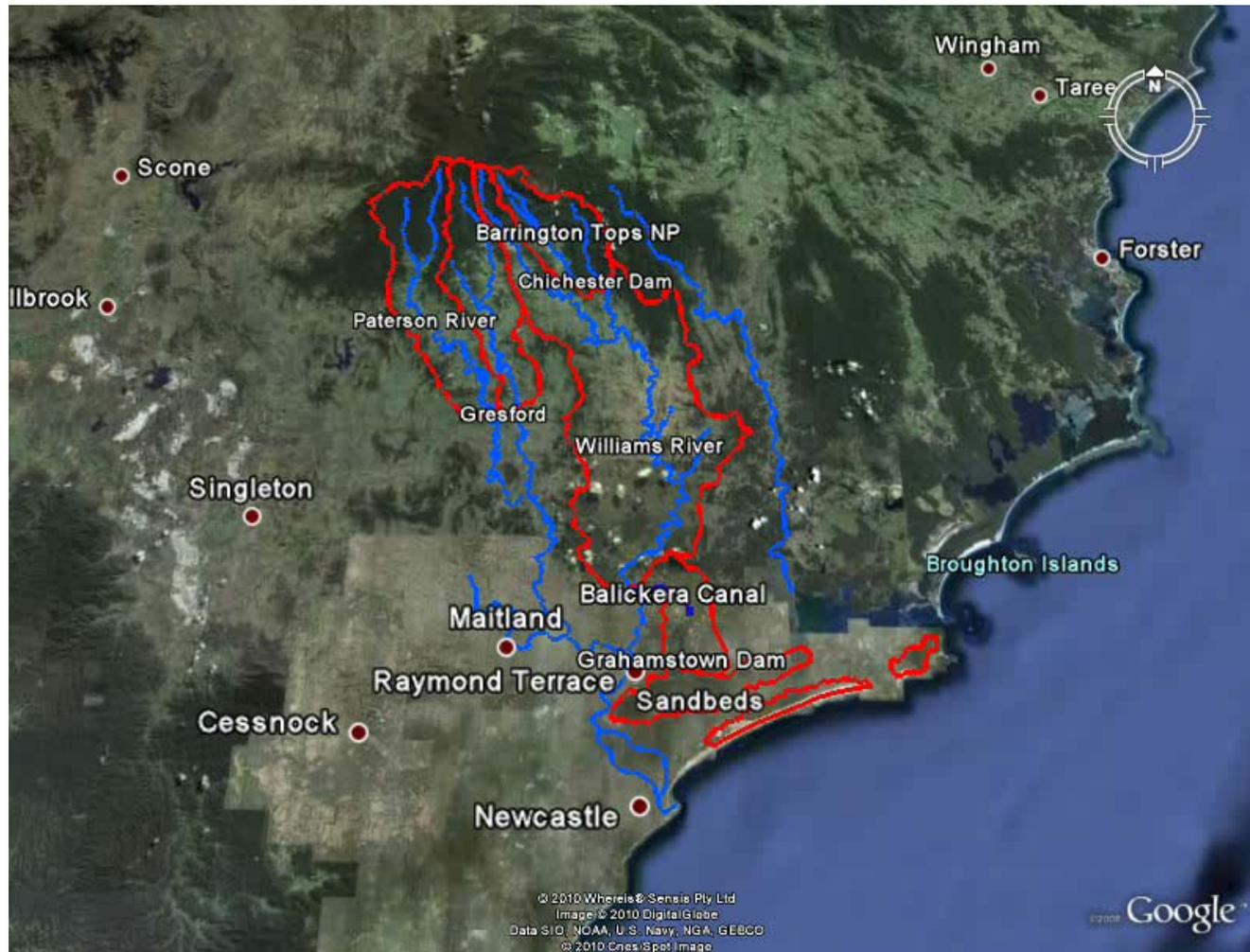
CATCHMENT MANAGEMENT PLAN



- Land use in the lower Hunter catchments varies from national park to agricultural, industrial and urban.



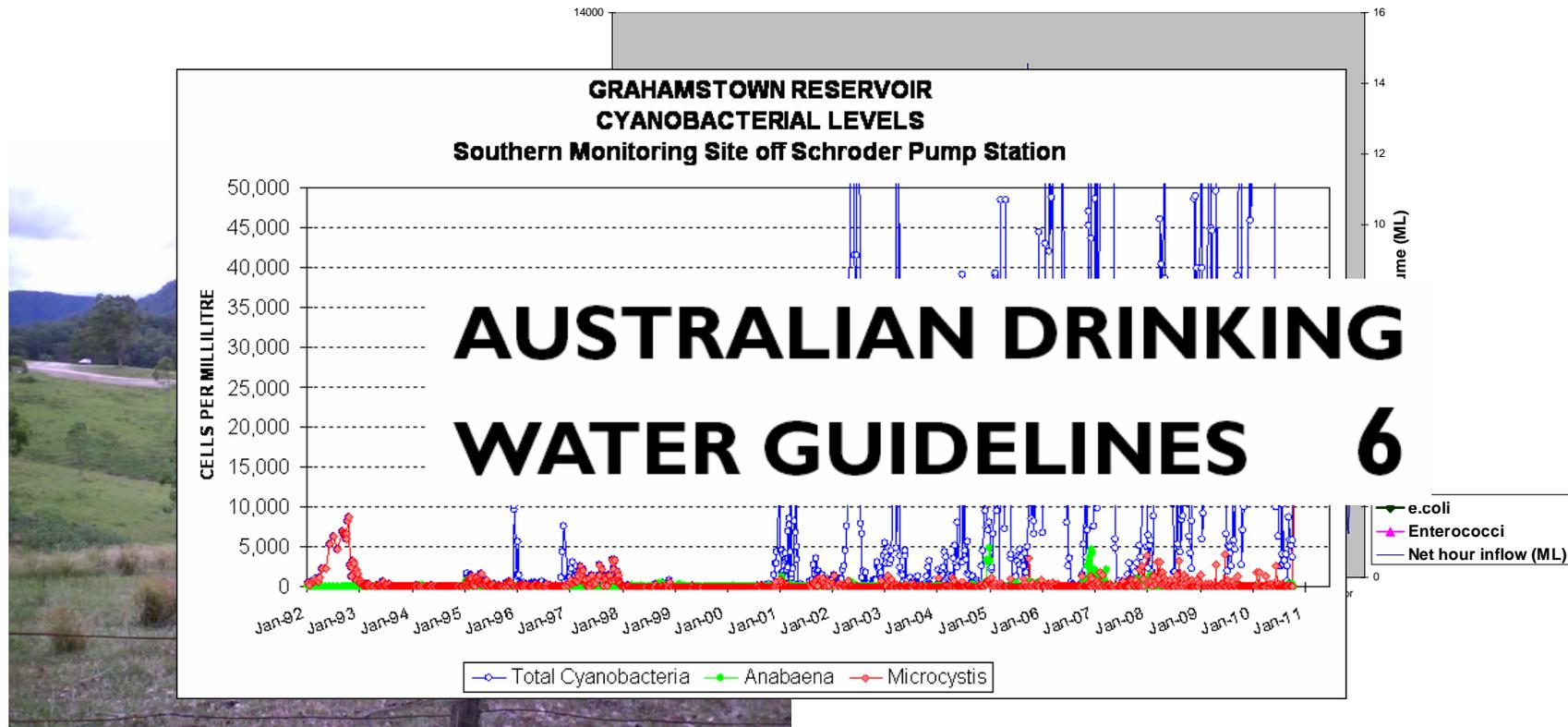
CATCHMENT MANAGEMENT PLAN



oper
catchments

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WHY THE CATCHMENT MANAGEMENT PLAN IS NEEDED



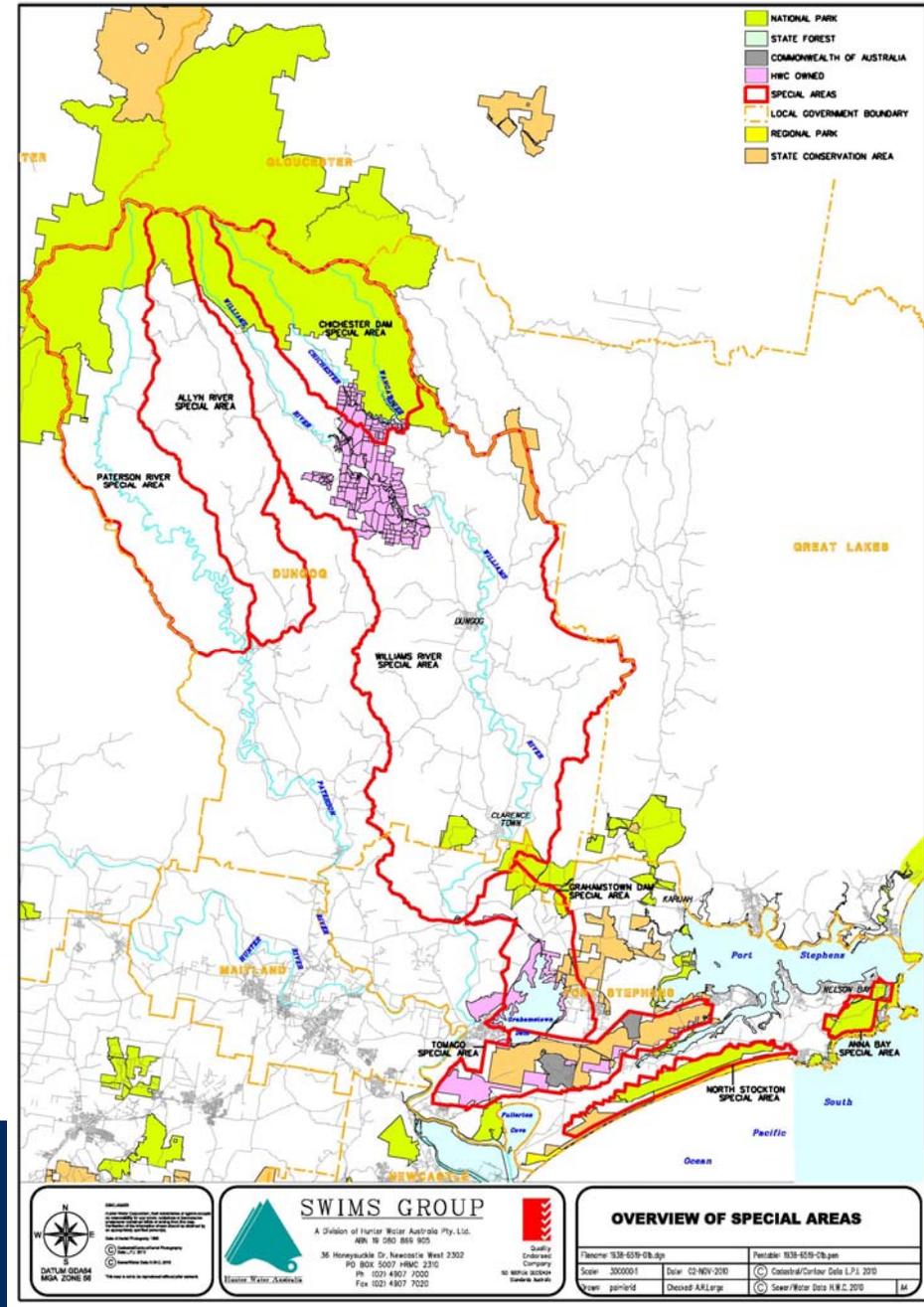
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HOW OUR CATCHMENTS ARE PRESENTLY MANAGED

The Catchment Management Authority

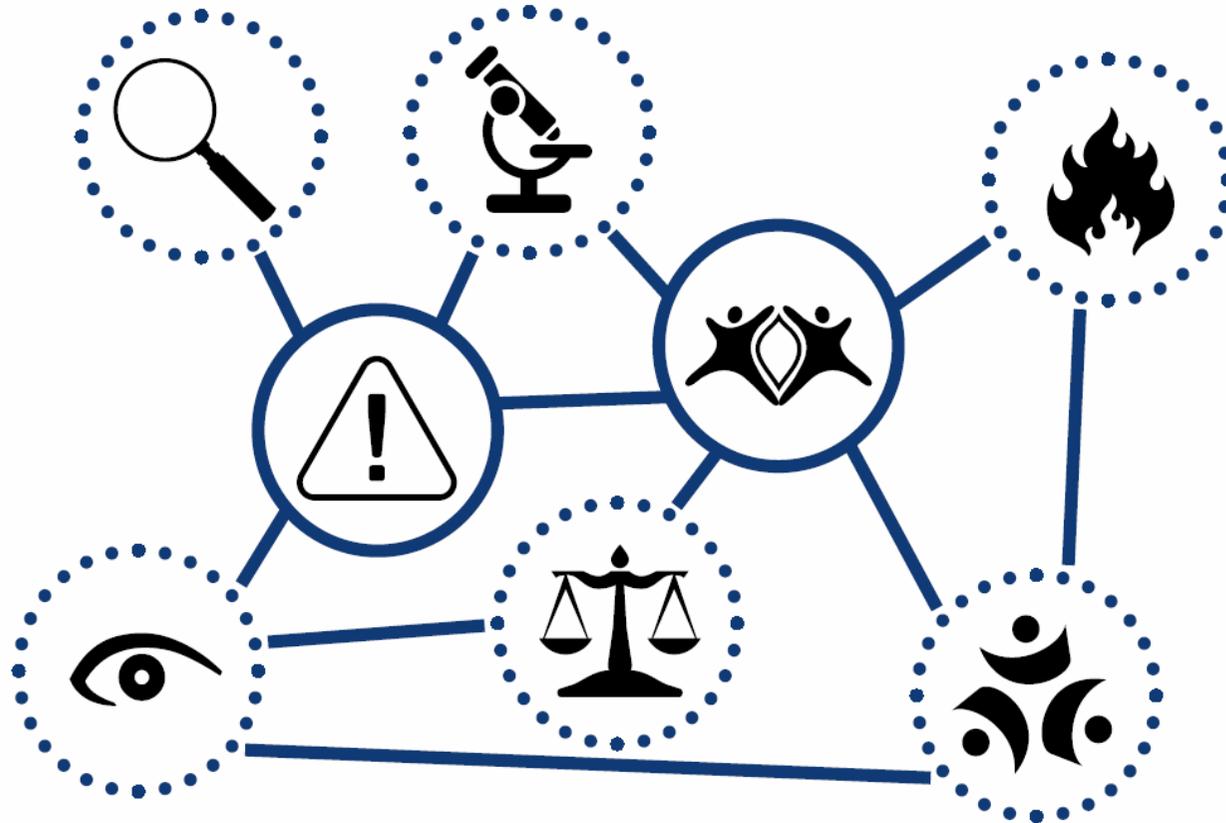
Local councils

Hunter Water manages its own land

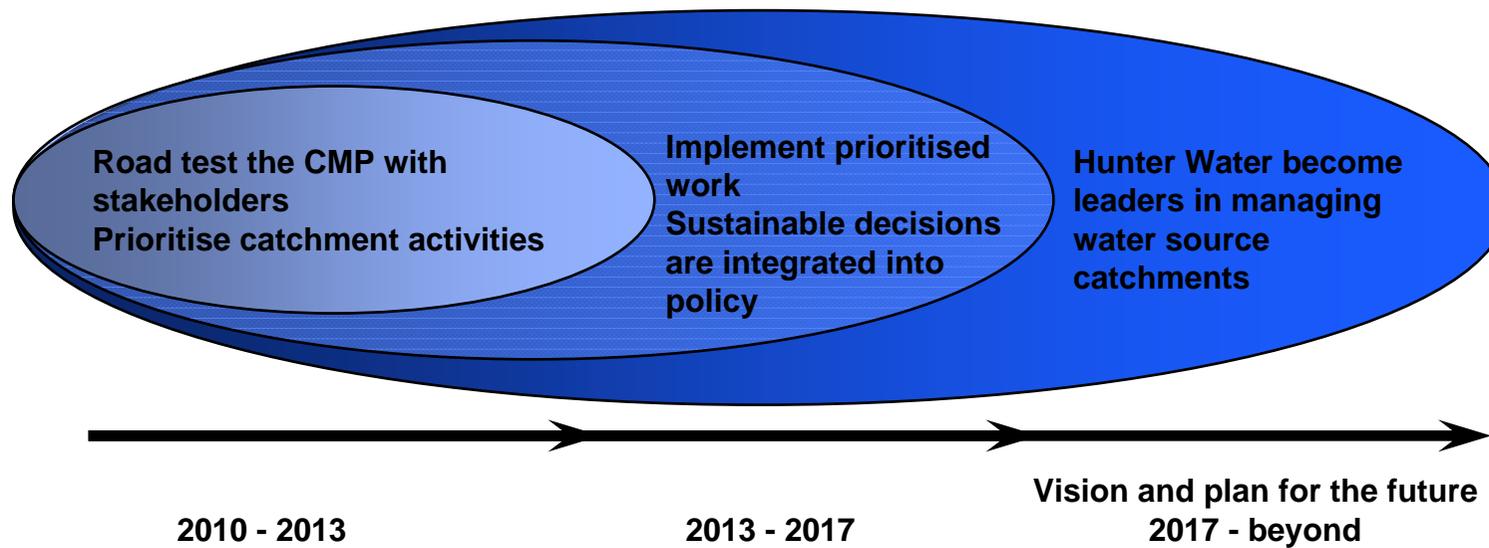


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THE EIGHT ELEMENT FRAMEWORK



FUTURE PLANNING



GOOD FOR KIDS, GOOD FOR LIFE



- Hunter Water sponsors the **Crunch&Sip®** program - primary schools schedule a break in the school day for children to eat fruit and vegetables and drink water in the classroom.
- Part of **Good for Kids. Good for Life** - a five-year pilot aimed at tackling childhood obesity.
- A **community grant** from Hunter Water provides a free water bottle to all students in primary schools that register for **Crunch&Sip®**.
- Hunter Water has supplied around 30,000 water bottles for the program.

Crunch&Sip®

Healthy eating for Gresford kids

Gresford Public School students have always been encouraged to eat fruit, vegetables and water each day.

And recently they were given a healthy head start when 90 Hunter Water drink bottles were delivered as part of Hunter New England Health's Crunch&Sip program.

The program involves primary schools scheduling a break in the school day for children to eat fruit and vegetables and drink water in the classroom.

The program is part of Good for Kids. Good for Life, a five-year pilot funded by NSW Health and Hunter New England Health, aimed at tackling childhood obesity in the Hunter New England area.

A Lower Hunter community grant

from Hunter Water provides a free water bottle to all students in primary schools that register for Crunch&Sip, to encourage water consumption both in and out of the classroom.

Gresford teacher Beth Tickle said the school has been practising the program for a few years now.

"The children bring fresh water daily, which sits on their desk during class," Mrs Tickle said.

"And we also have a break when they eat the fruit they have bought from home.

"If for some reason they don't have some fruit, it is supplied by the school.

"We also have a big environmental focus here with the leftover food scraps used as feed for the chooks in the hen house."

School captain Kowena Dillon said the program was a good idea.

"We have been doing it here ever since I was in kindergarten," she said.

"It helps make children healthier."

Good for Kids. Good for Life program manager, Belinda Rose, said Hunter Water had supplied around 30,000 water bottles to the program, which were proving popular with students and teachers alike.

Hunter Water's Managing Director, Kevin Young, applauded the initiative.

"The program is a fantastic way to reinforce the importance of eating fresh fruit and vegetables and drinking water. Hunter Water is proud to contribute to such a valuable program," said Mr Young.

• Top: Olivia Everett (back) with Haman Russell, Nickolas Hurdis and Ryan Skolyszewski.



• Below: Eat up - Latia Hipwell, Cameron Hipwell, Kaylee Hurdis, Alysha Cowley, Oscar Varley and Alice Varley.

Crunch&Sip

Crunch on some fruit & veg
Sip on some water
Take a break and feel great!



Government, State and health initiative



New Lambton Heights Infants School Year 2 students – Mackenzie Gilligan, Hudson Green, Marcus Thistlewood and Joshua Banks – enjoy their Crunch&Sip break with their new drink bottles.

Healthy head start for Newcastle kids

New Lambton Heights Infants School students received a healthy head start when 75 drink bottles were delivered as part of Hunter New England Health's Crunch&Sip program.

The Crunch&Sip program involves primary schools scheduling a break in the school day for children to eat fruit and vegetables and drink water in the classroom.

The program is part of Good for Kids Good for Life.

It is a five-year pilot funded by NSW Health and Hunter New England Health aimed at tackling childhood obesity in the region.

Crunch&Sip is Australia's largest-ever program promoting healthy eating and physical activity for children aged up to 15 years.

A Lower Hunter community grant

from Hunter Water provides a free water bottle to all students in primary schools that register for Crunch&Sip, to encourage water consumption both in and out of the classroom.

Good for Kids Good for Life program manager Belinda Rose said Hunter Water had supplied around 30,000 water bottles to the program, which were proving popular with students and teachers alike.

"Having a water bottle on each student's desk makes drinking water throughout the day so easy," she said.

"It helps to support the message that water is the healthiest drink for kids.

"It is important for children to develop healthy habits while they are still young – habits that can stay with them for life."

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GOOD FOR KIDS. GOOD FOR LIFE.



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HIT THE BOTTLE CAMPAIGN



- In 2009 Hunter Water, in partnership with 1233 ABC Newcastle and the Newcastle Region Art Gallery, asked community members to drop off five old plastic water bottles to the radio station to receive a complementary metal, **refillable water bottle.**



HIT THE BOTTLE CAMPAIGN



- Hunter Water proudly sponsored local artists to create a sea-themed sculpture from more than 3,500 water bottles donated by the community.
- The marine sculptures were then auctioned to raise money for an ocean cleaning project.



COMMUNITY BANS PRE- PACKAGED WATER BOTTLES



- In June 2008 the NSW Southern Highlands town of Bundanoon became the first community in Australia to **ban the sale of bottled water** to help the environment.



- Local businesses in the town agreed to replace all single-use bottles with reusable bottles that could be filled from water fountains.
- The NSW Government soon followed with the Premier ordering all government departments and agencies to stop buying bottled water.

COMMUNITY BANS PRE- PACKAGED WATER BOTTLES



 **msnbc.com**  | **ABC News**
H2-WHOA! Au

Residents take drastic step **Govt jumps on bottle ban bandwagon**

Posted Wed Jul 8, 2009 1:22pm AEST

Updated Wed Jul 8, 2009 4:40pm AEST



Rob Griffith / AP
German backpacker Sandra Hackel sits at Circular Quay in Sydney with a bottle of water at hand while she writes a letter home.

New South Wales Premier Nathan Rees has ordered all State Government departments and agencies to stop buying bottled water, following swiftly on plans for a small-town ban.

The measure comes hot on today's news that the NSW Southern Highlands town of Bundanoon is set to become the first community in Australia to ban the sale of bottled water.

Mr Rees already ordered all ministerial offices in Sydney's CBD to make do with tap water when he took on the top job last year.



(ABC News: Giulio Saggin)

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HUNTER WATER DRINKING FOUNTAINS



- **Partnership with two local councils** to fund the installation of water bottle refilling stations.
- Commissioned Hunter TAFE industrial design students to create concepts as part of an ongoing project.
- Priority locations have been identified – high pedestrian traffic areas.
- Preferred concepts have been presented to senior management.
- Final design and initial locations will be determined in early 2011 before production and installation of the first stations.

SHORTLISTED CONCEPTS



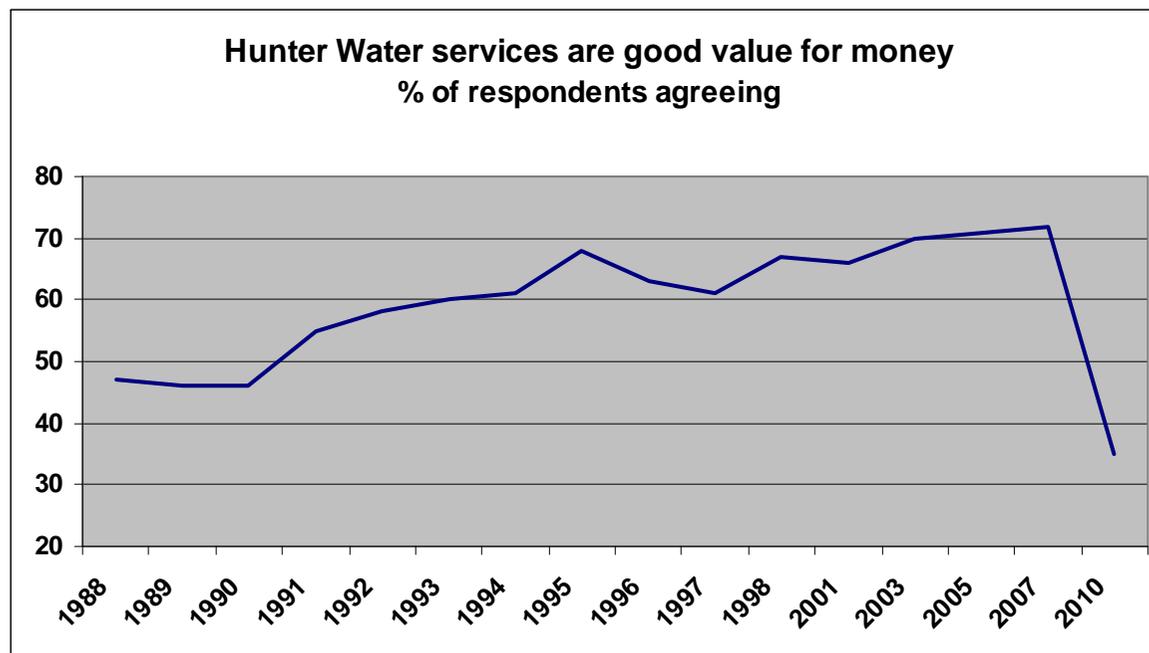
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What do customers think?

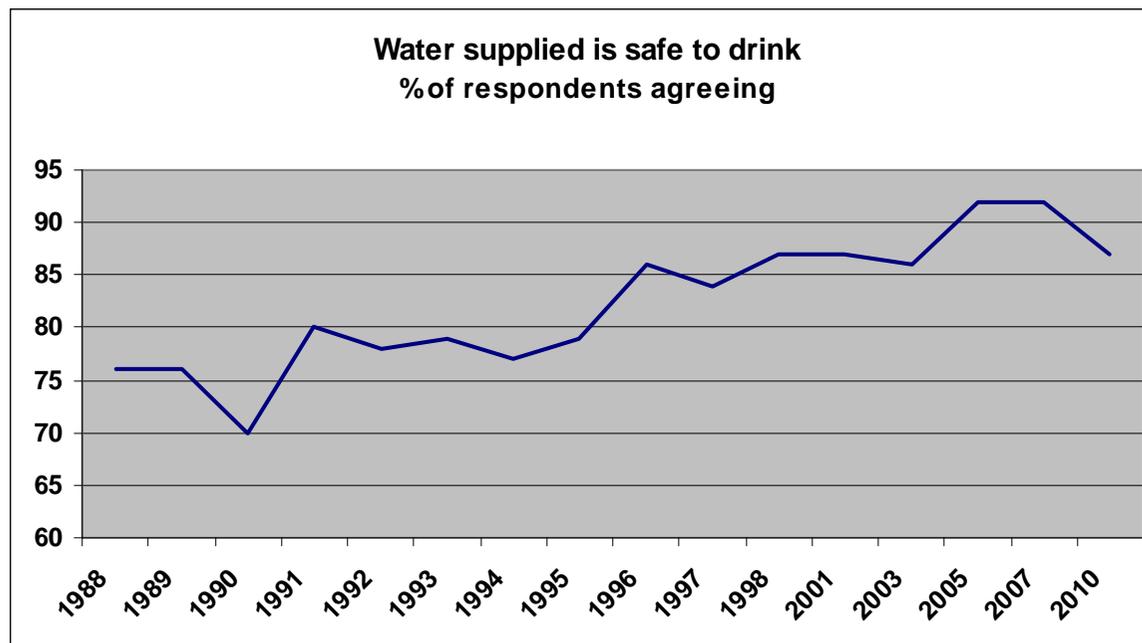


- Since 1988 measured performance through domestic customer perception survey.
- Trend improvement in overall performance levels over time.
- High levels of satisfaction for providing reliable supply of clean and safe water.

What do customers think?



What do customers think?



What do customers think?



- Customer perceptions also measured via:
 - Hunter Water Customer Panel – 500 residential and commercial customers surveyed up to four times a year
 - Consultative Forum – quarterly meeting with community and stakeholder representatives
 - Customer complaints
 - Customer Service Centre
 - Transaction Monitor – weekly customer satisfaction survey with customers who have had contact with Customer Service Centre.



Questions?



Thank you