



# HUNTER WATER CUSTOMER AND COMMUNITY ADVISORY GROUP

17 June 2025

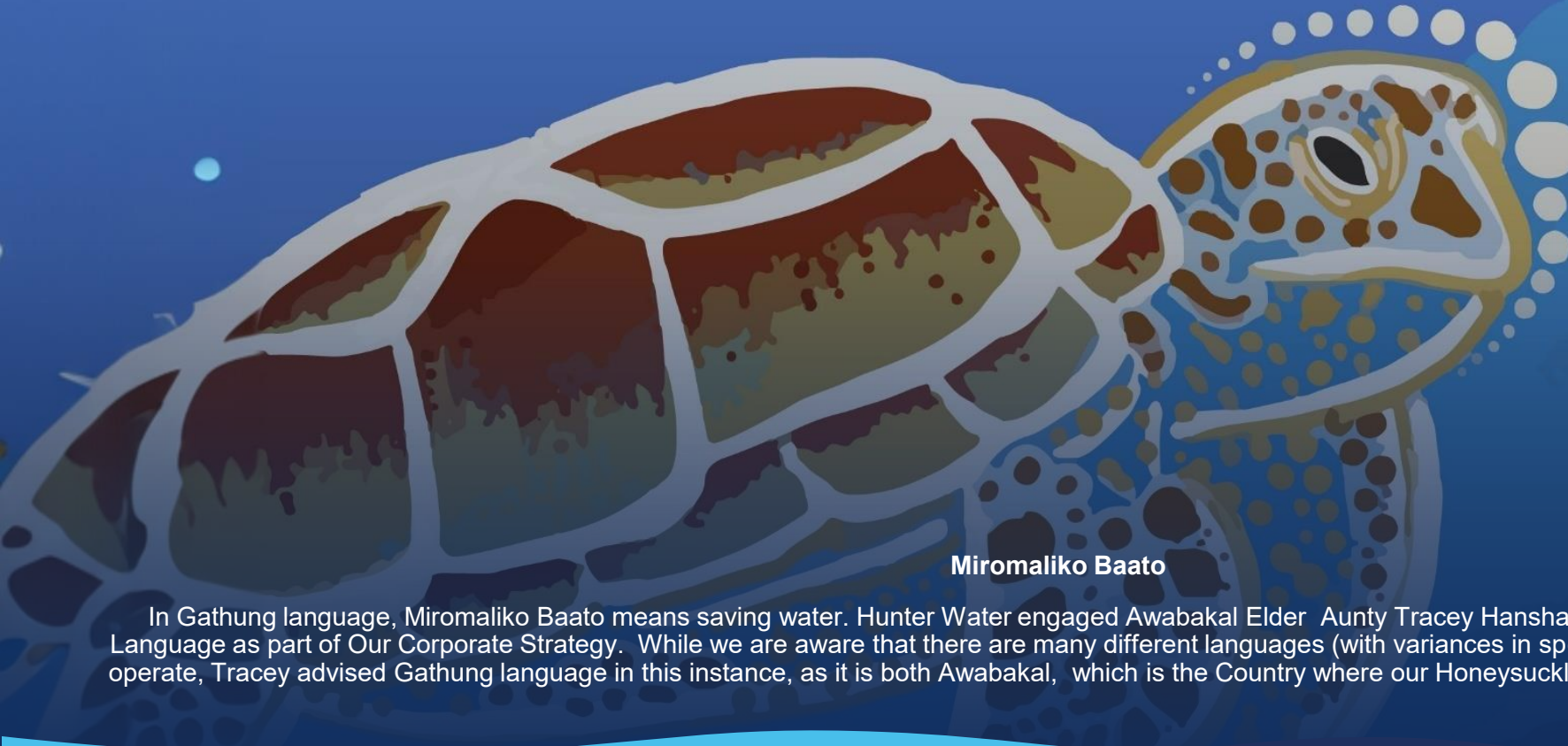
Grahamstown Water Treatment Plant and Grahamstown Dam

# 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.





# OPERATIONAL UPDATE

Darren Cleary, Managing Director





JUNE 2025



# CURRENT DRINKING WATER STORAGES

87.7%  
AS AT 12 JUN 25



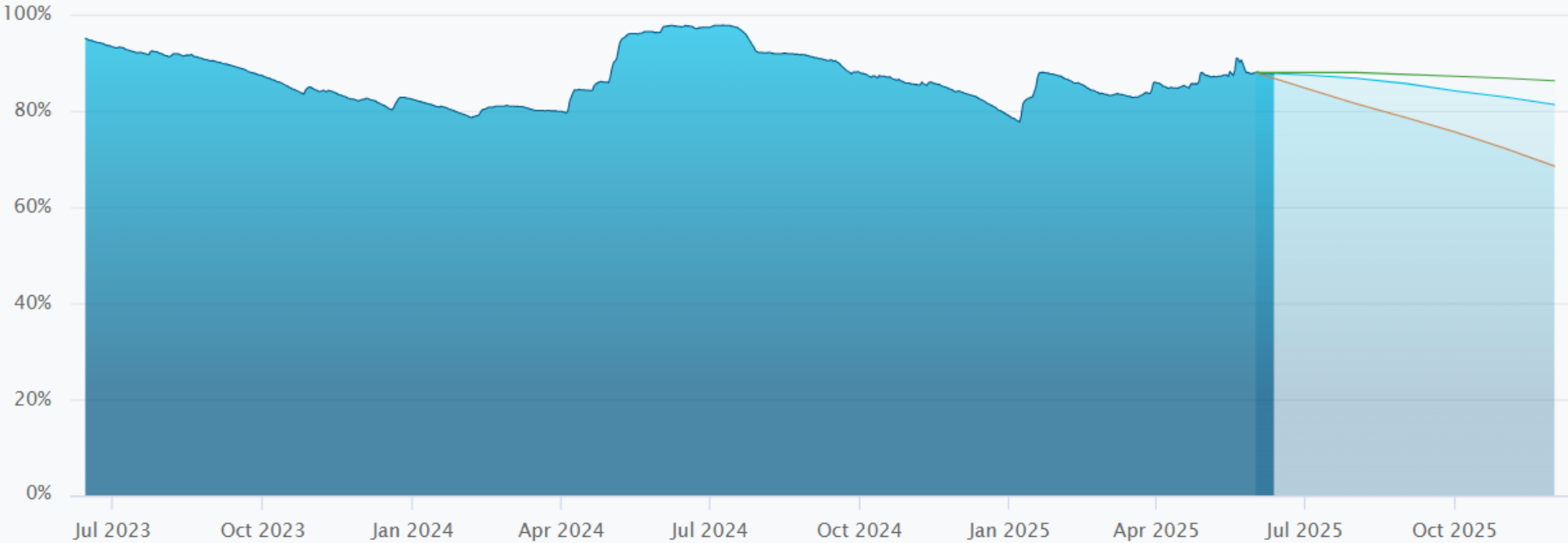
Grahamstown Dam	Tomago Sandbeds	Chichester Dam	Anna Bay Sandbeds
			
<div>STORAGE LEVEL</div> <div>81.9%</div> <div>149,224 ML</div> <div><div>↓ 0.2%</div>1 WEEK AGO</div> <div><div>↓ 0.6%</div>1 MONTH AGO</div> <div><div>↓ 15.9%</div>1 YEAR AGO</div>	<div>STORAGE LEVEL</div> <div>100.0%</div> <div>54,000 ML</div> <div><div>0.0%</div>1 WEEK AGO</div> <div><div>0.0%</div>1 MONTH AGO</div> <div><div>0.0%</div>1 YEAR AGO</div>	<div>STORAGE LEVEL</div> <div>100.0%</div> <div>18,480 ML</div> <div><div>0.0%</div>1 WEEK AGO</div> <div><div>0.0%</div>1 MONTH AGO</div> <div><div>0.0%</div>1 YEAR AGO</div>	<div>STORAGE LEVEL</div> <div>100.0%</div> <div>14,537 ML</div> <div><div>0.0%</div>1 WEEK AGO</div> <div><div>↑ 10.6%</div>1 MONTH AGO</div> <div><div>↑ 14.4%</div>1 YEAR AGO</div>
<div>MAXIMUM CAPACITY</div> <div>182,305 ML</div>	<div>MAXIMUM CAPACITY</div> <div>54,000 ML</div>	<div>MAXIMUM CAPACITY</div> <div>18,356 ML</div>	<div>MAXIMUM CAPACITY</div> <div>14,537 ML</div>

# HISTORICAL STORAGE LEVELS AND OUTLOOK



## Historical water storage levels

AS AT 12 JUNE 2025





# PRICING PROPOSAL – IPART’S FINAL REPORT



Hunter Water has welcomed the release of the Independent Pricing and Regulatory Tribunal's (IPART) final pricing determination.

The investment proposed will allow Hunter Water to keep delivering high-quality, reliable, and safe water and wastewater services, ensuring the Lower Hunter community will have a secure water future for generations to come.

The water usage price will rise from \$2.89 per kilolitre to \$4.40 per kilolitre by 2029-2030.

Bills for a typical household customer receiving water and wastewater services will increase, on average, by \$86 (or 6.9%) plus inflation on 1 July 2025, and then by \$53 (or 3.8%) plus inflation each year after until 30 June 2030.

We are investing almost \$1.6 billion in capital works, with the Belmont Desalination Plant a large part of that investment for future water security. We are also upgrading our existing infrastructure to ensure we can meet future growth and demand.



# IPART'S GRADING RUBRIC



Under IPART's framework, water businesses are assessed as 'Standard', 'Advanced' or 'Leading'.

IPART assessed Hunter Water's pricing proposal as 'Advanced' in their Final Report.

**'Hunter Water has shown a commitment to delivering customer value, understanding customer preferences and integrating these into its decision-making processes.'**

**- IPART Final Report**

**'Hunter Water's pricing proposal integrates customer needs and preferences based on thorough and meaningful engagement with its customers.'**

**Over a multiple-stage comprehensive engagement program, Hunter Water provided genuine opportunities for customers to influence its proposal in areas that matter to them.'**

**- IPART Final Report**

**'Hunter Water's engagement for its pricing proposal builds on previous engagement and interaction with customers, and a strong understanding of customer preferences.'**

**Its engagement on key topics for additional investment focused on what it considered customers could have the greatest influence on, priority areas for decision making for the business and where there could be material bill impacts.'**

**- IPART Final Report**



# DESALINATION PLANT CONSTRUCTION PROGRESS



Work is powering ahead at our Belmont Desalination Plant site. Piling is continuing in the next few weeks so that work can soon begin on the onshore intake shaft excavation.

The focus over the next few weeks is on importing fill to site so that the desalination plant site can be raised slightly to help future-proof for flood events and climate change.

Those living nearby or passing by on the Fernleigh Awabakal Shared Track might notice additional heavy vehicles in the area as we work to deliver this key piece of infrastructure for the region.



# RESERVOIR UPGRADES ACROSS THE REGION



Hunter Water is progressing key reservoir upgrades to enhance water security, support regional growth, and ensure the long-term reliability of infrastructure.

Six key projects are: Morisset; Arcadia Vale; Harpers Hill between Lochinvar and Greta; The Hill Reservoir in Newcastle; Cameron Park and West Wallsend; and North Lambton.

The current refurbishment works to the Morisset Reservoir will also allow for additional water storage capacity to a rapidly growing region.

Work will then begin on the Arcadia Vale Reservoir, with planned upgrades including structural repairs, internal relining, and roof replacement, all of which will maintain water quality, increase storage capacity, and ensure continued reliability for customers.



# HEAVY RAINFALL IN APRIL AND MAY



The Lower Hunter region experienced significant rainfall in late April and late May, resulting in:

- **flooding** across the region
- dam safety alerts at **Chichester Dam** and precautionary downstream evacuations due to high water levels over the spillway
- controlled release of water from **Grahamstown Dam** to maintain the water level for dam safety
- widespread **wastewater system overflows**, particularly in low-lying areas.

Both dams have now returned to normal operating levels.



# LOVE WATER GRANT RECIPIENTS 2025



Organisation	Project	LGA
Belmont Wetlands State Park	Water on Wheels	Lake Macquarie
Black Hill Public School	Sensory and Vegetable Garden	Cessnock
Cessnock Multipurpose Children's Centre	Re-use the Rainwater	Cessnock
Clarence Town Lions Club	Clarence Town Lions Park water tank and drinking station	Dungog
Clarence Town Senior Citizens	Water for Clarence Town Community of Gardens	Dungog
Dungog Junior Cricket Club	Improved Irrigation for Bruyn Park	Dungog
Dungog Public School	Water Tank and Watering System	Dungog
Edgeworth Public School	Nupalikolinba Outdoor Learning Area	Lake Macquarie
Gresford District Landcare	Water is Life, Community is Love	Dungog
Hamilton North Public School	Market Garden Irrigation Upgrade	Newcastle
Islington Public School	Caring for Country: Water Conservation and Runoff Management	Newcastle
Karuah Landcare Group	Longworth Park Slope Revegetation	Port Stephens
Kurri Kurri High School	Accessible Bottle Filling Stations	Cessnock
Maitland Grossmann High School	The HIVE Agriculture Aquaponics and Irrigation System	Maitland
Mayfield East Public School	Water Tank/System Upgrade and Renewal	Newcastle
Mindaribba Local Aboriginal Land Council	Mindaribba Rainwater Harvesting and Cultural Sustainability	Maitland
Newcastle Men's Shed	Save our Rainfall	Newcastle
Nords Wharf Public School	Water tanks	Lake Macquarie
The Groundswell Collective	Shelley St Community Garden Water Saving Project	Lake Macquarie

- Hunter Water's Love Water Grants program has awarded **\$125,000** of available funding to local groups and organisations with innovative ideas that inspire water conservation, sustainability, and community wellbeing.
- We received **76 applications** across all LGAs in the Lower Hunter region.
- This year's grant round attracted a range of projects, including water tanks, community gardens, bush tucker gardens, irrigation systems and education programs.



# QUESTIONS AND DISCUSSION





# STAKEHOLDER ADVISORY FORUM CHARTER

Declan Clausen and Laura Boland

JUNE 2025



# STAKEHOLDER ADVISORY FORUM **DRAFT** CHARTER



## Key features of the Charter:

- 2.2 – Objectives:
  - Representing constituents
  - Inviting engagement in decision-making where appropriate
  - Disseminating information
- 2.3 – SAF Duties
- 2.4 – Hunter Water's duties and responsibilities
- 3.1 – Broader range of member interest areas
- 3.2 – Selection criteria for members
- 5.2 – Chair and Deputy Chair

- 7 – Communicating outcomes of the SAF to the public
- 8 – Funding and resourcing

## Would you like to comment on the Draft SAF Charter?

Please email any suggestions by 24 June to:  
[stakeholders@hunterwater.com.au](mailto:stakeholders@hunterwater.com.au)

Expressions of Interest to join the SAF will be sent out by 30 June.



# NOMINATING FOR THE SAF



Invitations to nominate to be sent out before 30 June to:

- current CCAG members (except Councillors)
- invited groups that fall within one or more of the target interest areas.
- recipients of the customer newsletters.

Nomination forms will also be available on the website for groups to self-nominate at any time.

If you have been part of the CCAG for **more than eight years**, we particularly encourage you to consider whether it is time to nominate a new representative from your organisation.





# QUESTIONS AND DISCUSSION