



# HUNTER WATER CUSTOMER AND COMMUNITY ADVISORY GROUP

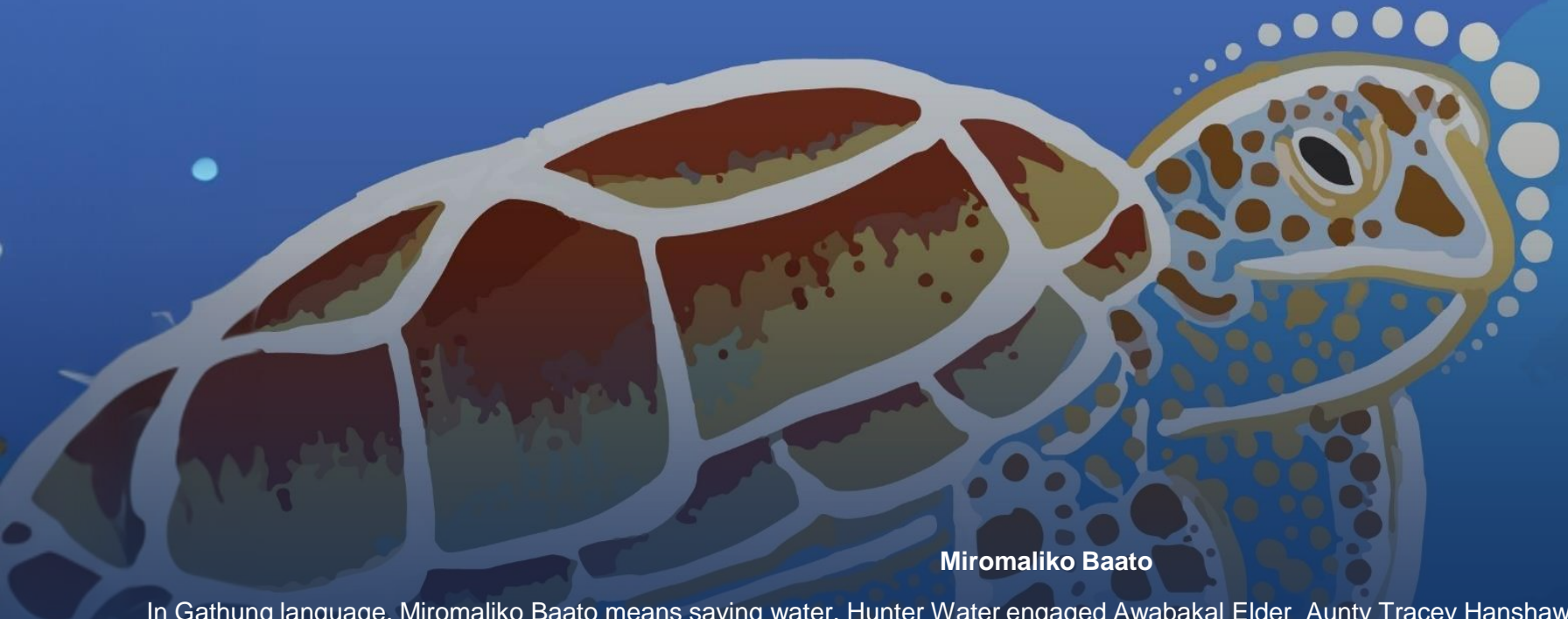
12 November 2024

# ACKNOWLEDGEMENT OF COUNTRY



Hunter Water acknowledges the Traditional Countries of the Awabakal, Darkinjung, Geawegal, Wonnarua and Worimi peoples and the Countries on which we operate and beyond where our water flows.

We recognise and respect the cultural heritage, beliefs and continuing connection to the lands and waters of our Traditional Custodians and pay respect to their Elders past, present and emerging.



## Miromaliko Baato

In Gathung language, Miromaliko Baato means saving water. Hunter Water engaged Awabakal Elder Aunty Tracey Hanshaw to help us incorporate Aboriginal Language as part of Our Corporate Strategy. While we are aware that there are many different languages (with variances in spelling) from the Countries on which we operate, Tracey advised Gathung language in this instance, as it is both Awabakal, which is the Country where our Honeysuckle office lies, and overlaps into Worimi.



# WELCOME TO HUNTER WATER

Darren Cleary, Managing Director

NOVEMBER 2024

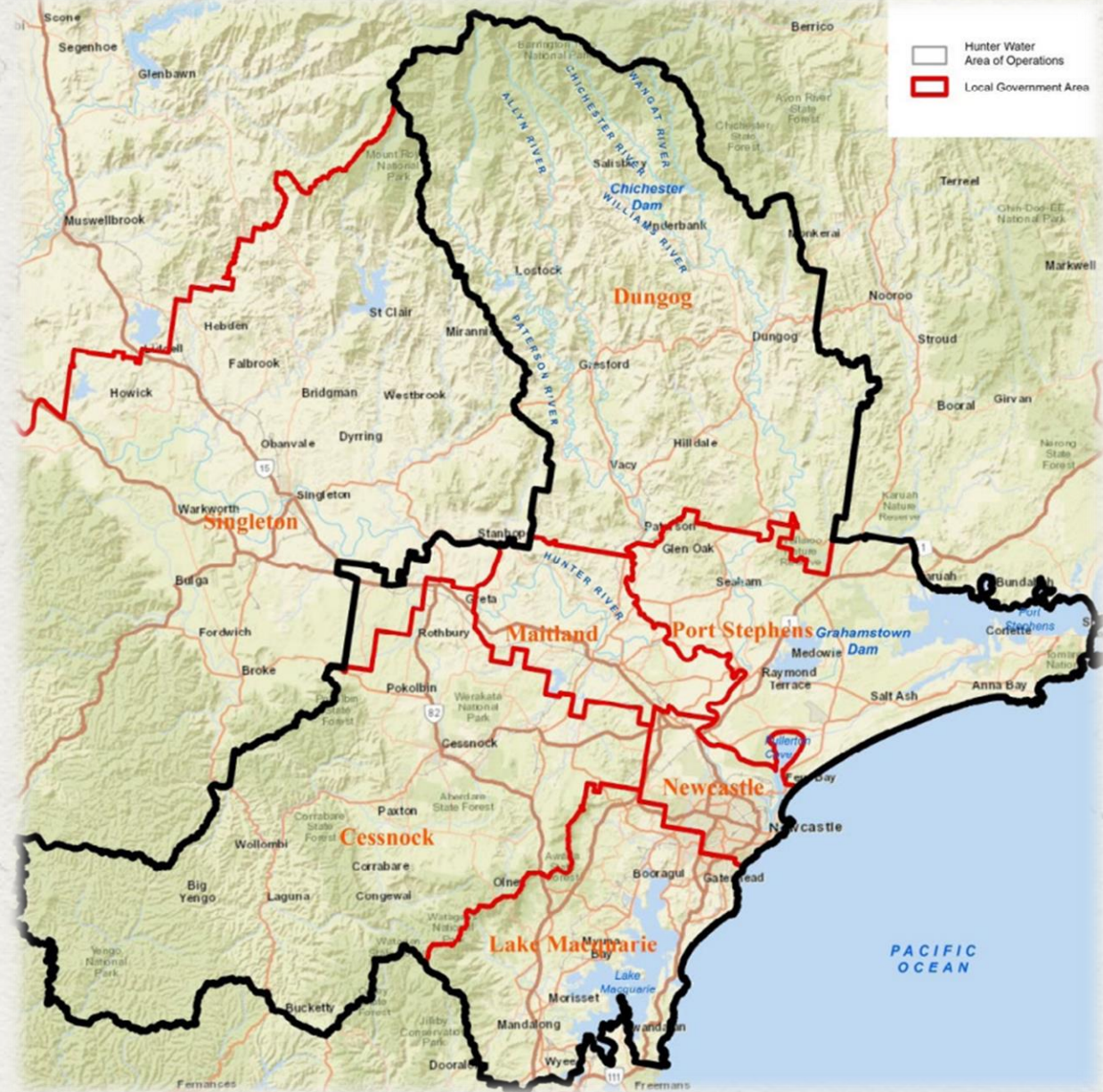
# WELCOME TO NEW MEMBERS

New CCAG members representing **councils** in **Hunter Water's area of operations**:

- Cr Deahanna Richardson – City of Newcastle Council
- Cr Michael Dowling – Dungog Shire Council
- Cr Warrick Penfold – Maitland City Council
- Cr Mark Mason – Cessnock City Council

Welcome back to:

- Cr Peter Francis – Port Stephens Council
- Cr Brian Adamthwaite – Lake Macquarie City Council



# ROLE OF THE CCAG



## CCAG Charter:

**Provide advice** on the interests of customers and consumers of Hunter Water, the *Customer Contract* and other key issues related to Hunter Water's planning and operations.

The CCAG enables two-way, open communication between Hunter Water and local councils, customer representatives, and environmental and community organisations.

In recent years, the group has provided advice and feedback to Hunter Water on topics including:

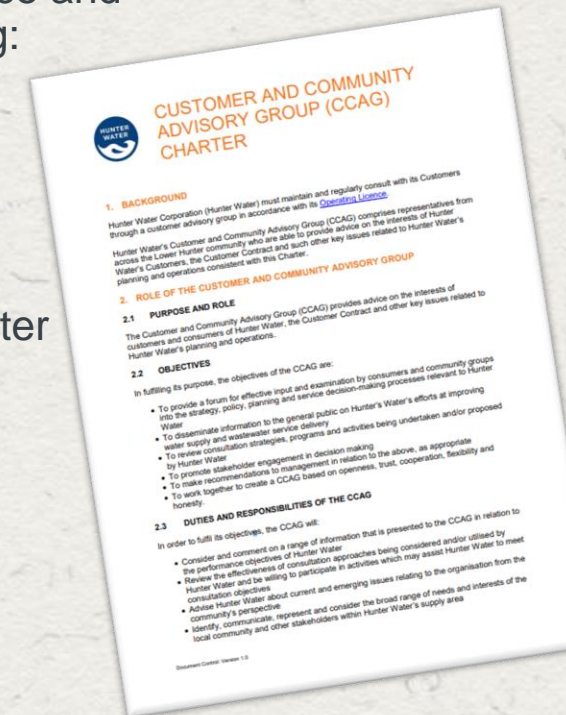
- pricing reviews
- customer service
- treatment plant upgrades
- land developments within our drinking water catchments
- development of the Lower Hunter Water Security Plan
- sustainability planning

**The CCAG Charter, meeting agendas and minutes are located on our website:**

[www.hunterwater.com.au/CCAG](http://www.hunterwater.com.au/CCAG)



CCAG's site visit to the coNEXA Advanced Water Treatment Plant, June 2024.



# HUNTER WATER'S VISION AND PURPOSE



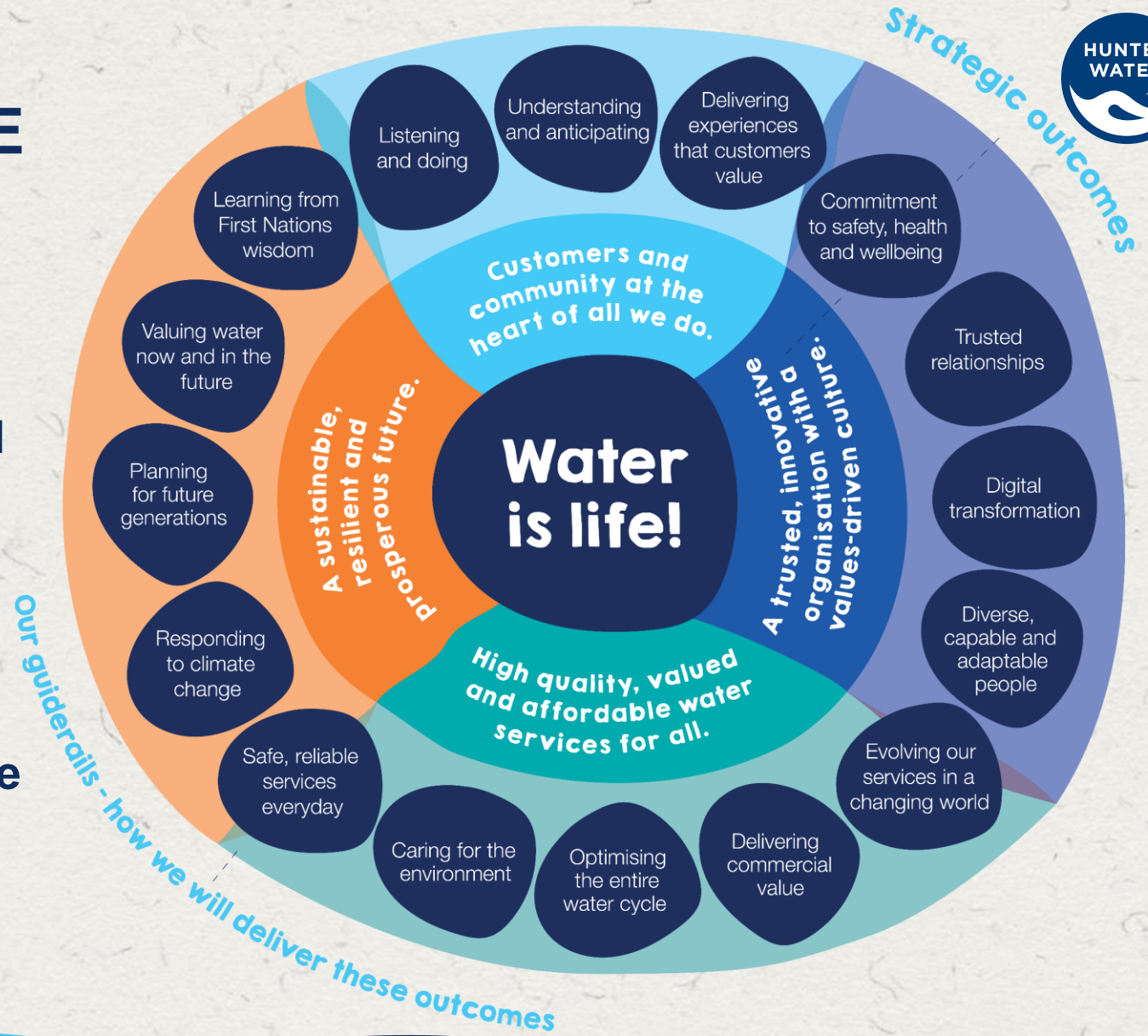
We are here for our **customers and community**

We are **passionate about water**

We **care about our people**

We aspire to be **trusted partners**

We are champions for a **sustainable future**



# WHAT WE DO

- Hunter Water provides:
  - **drinking water**
  - **wastewater**
  - **recycled water**
  - **some stormwater services**
  - **services for development and population growth**
- We serve over **600,000 people** in homes and businesses across the Lower Hunter.
- Hunter Water was the first State Owned Corporation under the New South Wales under the *State Owned Corporations Act 1989*.



Water



Wastewater



Development services



Some stormwater



Recycled water

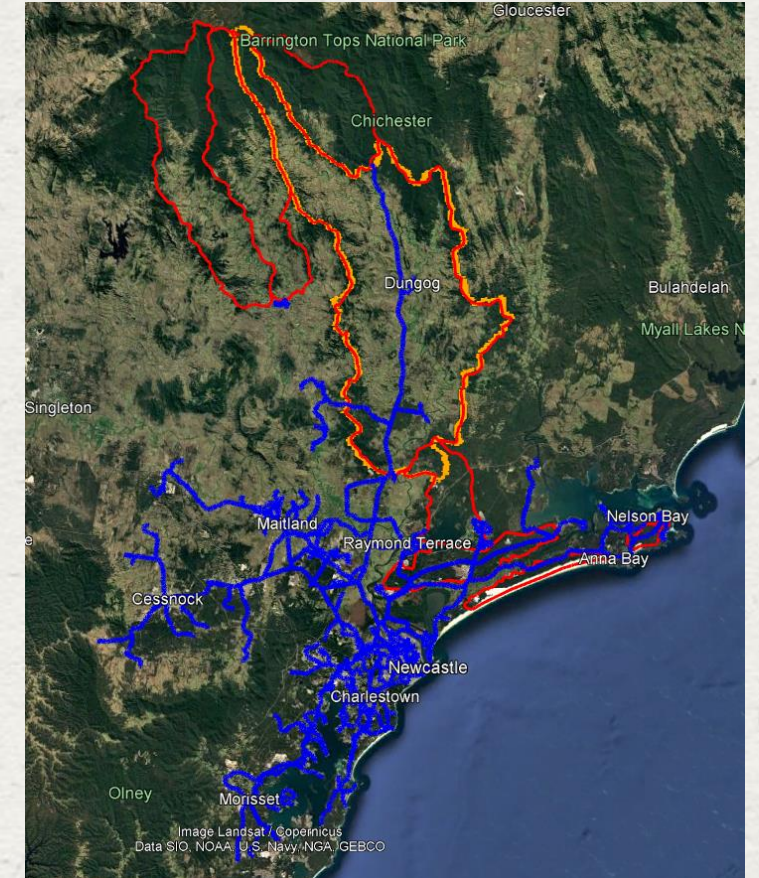


# SAFE AND RELIABLE DRINKING WATER



**Safe drinking water is our top priority.** We invest in catchment management and protection to maintain a multiple-barrier approach to the supply of safe drinking water. **Special areas** are designated to protect water quality.

We maintain over 5,000 km of **water mains (blue)**





# CURRENT DRINKING WATER STORAGES

86.1%

AS AT 8 NOV 24



## Grahamstown Dam



STORAGE LEVEL

80.8%

147,362 ML

0.0% 1 WEEK AGO

↓ 1.3% 1 MONTH AGO

↓ 7.0% 1 YEAR AGO

MAXIMUM CAPACITY

182,305 ML

## Tomago Sandbeds



STORAGE LEVEL

97.8%

52,790 ML

↑ 1.4% 1 WEEK AGO

↓ 0.2% 1 MONTH AGO

↑ 17.5% 1 YEAR AGO

MAXIMUM CAPACITY

54,000 ML

## Chichester Dam



STORAGE LEVEL

100.0%

18,353 ML

0.0% 1 WEEK AGO

0.0% 1 MONTH AGO

↑ 42.6% 1 YEAR AGO

MAXIMUM CAPACITY

18,356 ML

## Anna Bay Sandbeds



STORAGE LEVEL

91.5%

13,298 ML

↓ 0.1% 1 WEEK AGO

↓ 0.7% 1 MONTH AGO

↑ 3.1% 1 YEAR AGO

MAXIMUM CAPACITY

14,537 ML

# HISTORICAL STORAGE LEVELS AND OUTLOOK



## Historical water storage levels

AS AT 8 NOVEMBER 2024



# MANAGING WASTEWATER

- We maintain a growing network of over **5,000km of wastewater pipes**
- We take wastewater from **households, commercial premises, schools, hospitals and industry**
- We treat wastewater at **19 wastewater treatment works** throughout the Lower Hunter.



# OUR ROLE IN STORMWATER

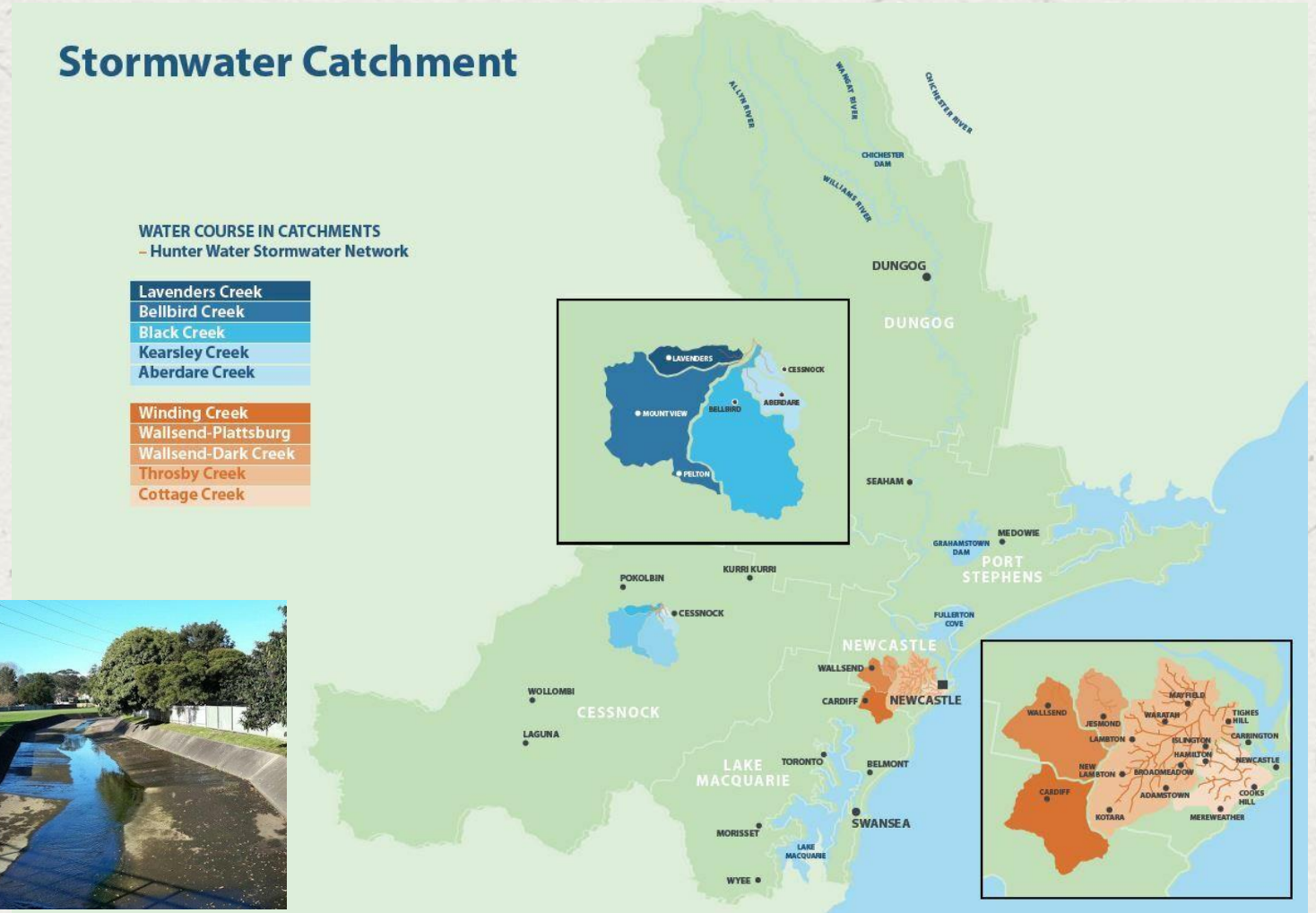


We are responsible for:

- approx. **92 kilometres of stormwater culverts, pipes and open channels**
- **two detention basins**
- a range of **stormwater treatment devices, floating booms and tidal gates**

These are located in Newcastle, Lake Macquarie and Cessnock local government areas.

- Generally, **we own the large, concrete stormwater drains**, while the relevant Councils own and are responsible for the smaller drains and more-natural channels.



# RECYCLED WATER SERVICES



- We currently have **15 recycled water schemes** linked to our system, which produce a total of around six billion litres of recycled water each year.
- The main uses of recycled water in the Lower Hunter are **open space, industrial, agricultural** and **residential**.
- We're using recycled water as **one approach** in the long-term management of our water supply. Further details are included in our *Lower Hunter Water Security Plan*.



Open space



Industrial



Residential



Agriculture

# KEY CHALLENGES



Key challenges we are currently addressing include:

- keeping **prices** affordable, as part of our 2024 Pricing Proposal
- addressing water security risks by delivering the **Belmont Desalination Plant**
- **maintaining & renewing an ageing network** – water leaks, sewer breaks and unplanned service interruptions
- supporting **growth** across our region
- improving **water security**, with growth and climate variability
- improving **dam safety**
- Reducing our **environmental** impacts, creating positive impact





# QUESTIONS AND DISCUSSION



# OPERATIONAL UPDATE

Declan Clausen, Group Manager Strategy and External Affairs

NOVEMBER 2024



# UPDATED DRAFT AUSTRALIAN DRINKING WATER GUIDELINES - PFAS



22 October 2024

Hunter Water continues to supply safe drinking water



Alongside other water authorities, we are reviewing the details in the updated draft Australian Drinking Water Guidelines (ADWG) released by the National Health and Medical Research Council for community feedback.

For the last eight years, we have been monitoring our water supply for PFAS.

Our past results demonstrate that the drinking water we supply to our customers and community is safe, meeting both the current proposed guidelines.

Our operating licence, issued by the Independent Pricing and Regulatory Tribunal (IPART), requires us to comply with the ADWG.

# BELMOND DESALINATION PLANT APPROVED



13 September 2024

Hunter Water welcomes planning approval for permanent Belmont Desalination Plant



Hunter Water welcomed **planning approval for a permanent Desalination Plant at Belmont** in September 2024.

The State Significant Infrastructure is a crucial step in securing the Lower Hunter's water supply for generations to come.

Construction will begin in late 2024.

Once complete, it will add up to 30 million litres per day of rainfall-independent drinking water capacity to Hunter Water's system, or about 15 per cent of the region's average daily needs.

# FURTHER RISK REDUCTION AT GRAHAMSTOWN DAM



13 September 2024



With the Belmont Desalination Plant planning approval announced and construction soon to start, Hunter Water has taken further steps to increase community safety downstream of Grahamstown Dam.

The interim top water level in Grahamstown Dam has been **further reduced to about 82% capacity** so that the risk to the community near the dam is even lower in the event of an earthquake that damages the dam's embankments.

Overall maximum storage capacity for all water storages in the region will be 88% until dam upgrade works can be completed in the next 5 to 10 years.

# RENEWABLE ENERGY AT BALICKERA PUMP STATION



1 October 2024

Hunter Water flicks the switch on its largest renewable energy project



Hunter Water has completed its renewable energy initiative at Balickera Water Pump Station, receiving the first electricity from its biggest solar PV installation yet helping power the station's large pumps and other critical water supply assets.

The project:

- brings Hunter Water's total renewable energy generation to more than 6 megawatts (MW)
- has a capacity of 3.1MW
- Is expected to generate substantial annual savings and benefits, estimated at approximately \$700,000 per year
- marks a significant milestone in our commitment to reducing our carbon footprint.

# BIG PICTURE FEST MURAL



26 September 2024

From pipes to paint: The Big Picture Fest breathes new life into Hunter Water's historic pump station



Hunter Water's historic Newcastle West 1 Wastewater Pump Station (WWPS) has received a colourful makeover as part of this year's The Big Picture Fest.

Designed by Aboriginal Artist Jasmine Craciun, the mural celebrates cultural connection to water and the Newcastle region.



# LEAK DETECTION TECHNOLOGY TRIAL UNDERWAY



19 September 2024

Securing every drop: Hunter Water embraces the challenge of finding and fixing leaks to enhance network efficiency



Hunter Water is rolling out a range of new leak detection technologies in a trial of new digital meters for customers.

This involves wireless communication devices that offer **real-time insights** into water consumption, helping to detect leaks as well as providing information on water consumption.

We are also significantly increasing the number of flowmeters and monitoring in our network. These devices, working alongside the digital meters will enable swifter identification of leaks in the water network.

# PREVENTING EROSION OF THE WILLIAMS RIVER BANKS



22 August 2024

Hunter Water kicks off remediation work to transform the Williams River



Hunter Water has commenced significant **remediation efforts to help protect the eroding riverbanks of the Williams River**, spanning from Seaham to Clarence Town.

This essential work will help prevent further erosion and enhance water quality.

The Williams River is a vital for supplying drinking water to over half a million people in the Lower Hunter, with around half of the water in Grahamstown Dam being supplied by this river system.



# QUESTIONS AND DISCUSSION

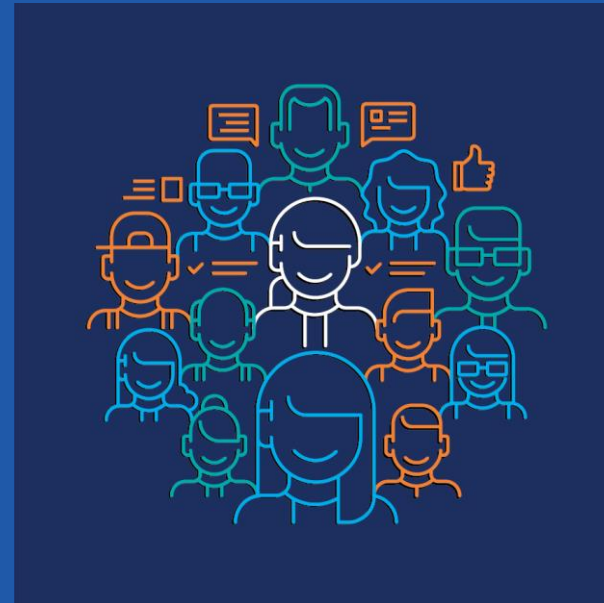




# PRICING PROPOSAL COMMUNITY ENGAGEMENT OVERVIEW

CCAG

November 2024





# COMMUNITY ENGAGEMENT PRICING PROPOSAL PROGRAM



We built on insights from engagement since 2018..



Vulnerability



Performance standards & rebates



Lower Hunter Water Security Plan



Customer journey mapping

...and continue to reflect feedback from ongoing engagement



Customer experience monitoring



Quarterly community survey



Submit pricing proposal to IPART September 2024

# CUSTOMER OUTCOMES



## We heard....

### High quality water services



I expect my water to be safe and clean. My water and wastewater services should be reliable so that I can depend on them year-round.

### Value for money, and affordable



I expect Hunter Water to keep bills as low as possible by being efficient and looking for ways to save money. I want Hunter Water to deliver valued services.

I expect Hunter Water to treat consumers experiencing vulnerability with dignity and make it easy for them to get assistance.

### Water security



I expect Hunter Water to plan ahead and ensure water resources are used wisely so that we have enough water to support the health and prosperity of our region, now and in the future, no matter the weather.

### Great customer service



I expect to be able to use Hunter Water's services and interact with Hunter Water easily, in the channel I choose. I want to be treated with respect, kept informed with clear and timely communication, and I trust Hunter Water will always try to resolve my issue first time, and in a timely manner.

### Us being Environmentally sustainable



I expect Hunter Water to care for the environment: protecting it during our operations, 'treading lightly on the planet' and being fair to future generations by acting on big challenges like climate change.

### Us being Community-focussed



I expect Hunter Water to listen and use community feedback in its decision-making, support the community through grants and partnerships, deliver educational activities and participate in community events.

# OUR ENGAGEMENT METHODS



## Customers at the heart



8,623 customers, community members and stakeholders helped to shape our pricing proposal over 26 months



# COMMUNITY ENGAGEMENT ADVISORY PANEL



Professor Ryan is a political sociologist who works on the intersection between communities and the built and natural environments. She has collaborated extensively with water, land use planning and environment agencies across all levels of government with an emphasis on community sentiment, education, behaviour change, and understanding the social license for regulation.

**Roberta Ryan (chair)**



Mr Anicich AM is a retired partner of Sparke Helmore, a national law firm with origins in Newcastle. He is chair of the Committee for the Hunter, a past president and life member of Business Hunter, chair of Hunter Primary Care Ltd and of Healthy Communities Foundation Australia Ltd, a member of Venues NSW Hunter Advisory Committee and an Honorary Professor in the School of Law & Justice at Newcastle University.

**Richard Anicich**



Ms Lavery is an economics, finance and governance professional with a particular focus on customer-centric investment decision-making. She was a member of the inaugural Consumer Challenge Panel of the Australian Energy Regulator, advising on consumer perspectives on electricity and gas network regulatory proposals. A former non-executive Director of Hunter Water, she also had many years' experience at a senior level IPART.

**Ruth Lavery**



Mr McCloskey is a public policy and economics professional with extensive experience across policy, government, and community and social service advocacy. He has also worked and volunteered in youth development in Australia and Europe. In his former role for the NSW Council of Social Service, his policy and advocacy work included the focus areas of disability, housing, planning and transport.

**Douglas McCloskey**



Mr Webb is the CEO of Castle, a non-government provider of NDIS and Disability Employment Services in the Hunter and Central Coast region. He is also a Director of the NSW Council of Social Services and the Committee for the Hunter. His focus is ensuring that the voice of community members from disadvantaged, vulnerable or marginal backgrounds is kept at the forefront of decision-making and consultation.

**Brad Webb**

We formed an independent panel of experts, called the Community Engagement Advisory Panel (CEAP), to constructively challenge us on how we listen and learn from our customers and community in developing our pricing proposal.

The CEAP has met with us 10 times across almost two years. In addition, members have reviewed three draft surveys and observed more than 60 hours of community focus groups and deliberative forum sessions with the Community Panel.

# STAGE 1 ACTIVITIES



The range of ways our customers, community and stakeholders are having their say



**6**  
Online community workshops

**Aug/Sept 2022**  
Heard from 96 customers about what matters to them

**9**  
In depth stakeholder interviews

**Oct 2022**  
Conducted interviews with nine stakeholder representatives of Hunter Water's community

**8**  
Focus groups

**Oct/Nov 2022**  
Conducted seven focus groups with 55 customers from across the service region, as well as an additional group with Customer and Community Advisory Group

**2**  
Quarterly community surveys

**Aug/Nov 2022**  
Heard from 726 customers in quarterly community surveys

# STAGE 2 ACTIVITIES



The range of ways our customers, community and stakeholders are having their say



**1**  
Bill simulation survey

**Apr/May 2023**  
2,487 survey participants told us how much they were willing to pay for six potential investments

**1**  
Prioritisation survey

**Apr/May 2023**  
3,102 survey participants told us what their priorities were

**7**  
Focus groups

**Apr/May 2023**  
Conducted seven focus groups with 45 customers from across the service region to understand survey choice drivers

**2**  
Quarterly community surveys

**Feb/May 2023**  
Heard from 345 customers in quarterly community surveys



# STAGE 3 DELIBERATIVE FORUM – NOVEMBER 2023 – MARCH 2024

## How can I register?

Registrations close midnight Sun 8 Oct 2023

You or anyone in your household (18 years or over) who is interested in being part of the community panel can register.



Visit the registration page at: [www.deliberatelyengaging.com.au/hunter-water](http://www.deliberatelyengaging.com.au/hunter-water)

or scan this QR code with your smart phone.

You'll receive \$170 per session if you are selected to participate.



Hunter Water invites you to join our 2025 price proposal community panel to help shape our water services to the end of the decade, so that we can make sure our services meet your needs and deliver community value.

Darren Cleary  
Managing Director,  
Hunter Water Corporation



## 37 PARTICIPENTS

### Gender

22  
MALE



15  
FEMALE



## Tenure

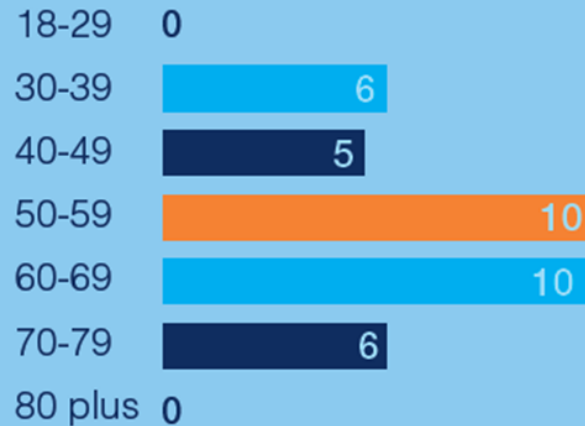


Tenant



Owner occupier

## Age ranges



## Type of customer

Residential

35

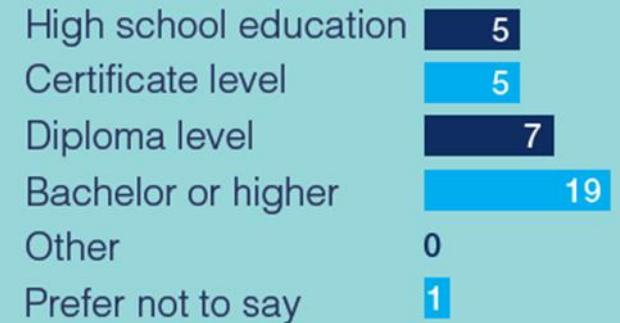


Business/both

2



## Education attainment



## Concession card holder

Yes  13

## Aboriginal and/or Torres Strait Islander

Yes  3

## Non-English speaking background

Yes  5



# OUR CHALLENGE AND PROMISE



## Our challenge

Hunter Water's costs of providing water services are increasing. These higher costs will be passed on to customers through increased prices. We are also faced with some important decisions that will impact customer bills.

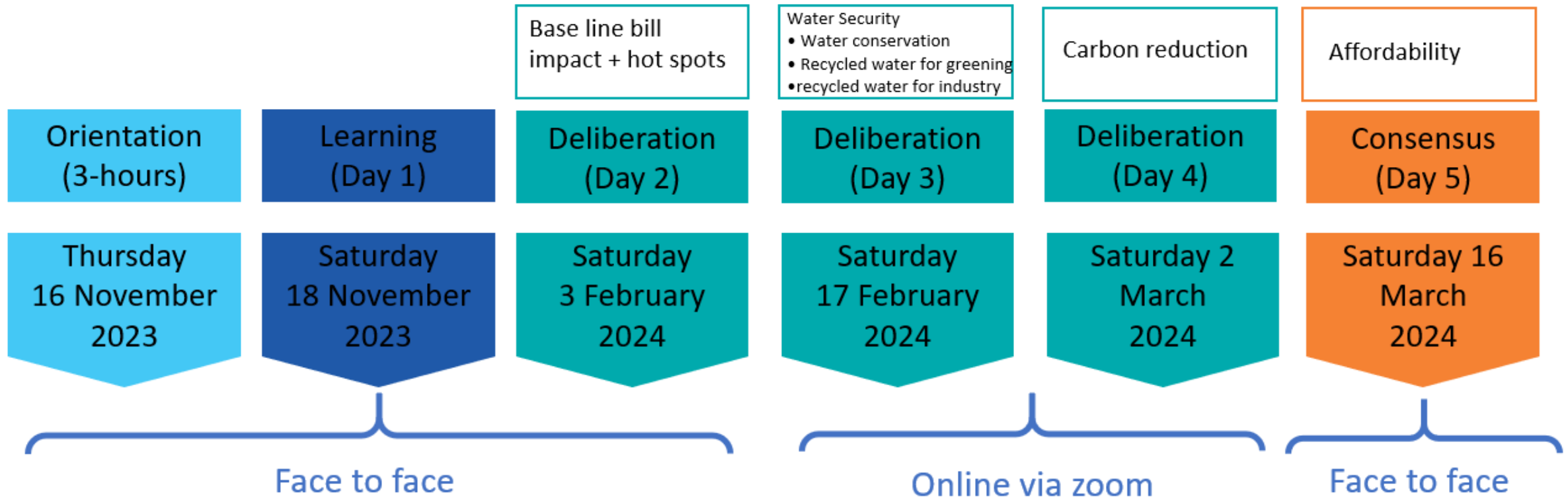
**How do we balance providing reliable, high-quality services while protecting the environment, and creating a positive legacy for future generations, and keeping prices affordable?**

**We promised to incorporate our community's recommendations to the maximum extent possible**

## IAP2 Spectrum of Public Participation

|                 | Inform   | Consult   | Involve   | Collaborate   | Empower  |
|-----------------|--|---|---|---|--|
| <b>Goal</b>     | To provide balanced and objective information in a timely manner.                    | To obtain feedback on analysis, issues, alternatives, and decisions.                  | To work with the public to make sure that concerns and aspirations are considered and understood.             | To partner with the public in each aspect of the decision-making.   | To place final decision-making in the hands of the public. |
| <b>Promise</b>  | "We will keep you informed."   | "We will listen to and acknowledge your concerns."                                    | "We will work with you to ensure your concerns and aspirations are directly reflected in the decisions made." | "We will incorporate your recommendations to the maximum extent possible, and provide reasons where we are unable to do so" | "We will implement what you decide."                       |
| <b>Examples</b> | The organisation will put a flyer in your letter box and put updates on its website. | The organisation will utilise a survey and/or display the plans at a community event. | The organisation will run some focus groups and workshops, and/or some in-depth interviews.                   | Comprehensive exploration using multiple techniques, followed by 4 to 6 days of deliberation                                | Citizen's jury.  |

# STAGE 3 - DELIBERATIVE FORUM ROAD MAP



We based our approach to the deliberative stage on the OECD Guidelines for Deliberative Democracy

# FINAL RECOMMENDATIONS – LEVELS OF INVESTMENT



## INVESTMENT RECOMMENDATIONS

### WATER CONSERVATION \$5m

**\$4m** **300-500ML A YEAR SAVING**  
REDUCING LEAKS IN OUR SYSTEM

**\$1m** **46ML A YEAR SAVING**  
ENCOURAGING CUSTOMERS TO USE LESS WATER

**\$0** **100% STAND BY THIS**  
NOT KEEN TO FUND INDUSTRIAL USERS FROM RESIDENTIAL CUSTOMER POCKETS!  
RECYCLED WATER

### HOT SPOTS \$3-4m

- ALL PRIORITY 1, 2 & 3 (~80)
- MOST PRIORITY 1 (~15)
- HALF PRIORITY 1 (~150)
- 2-3 LOW COST PRIORITIES 2 & 3
- ~350 LOW COST P2 & 3 ISSUES

**86% STAND BY THIS**

**WET WEATHER OVERFLOWS** **ODOUR** **LOW WATER PRESSURE**

### CARBON REDUCTION

**79% STAND BY \$0m**

**75% 80% 80% 85%**  
%. REDUCTION by 2030

**\$0m \$1m \$2m \$2m**  
ADDITIONAL REVENUE REQUIRED

**81% STAND BY THIS**

INVEST IN TECH

MATCHES AGREED TARGET } AVOID EXTRA \$ DURING COL CRISIS, ALREADY ON TRACK

PUT TO VOTE: \$0m = 63%, \$1m = 52%

VOTE #2: \$1m for 80%, IF ACHIEVED WITHOUT SPEND THAT MONEY IS TO BE RETURNED

WHY SLOW PROGRESS? THE SOONER, THE BETTER IT'S WORTH \$1m

### ESTIMATED IMPACT ON BILL




# FEEDBACK

**GRATITUDE**

- ABILITY TO ARTICULATE
- IMPORTANT CONTRIBUTIONS
- INTELLIGENCE AND WISDOM
- VARIETY OF OPINIONS
- OPEN MINDS
- RESPECTFUL
- GREAT QUESTIONS
- MADE A DIFFERENCE
- SHOWING UP: PERSISTENCE
- MADE A NEW FRIEND
- FUN!
- SUPPORTING EACH OTHER
- VALUES-DRIVEN

HUNTER WATER COMMUNITY PANEL - 16.03.24

© JESSAMY GEE 2024



[Hunter Water has] "undertaken a valid, robust process and have invested the effort in good faith."  
- Douglas McCloskey (PIAC)

[Hunter Water has] "shown commitment in investing time and effort to build understanding."  
- Roberta Ryan (CEAP)

"I was particularly impressed by the presence of Exec and Board members and their accessibility [to the panel members]."  
- Brad Webb (CEAP)

# STAGE 4 ACTIVITIES



The range of ways our customers, community and stakeholder are having their say

**1**  
Community workshop

**May 2024**  
Consulted with 16 participants from the Community Panel on draft customer outcomes, associated measures and accountability

**1**  
Quarterly community survey

**Apr/May 2024**  
195 survey participants told us whether our draft customer outcomes reflected their priorities and expectations



**3**  
Indepth interviews

**April 2024**  
3 external stakeholder with a deep understanding of water pricing issues provided quotes to help fairly frame questions for the focus groups

**1**  
Price structures survey

**April 2024**  
Heard from 776 customers on their values around price structures and preferred household wastewater price structure

**7**  
Focus groups

**Apr/May 2024**  
Conducted seven focus groups with 45 residential customers and 6 business customers to understand their views on water and wastewater price structures

## STAGE 5 – CLOSE THE LOOP WORKSHOP

### Process:

- Community panel roadmap and reminder of process
- Reminder of our promise based on IAP2 'collaborate' level of participation
- Update of what we have been doing since the panel last convened i.e. outcomes workshop, tariff engagement incorporating their recommendations into our proposal
- Reporting back on how the panel's recommendations have been incorporated into our proposal by topic
- Voting per topic to confirm whether we have kept our promise to 'incorporate their recommendations to the maximum extent possible and given them reasons when we have been unable to do so.'

## 2025 Pricing Proposal Community Panel

# Hunter Water response to recommendations

September 2024



# HOW THIS IS REPRESENTED IN OUR PRICING PROPOSAL



At the outset of the deliberative forum, Hunter Water promised to *"incorporate your recommendations to the maximum extent possible, and provide reasons where we are unable to do so"*.

On balance, has Hunter Water kept its promise?



Yes

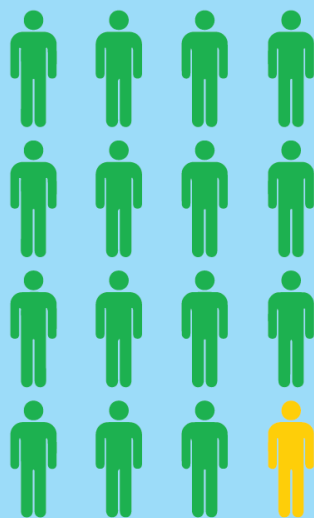


Yes, with qualifications



No

## Hot spots (ongoing service issues)



## Conserving water



## Reducing carbon emissions





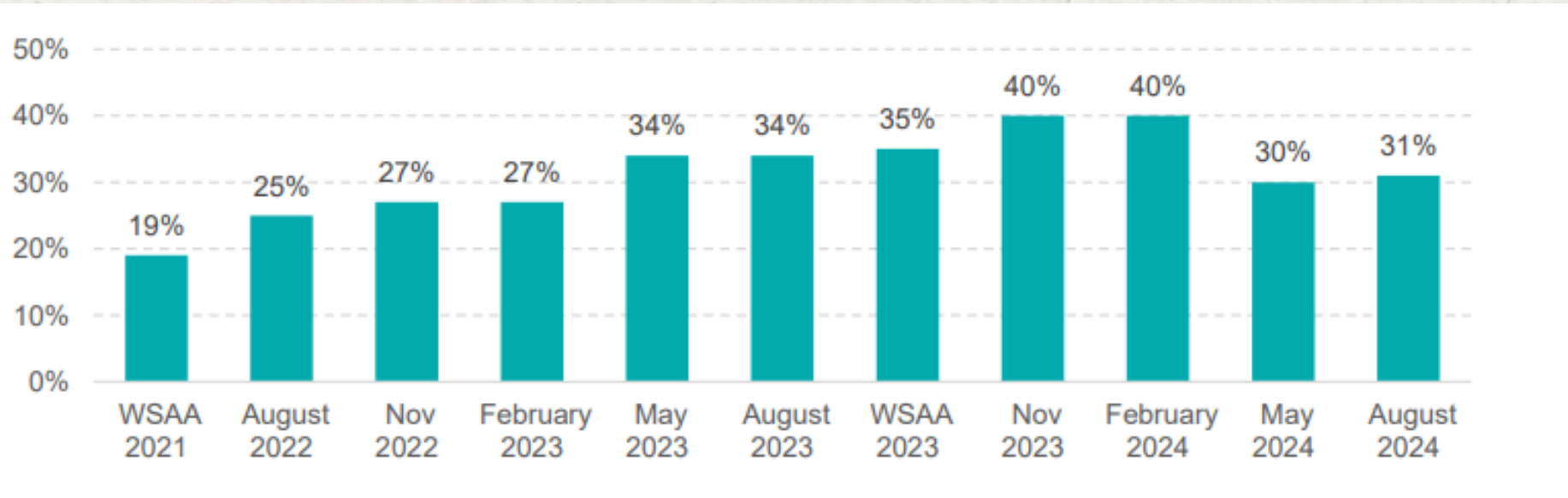
# ONGOING COMMUNITY COMMITTEE



Principles of the Community Committee are:

- Independently facilitated
  - Representative of demographics of Hunter community
  - Random selection process
  - Meet at least annually
  - Existing Community Panel members invited to participate.
- 
- Over sample for initial size of approx. 50 participants to enable attrition by the end of 5-year pricing period, and maintain representativeness
  - The Committee will mark our 'report card' of measures and targets on an annual basis
  - Other activities the Committee may undertake include:
    - confirming customer outcomes
    - IPART operating license and Customer Contract engagement
    - Input into development of engagement approach for 2030 -35 pricing proposal engagement.

# It is essential we keep bills affordable



Question: Did you struggle to pay either your water bill or another bill (electricity, gas, phone/internet, mortgage or rent) on time over the past year? <sup>2,3</sup>

We've prioritised our investment to ensure customers are only paying for what is essential.

We progressively reduced expenditure, testing what this meant for risks and outcomes.

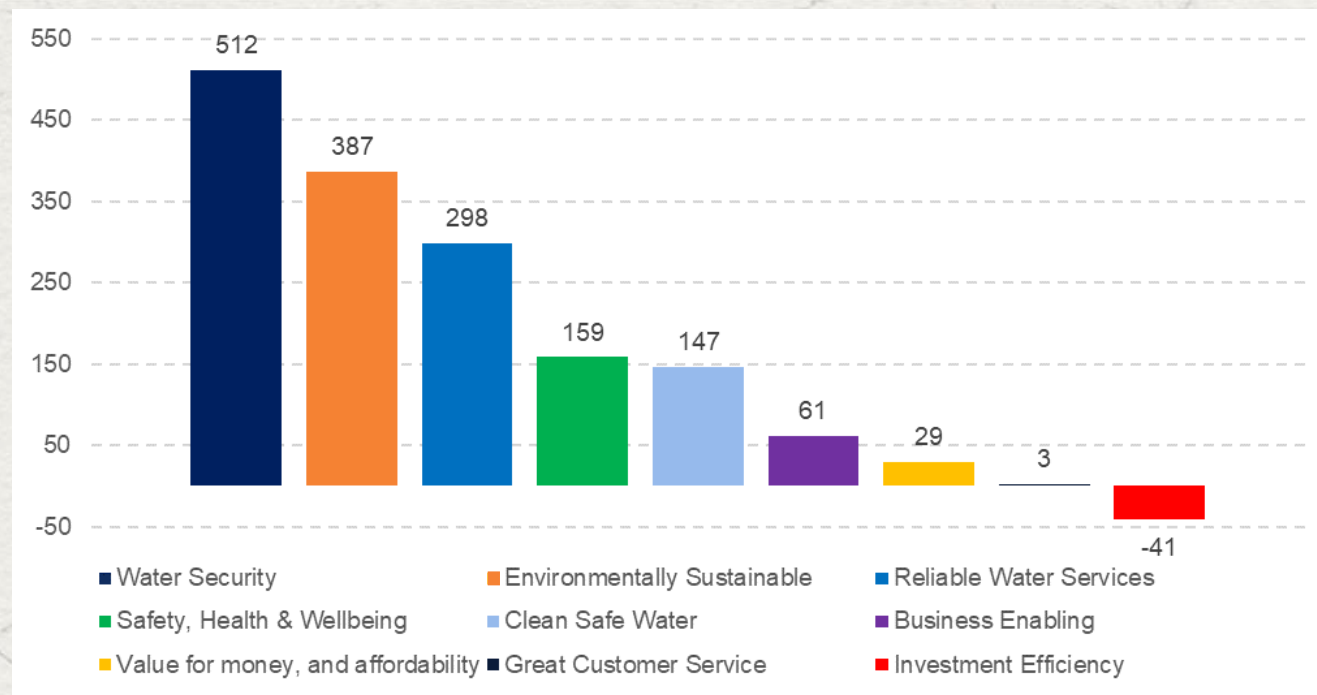
This process was robust, in depth, and at times confronting.

## Capital Expenditure

Our proposal is focused on keeping bills as low as possible:

- Keeping the community safe, and complying with regulatory requirements
- Delivering Belmont desalination plant
- Making targeted improvements in areas supported by customers:
  - Hot spots
  - Carbon emissions
  - Water security: leakage, water efficiency and Belmont desalination

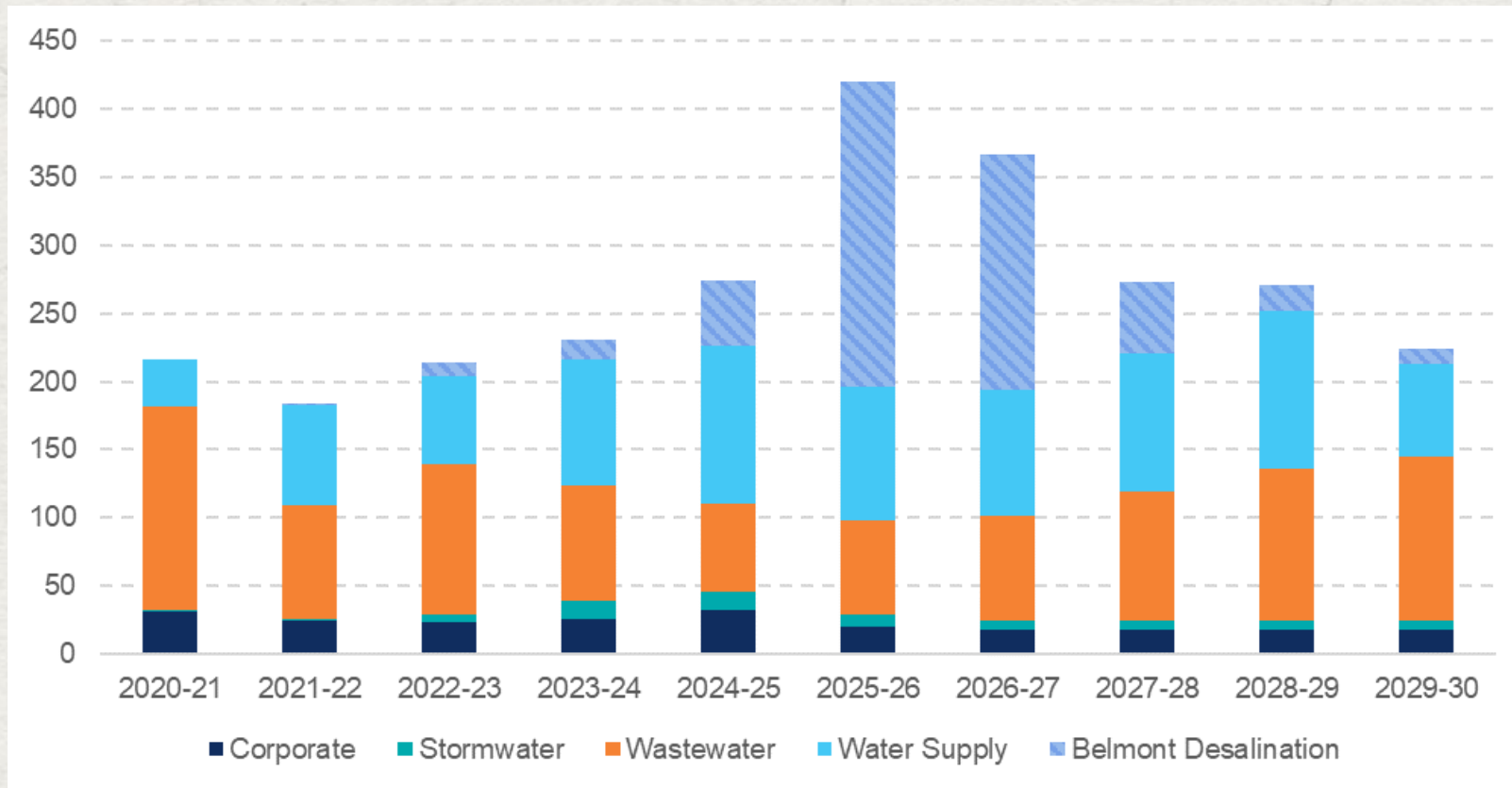
We prioritised proposed capital expenditure from \$2.1bn to about \$1.5bn



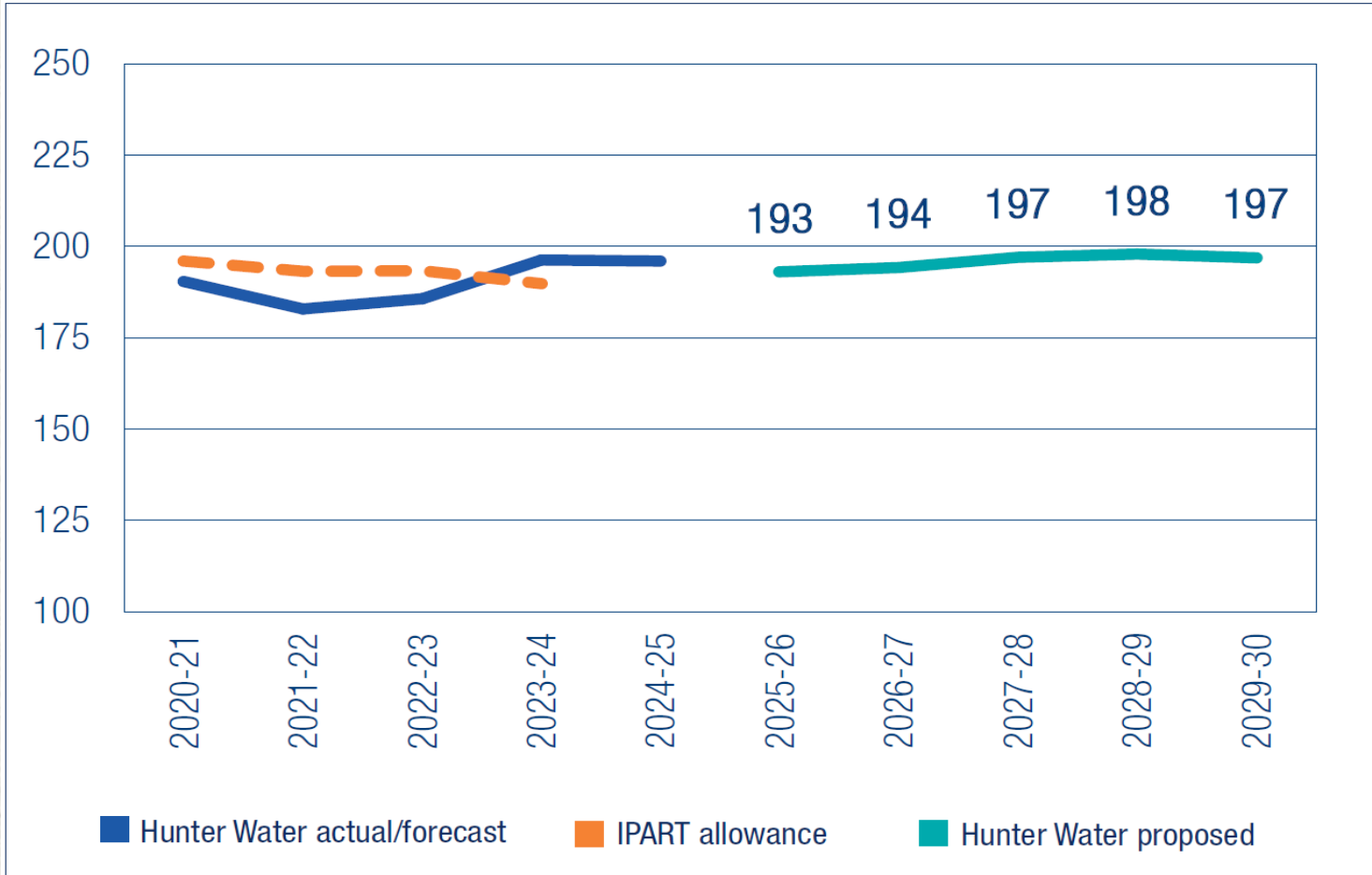
# Capital Expenditure



Excluding Belmont desalination, our proposed expenditure is about the same as in the current period



We propose slightly higher operating expenditure for the upcoming pricing period



**Price trends:**

- Treatment operations
- Maintenance contract
- Motor vehicle leases
- Wages and regrades

**Key step changes:**

- Digital
- Customer experience
- Belmont desalination
- Community panel recommendations

Water prices need to increase to match increasing costs of current services, as well as investment in water security



| <b>Proposed water prices<br/>(\$2024-25, without inflation)</b> | <b>2024-25</b> | <b>2025-26</b> | <b>2026-27</b> | <b>2027-28</b> | <b>2028-29</b> | <b>2029-30</b> |
|---|----------------|----------------|----------------|----------------|----------------|----------------|
| Water usage - \$ per kL   | 2.89           | 3.19           | 3.49           | 3.80           | 4.10           | 4.40           |
| Water service (per dwelling or 20mm meter) - \$ per year        | 27.58          | 42.52          | 57.47          | 72.41          | 87.36          | 102.30         |

Our customers supported putting most of the price increase in the variable charge.

This gives customers an opportunity to mitigate the bill increase by using less water.

# Price increases for wastewater services are modest



| Proposed wastewater prices<br>(\$2024-25, without inflation) | 2024-25 | 2025-26 | 2026-27 | 2027-28 | 2028-29 | 2029-30 |
|--|---------|---------|---------|---------|---------|---------|
| <b>Houses</b>  |         |         |         |         |         |         |
| Total sewer charges  | 789.18  | 804.84  | 816.51  | 828.22  | 840.00  | 851.83  |
| % increase in total sewer charges                            | -       | 2.0%    | 1.4%    | 1.4%    | 1.4%    | 1.4%    |
| <b>Apartments (multi-premises)</b>                           |         |         |         |         |         |         |
| Total sewer charges  | 730.00  | 768.25  | 780.80  | 793.39  | 806.02  | 818.68  |
| % increase in total sewer charges                            | -       | 5.2%    | 1.6%    | 1.6%    | 1.6%    | 1.6%    |

## Stormwater prices will need to rise to recover higher revenue requirements

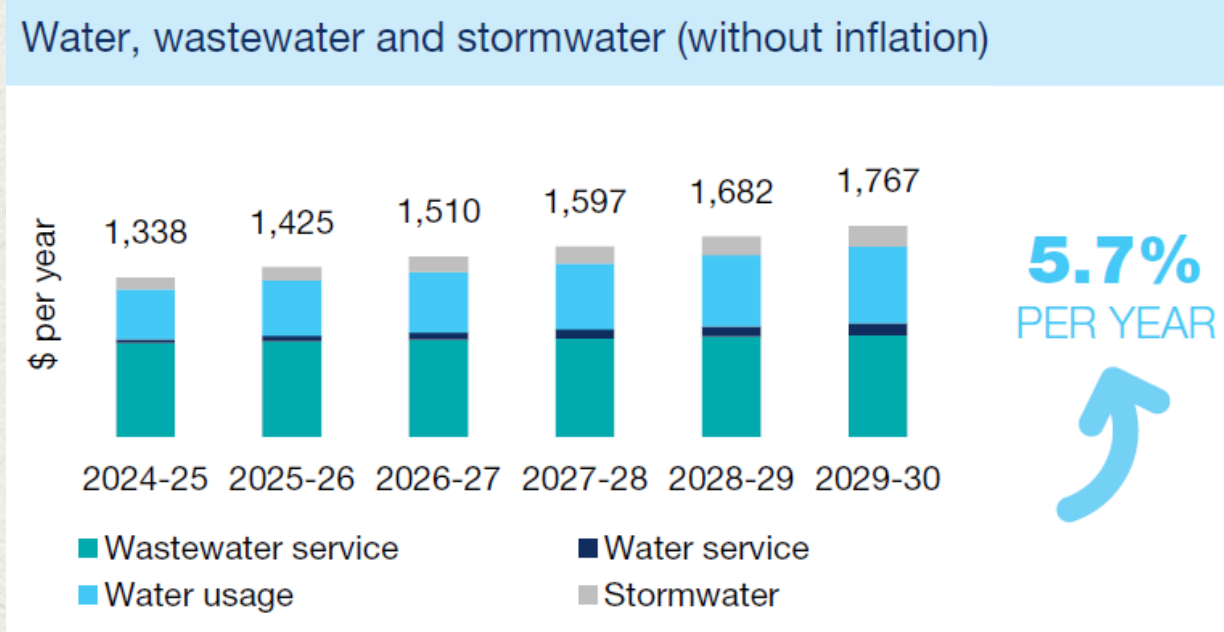
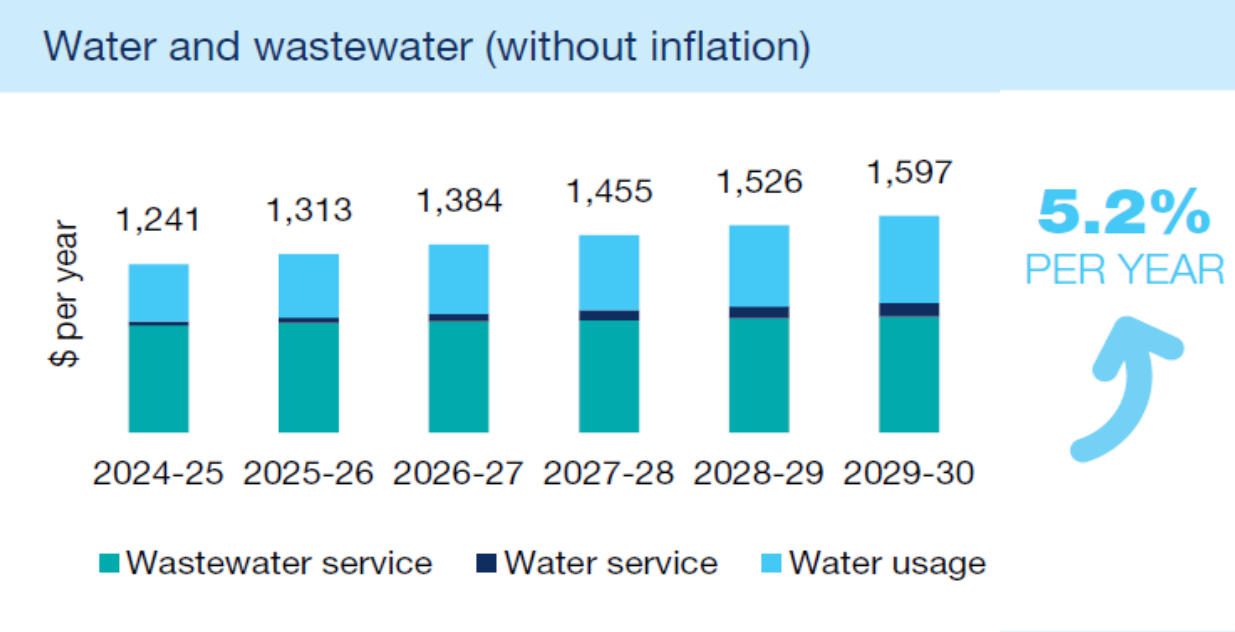


| Proposed stormwater prices (\$2024-25, without inflation)     | IPART 2024-25 | 2025-26  | 2026-27  | 2027-28  | 2028-29   | 2029-30   |
|---|---------------|----------|----------|----------|-----------|-----------|
| <b>Residential</b>  |               |          |          |          |           |           |
| Houses  | 97.04         | 111.79   | 126.55   | 141.30   | 156.05    | 170.81    |
| Apartments (multi-premise) and low impact *                   | 35.91         | 41.37    | 46.83    | 52.29    | 57.75     | 63.21     |
| <b>Non-residential</b>  |               |          |          |          |           |           |
| Small property area ( $\leq 1,000\text{m}^2$ ) and low impact | 97.04         | 111.79   | 126.55   | 141.30   | 156.05    | 170.81    |
| Medium property area ( $\leq 1,001$ to $10,000\text{m}^2$ )   | 316.94        | 365.13   | 413.31   | 461.50   | 509.68    | 557.87    |
| Large property area ( $10,001$ to $45,000\text{m}^2$ )        | 2,015.70      | 2,322.15 | 2,628.61 | 2,935.06 | 3,241.51  | 3,547.97  |
| Very large property area ( $>45,000\text{m}^2$ )              | 6,404.36      | 7,378.03 | 8,351.71 | 9,325.38 | 10,299.06 | 11,272.73 |
| Non-residential property within a mixed multi-premises        | 35.91         | 41.37    | 46.83    | 52.29    | 57.75     | 63.21     |
| % annual increase for stormwater charges                      | -             | 15.2%    | 13.2%    | 11.7%    | 10.4%     | 9.5%      |

Approx. a quarter of our customers receive stormwater services



# What this means for typical residential customer bills



A typical household is three to four people who own their home, live in a house and have a mid-range water use (146kL per year)

# Non-residential customers



| Customer type   | Water usage<br>(kilolitres) | 2024-25<br>(Without inflation) | 2025-26   | 2029-30     | Yearly<br>total bill<br>impacts |
|---|-----------------------------|--------------------------------|-----------|-------------|---------------------------------|
| Service Station   | 70                          | \$1,303                        | \$1,389   | \$1,651     | 4.9%                            |
| Small Shop  | 150                         | \$1,349                        | \$1,422   | \$1,717     | 4.9%                            |
| Small/Medium Shop   | 165                         | \$1,959                        | \$2,068   | \$2,509     | 5.1%                            |
| Large Licenced Club                                       | 8450                        | \$49,641                       | \$53,234  | \$65,325    | 5.6%                            |
| Medium Licenced Hotel                                     | 1200                        | \$6,803                        | \$7,287   | \$9,175     | 6.2%                            |
| Regional Shopping Centre - with high strength trade waste | 73100                       | \$293,540                      | \$314,144 | \$405,394   | 6.7%                            |
| Large Office - Newcastle                                  | 3600                        | \$17,804                       | \$19,019  | \$23,898    | 6.1%                            |
| Regional Office - Maitland                                | 230                         | \$3,725                        | \$3,899   | \$4,601     | 4.3%                            |
| Small Industrial Firm                                     | 50                          | \$1,691                        | \$1,789   | \$2,098     | 4.4%                            |
| Medium Industrial Firm                                    | 73300                       | \$264,581                      | \$286,642 | \$375,125   | 7.2%                            |
| Large Industrial Firm - no sewer                          | 190000                      | \$550,762                      | \$608,662 | \$842,164   | 8.9%                            |
| Large Industrial Firm - with sewer                        | 243300                      | \$818,494                      | \$890,800 | \$1,183,426 | 7.7%                            |
| Plant Nursery   | 5500                        | \$16,941                       | \$18,666  | \$25,551    | 8.6%                            |
| Fast Food Outlet  | 1450                        | \$8,403                        | \$9,128   | \$10,988    | 5.5%                            |
| Shopping Centre - with high-strength trade waste          | 7800                        | \$44,896                       | \$44,087  | \$54,075    | 3.8%                            |
| Large Industrial Firm - with high strength trade waste    | 42000                       | \$152,704                      | \$168,802 | \$219,561   | 7.5%                            |

# PRICING PROPOSAL NOW ON PUBLIC EXHIBITION



- IPART leading the public exhibition process
- IPART published their initial response to our proposal, called their 'Issues Paper' on November 1<sup>st</sup>
- Stakeholders and our customers can make a submission to IPART and/or register to attend the public hearing on November 18th via their website: <https://www.ipart.nsw.gov.au/review/water-metro-pricing/prices-hunter-water-corporation-1-july-2025>
- **New prices will come into effect July 1<sup>st</sup>, 2025**



Find out more at <https://www.hunterwater.com.au/haveyoursay/2025-2030-price-proposal>

# THANK YOU

Any questions?



## Call

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