



HUNTER WATER CUSTOMER AND COMMUNITY ADVISORY GROUP

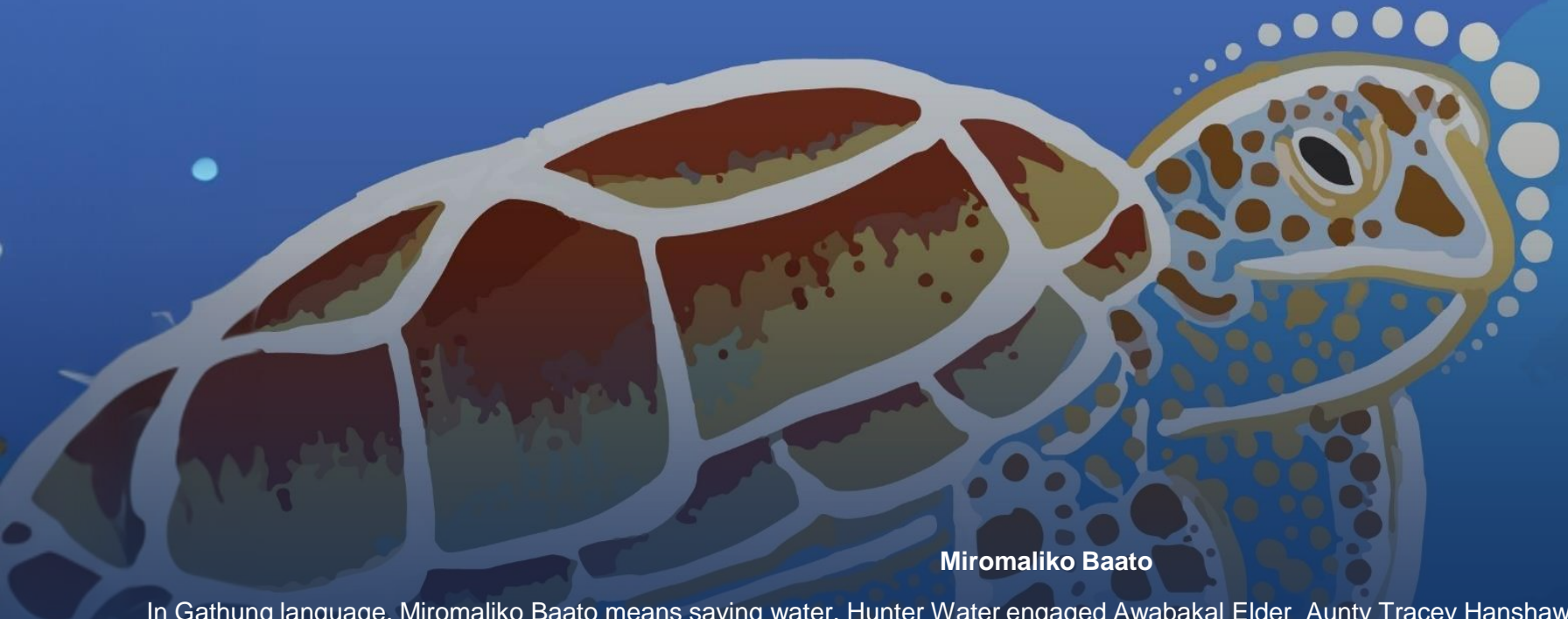
24 March 2025

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

MARCH 2025

CURRENT DRINKING WATER STORAGES



83.3%

AS AT 22 MAR 25

Grahamstown Dam



STORAGE LEVEL

79.7%

145,301 ML

↑ 0.7% 1 WEEK AGO

↓ 0.3% 1 MONTH AGO

↓ 3.3% 1 YEAR AGO

MAXIMUM CAPACITY

182,305 ML

Tomago Sandbeds



STORAGE LEVEL

90.0%

48,615 ML

↓ 1.4% 1 WEEK AGO

↓ 3.5% 1 MONTH AGO

↑ 25.3% 1 YEAR AGO

MAXIMUM CAPACITY

54,000 ML

Chichester Dam



STORAGE LEVEL

100.0%

18,555 ML

0.0% 1 WEEK AGO

0.0% 1 MONTH AGO

0.0% 1 YEAR AGO

MAXIMUM CAPACITY

18,356 ML

Anna Bay Sandbeds



STORAGE LEVEL

82.4%

11,977 ML

↓ 0.3% 1 WEEK AGO

↓ 2.0% 1 MONTH AGO

↑ 7.4% 1 YEAR AGO

MAXIMUM CAPACITY

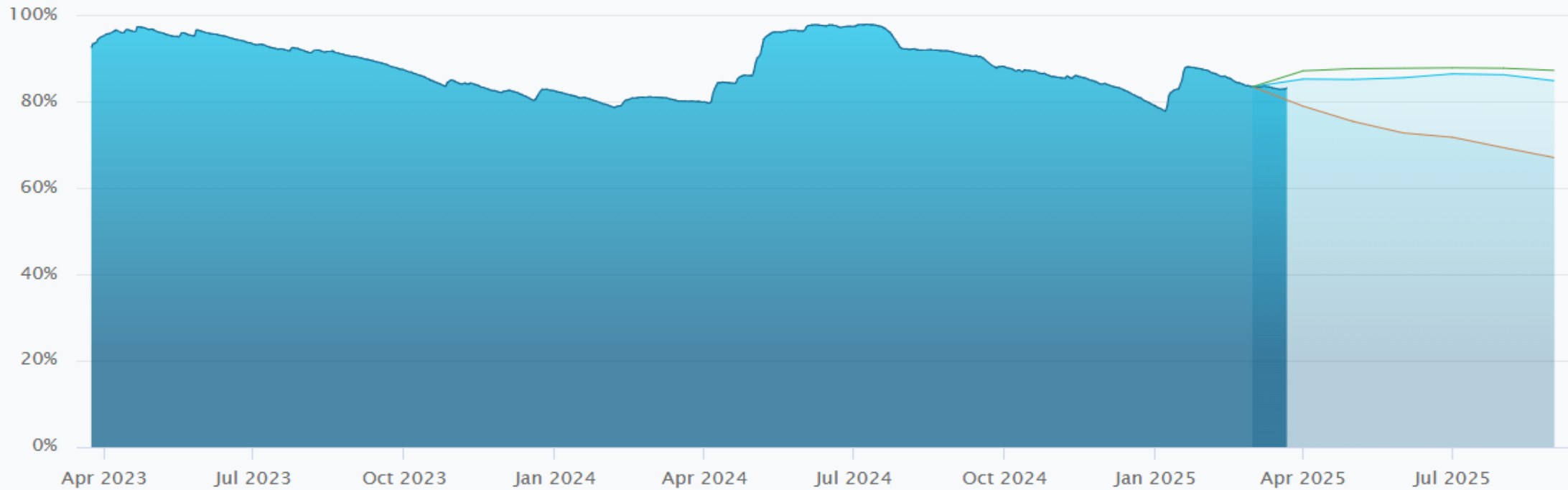
14,537 ML

HISTORICAL STORAGE LEVELS AND OUTLOOK



Historical water storage levels

AS AT 22 MARCH 2025



DESALINATION PLANT CONSTRUCTION UNDERWAY



17 December 2024

First sod turned as construction kicks off at Hunter Water's Desalination Plant in Belmont



Construction has commenced on the Belmont Desalination Plant.

In celebration of the construction, Hunter Water Managing Director, Darren Cleary, was pleased to welcome Minister for the Hunter, Yasmin Catley, and Lake Macquarie Mayor, Adam Shultz, to the construction site in Belmont on 17 December 2024.

DESALINATION PLANT CONSTRUCTION UNDERWAY



5 March 2025

New shared pathway opens in Belmont South, enhancing community connection



In collaboration with Lake Macquarie City Council, Hunter Water completed a **new shared pathway** on Beach Street in Belmont South.

The project is part of the community investment alongside the Belmont Desalination Plant and reflects a shared commitment to enhancing local infrastructure and public spaces.

The new pathway links key community areas creating a more accessible and connected environment for residents and a safer route for walking and cycling, particularly during the construction phase of the desalination plant over the next four years.

WILLIAMS RIVER REHABILITATION



9 December 2024

Logs lead the way as riverbank rehabilitation progresses on the Williams River



Hunter Water has made progress in its remediation efforts to protect the eroding riverbanks of the Williams River, spanning from Seaham to Clarence Town.

The work, being completed in collaboration with delivery partners Soil Conservation Services, is helping to prevent further erosion and enhance water quality.

The first package of stabilisation work kicked off in September with more than 1,400 sustainably sourced hardwood logs secured from major infrastructure and land development projects.

JANUARY STORM RESPONSE



- Storms brought heavy rain and wind across the region in late January 2025, resulting in power outages and impacts to our wastewater pump stations and wastewater treatment works, including wastewater overflows in many catchments.
- Chichester Dam's safety plan was triggered into action with the SES:
 - White Alert (at 0.8m above spillway) ~ 10pm Friday 17 Jan
 - Amber Alert (at 1.3m) ~ 1am Saturday 18 Jan
 - White Alert ~ 11am Saturday 18 Jan
 - Reduced threat ~ 9am Monday 20 Jan
 - Threat over ~ 11am Tuesday 21 Jan
- Spillway flows peaked at 1.55m – highest peak for the dam's current configuration.
- The dam performed well during the event, and we are reviewing our response actions with SES.

NSW PARLIAMENT INQUIRY INTO PFAS



Public hearing - Select Committee on PFAS Contamination - 4 February 2025



NSWParliament
4.17K subscribers

Subscribe



1



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Save



- Hunter Water was invited to give evidence at the Legislative Council Select Committee on PFAS Contamination in Waterways and Drinking Water Supplies Throughout New South Wales.
- Darren Cleary, Managing Director, and Emma Berry, Executive Manager Strategy and Engagement, gave evidence, with discussion focused on:
 - PFAS impacts within the Williamstown Management Area
 - PFAS testing results in drinking water
 - PFAS in biosolids
- Our opening statement reaffirmed that Hunter Water's long-term testing demonstrates compliance with existing and incoming Australian Drinking Water Guidelines. The statement is available on the Hunter Water website.
- The transcript and video of the public hearing are available via the NSW Parliament website.

LOVE WATER GRANTS



13 February 2025

Dive into Love: Love Water Grants Program makes a splash in 2025!



- Hunter Water's Love Water Grants program opened on 14 February 2025, with \$125,000 of funding available to local groups and organisations with innovative ideas that inspire water conservation, sustainability, and community wellbeing.
- Now in its 8th year, the Love Water Grants program has supported dozens of community initiatives across the Hunter region, including projects that improve environmental outcomes, educate on water sustainability, and enhance community spaces.
- Applications have now closed, and winners will be announced in the coming months.

STORMWATER MURAL



19 December 2024

Splashes of Art: Hunter Water channels creativity and design into Throsby Creek Surrounds



- Hunter Water has been making significant strides in enhancing the amenity of open stormwater channels across the region, with a key project at Litchfield Park in Mayfield closing out the series of upgrades.
- The upgrades were designed to enrich the natural environment and bring the community closer to their local creeks and waterway.
- Up&Up, in collaboration with Dhiyaan Art, designed the mural with extensive community engagement from local students. The design process started with a visit to the mural site, followed by a workshop where 50 enthusiastic students shared their ideas on maintaining healthy stormwater channels



QUESTIONS AND DISCUSSION



FUTURE CUSTOMER AND STAKEHOLDER ENGAGEMENT COMMITTEES

Declan Clausen and Laura Boland

24 MARCH 2025

CUSTOMERS AT THE HEART OF WHAT WE DO

We aim to put customers and community at the heart of all we do.

We do this through formalised, ongoing engagement with customers and stakeholders in a range of ways.

The **Customer and Community Advisory Group (CCAG)** and its predecessor, the 'Community Consultative Forum', have operated since the early 1990s – our longest-standing stakeholder and customer forum.

The CCAG has been a previous requirement of Hunter Water's **Operating Licences**.



CURRENT ROLE OF THE CCAG



Guided by 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.



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

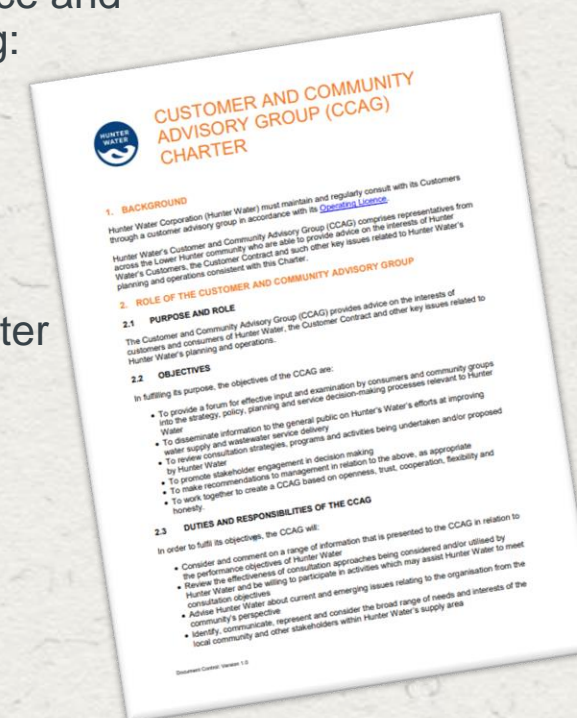
The CCAG enables two-way, open communication between Hunter Water and local councils, customer representatives, and environmental and community organisations.

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



CURRENT MEMBERS OF THE CCAG



Member	Organisation	Membership interest area
Cr Brian Adamthwaite (Chair)	Lake Macquarie City Council	Local Government
Cr Deahnna Richardson	City of Newcastle	Local Government
Mr David Beins		Customers from culturally and linguistically diverse backgrounds
Ms Ange Bevan	Hunter Commercial Services	Business and customers with disabilities
Ms Linda Bowden	Save the Williams River Coalition	Environmental groups and customers living in rural and urban fringe areas
Ms Thea Bray / Mr Douglas McCloskey	Public Interest Advocacy Centre	Residential customers and organisations representing low income households

Member	Organisation	Membership interest area
Cr Michael Dowling	Dungog Shire Council	Local Government
Cr Peter Francis	Port Stephens Council	Local Government
Dr Craig Evans	University of Newcastle	Science and research
Cr Warrick Penfold	Maitland City Council	Local Government
Cr Mark Mason	Cessnock City Council	Local Government
Ms Suzanne Johns	National Seniors Association - Newcastle Branch	Pensioners and residential customers
Mr Graham Jones / Mr Adam Bowcutt	Maitland Masonic Centre	Pensioners and Residential customers
Mr Glenn Lyons	Hunter Local Land Services	Environmental groups and customers living in rural and urban fringe areas
Ms Jean McGarry	LM Sustainable Neighbourhood Alliance	Environmental groups and residential customers
Vacant	Business Hunter	Business
Mr Leroy Wilkinson		Indigenous Australians

COMMUNITY COMMITTEE



In developing our 2025-2030 pricing proposal and accountability measures, we agreed to establish an ongoing, representative **Community Committee** for the upcoming five-year pricing period.

The Community Committee will comprise a representative group of approximately 50 customers, including some participants from the pricing engagement deliberative forum Community Panel.

We're planning to refresh the CCAG charter so that it both complements and is distinguished from the new Community Committee.

WHY WE VALUE THE CCAG



- Members **represent prominent organisations and interest groups** from across our community.
- The CCAG offers a way to **establish and maintain relationships** with current and future community leaders and community stakeholder representatives.
- The Stakeholder Advisory Forum can provide valuable **advice on a broad range of topics**, including those raised by members.



CCAG VS COMMUNITY COMMITTEE – WHAT’S THE DIFFERENCE?



Community Committee	CCAG
Represents individuals	Represents groups and constituents
50 members	Up to 20 members
Meets 1-2 times year	Meets 4 times per year (each quarter)
Purpose: mark 'report card' measures	Purpose: seek advice on a range of issues, build relationships
Participation level: Involve (on a narrow range of topics)	Participation level: Consult (on a broad range of issues)

IAP2 PUBLIC PARTICIPATION SPECTRUM



INCREASING IMPACT ON THE DECISION ➔

	INFORM	CONSULT	INVOLVE	COLLABORATE	EMPOWER
PUBLIC PARTICIPATION GOAL	To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.	To obtain public feedback on analysis, alternatives and/or decisions.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To partner with the public in each aspect of the decision including the development of alternatives and the identification of the preferred solution.	To place final decision making in the hands of the public.
		CCAG	Customer Committee		
PROMISE TO THE PUBLIC	We will keep you informed.	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the decision.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.

WHAT COULD THE REFRESHED CCAG LOOK LIKE?



Change

- Name: **Stakeholder Advisory Forum ('SAF')**
- **New member** organisations/groups will be added
- We will include a **Deputy Chair** position
- Additional clarification on members' communication with constituents.
- Revised **term limits** (currently 4(+4) years)

Continue

- **Council members** remain for the duration of their term in office
- Many **existing members will remain** (but some may opt to change representatives)
- Current **Chair** to remain for an initial term – Cr Brian Adamthwaite
- Member **sitting fee** payments to continue
- **Content of meetings:** Hunter Water continue to seek advice on topical issues and issues of interest to members.

All updates will be included in a revised Charter

QUESTIONS FOR DISCUSSION



1. What do you value about being a CCAG member?

2. Which organisations/groups do you think should be invited as members of the SAF?

3. How do you currently communicate with your constituents about issues relating to Hunter Water?

4. What improvements would you like to see in the SAF Charter or general operation of the SAF?

CONTRIBUTE YOUR ANSWERS



Or join at [menti.com](https://www.menti.com) and
enter the code **7743 5689**



FURTHER QUESTIONS/COMMENTS?

Please feel free to email stakeholders@hunterwater.com.au

Call

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1300 657 000, 24 hours, seven days
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COMMUNITY UPDATE

Renee Fedder, Group Manager Communications & Engagement

MARCH 2025

COMMUNITY ENGAGEMENT STRATEGY



FEBRUARY 2023

Community Engagement Strategy

- An opportunity to reflect our **evolving maturity** and **future ambition** in community engagement
- Seeks to align with *Miromaliko Baato*
- Embeds **trust** as one of our key reporting measures
- Incorporates **learnings** from major engagements such as our extensive pricing proposal program



OVERVIEW OF REFRESHED STRATEGY



Purpose

- Customers and community at the heart of all we do
- Listen to understand and reflect community values and views in our decisions to deliver outcomes they trust
- Guides *how* we interact to ensure their values, needs and preferences are considered and reflected in our decision-making



BUILDING TRUST WITH COMMUNITY



- Each time we engage is an opportunity to build trust via:
 - Engagement
 - Events
 - Education
- Trust is foundational to enduring relationships and ensuring our social licence to operate



COMMUNITY EVENTS



- We attended three large regional events in February:
 - Newcastle Show
 - Maitland Show
 - University of Newcastle's Welcome Week
- Conversations focused on:
 - Water conservation
 - How the urban water cycle works
 - What not to flush
- Importance of building water literacy and ongoing education

OUR EDUCATION PROGRAMS



2024 summary

- *Let's Love Water Show* presented to 5,800 students across 62 schools
- *Young Water Warriors* program delivered to around 2,000 children across 59 preschools
- Reached 2,200 students with incursions and field days
- Total engagement - **10,000 students** from **154 schools**
- Diverse range of engagement topics



OUR EDUCATION PROGRAMS



Future focus

- New mobile education facility in development
- Urban water cycle education and the role of other water sources such as desalination
- Increase water literacy and community understanding about other potential water source options such as Purified Recycled Water (PRW)
- Exploring PRW as a potential future option was an action from our Lower Hunter Water Security Plan





LOVE WATER GRANTS



- Applications now being assessed for 2025 program
- Supports water conservation, sustainability and community wellbeing initiatives
- Offers one-off grants up to \$10,000

THANK YOU

Any questions?



Call

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National Performance Report (NPR): 2023-24



What is the NPR?

- A compulsory **annual comparative benchmarking report** for water and wastewater service providers
- Compares Hunter Water's performance to 85 other water utilities, across **over 150 indicators**
- Hunter water is compared against Major utilities (100,000+ connections) – 15 in total

Assets

Customer

Environmental

Financial

Water
Resources

Pricing

Health



How is the NPR used?

- Hunter Water uses the NPR to monitor our performance over time, identify potential strengths and areas for improvement, and to benchmark relative performance against other utilities.
- Stakeholders use the NPR to benchmark Hunter Water's performance comparatively over time:
 - Federal, state, and local governments can use the NPR to assess the efficiency and sustainability of the water sector – it helps identify trends in pricing, demand, and operational efficiency for future policy adjustments.



Key indicators

The Bureau focuses on **15 'key' indicators**:

- W12: Average volume of residential water supplied per property (kL per property)
- W26: Total volume of recycled water supplied (mL)
- P7: Annual bill based on 200kL water consumption per annum (water and wastewater)
- P8: Total typical residential bill (water and wastewater)
- F8: Community service obligations ratio
- F13: Combined operating cost - water and wastewater (per property)
- F16: Total capital expenditure (water and wastewater)
- F28: Capital expenditure per property: water
- F29: Capital expenditure per property: wastewater
- C15: Average duration of an unplanned interruption to water supply (minutes)
- A8: Number of water main breaks, bursts and leaks (per 100 km of water mains)
- A10: Real Losses (Litres, per service connection, per day)
- A14: Sewerage main breaks and chokes (per 100km of sewer mains)
- A15: Number of property connection sewer breaks and chokes (per 1,000 properties)
- E12: Total net greenhouse gas emissions per 1,000 properties (t CO² equivalent)



Key indicators

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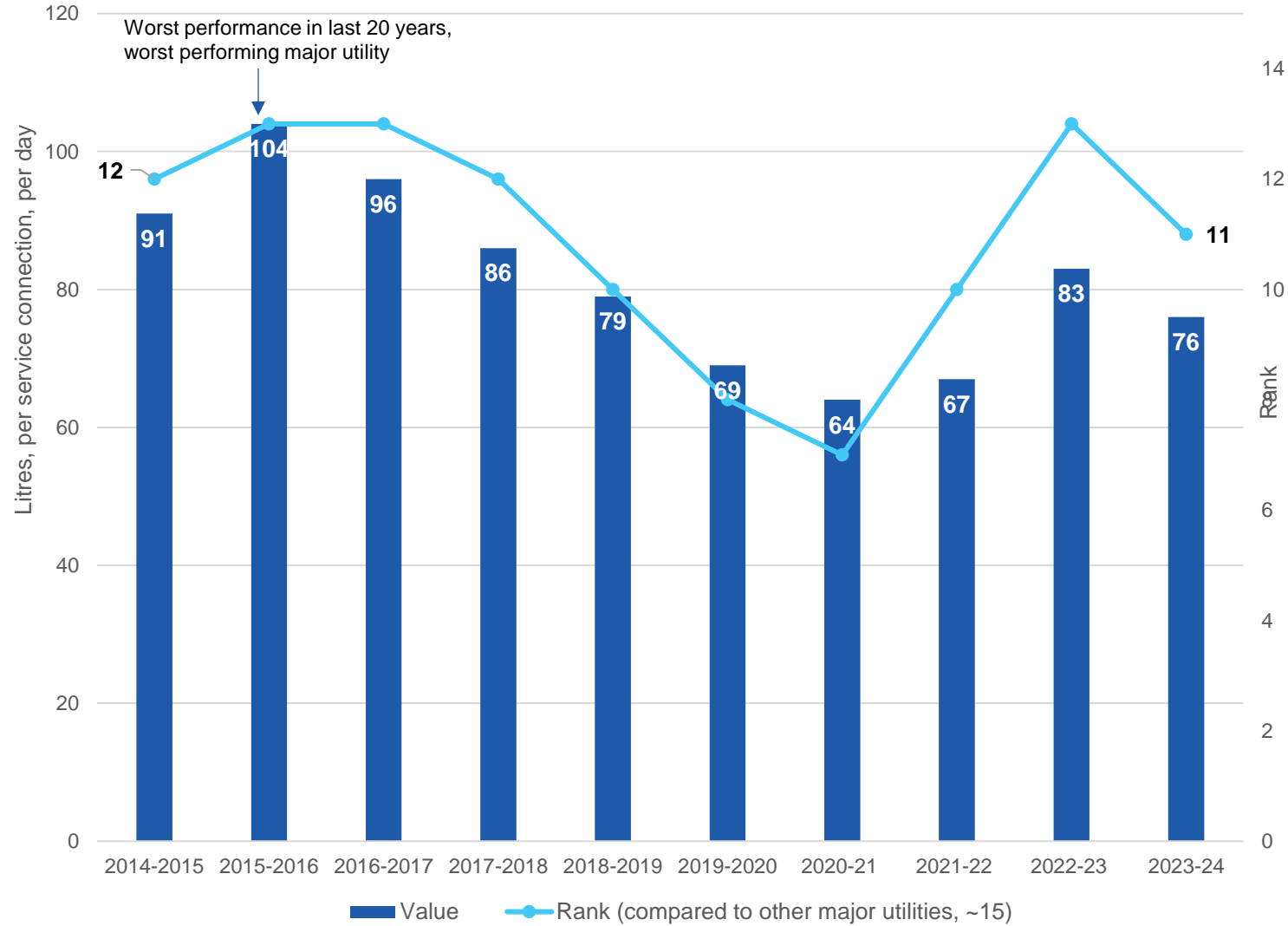
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- F28: Capital expenditure per property: water
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We can't cover all 15 today – so instead we will focus on **these five indicators:**

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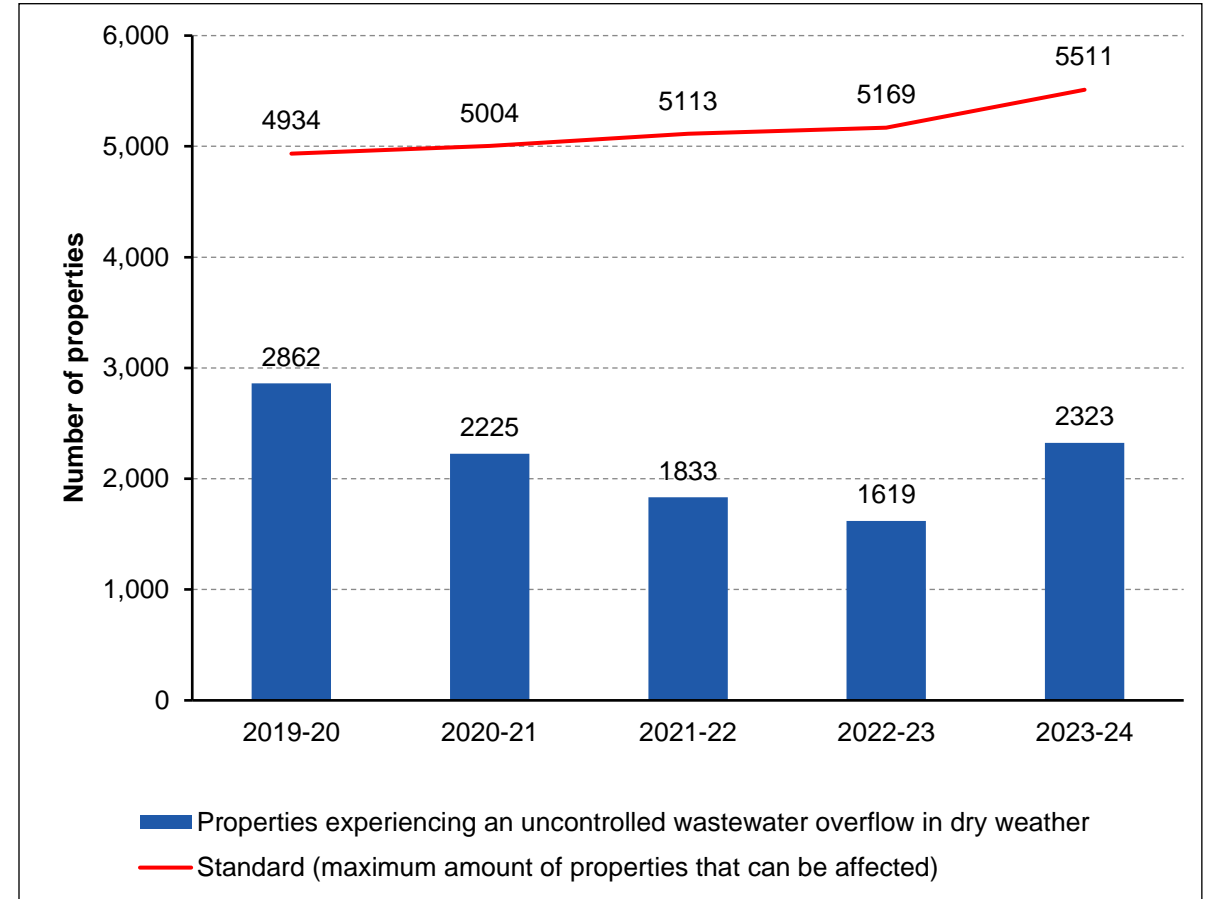
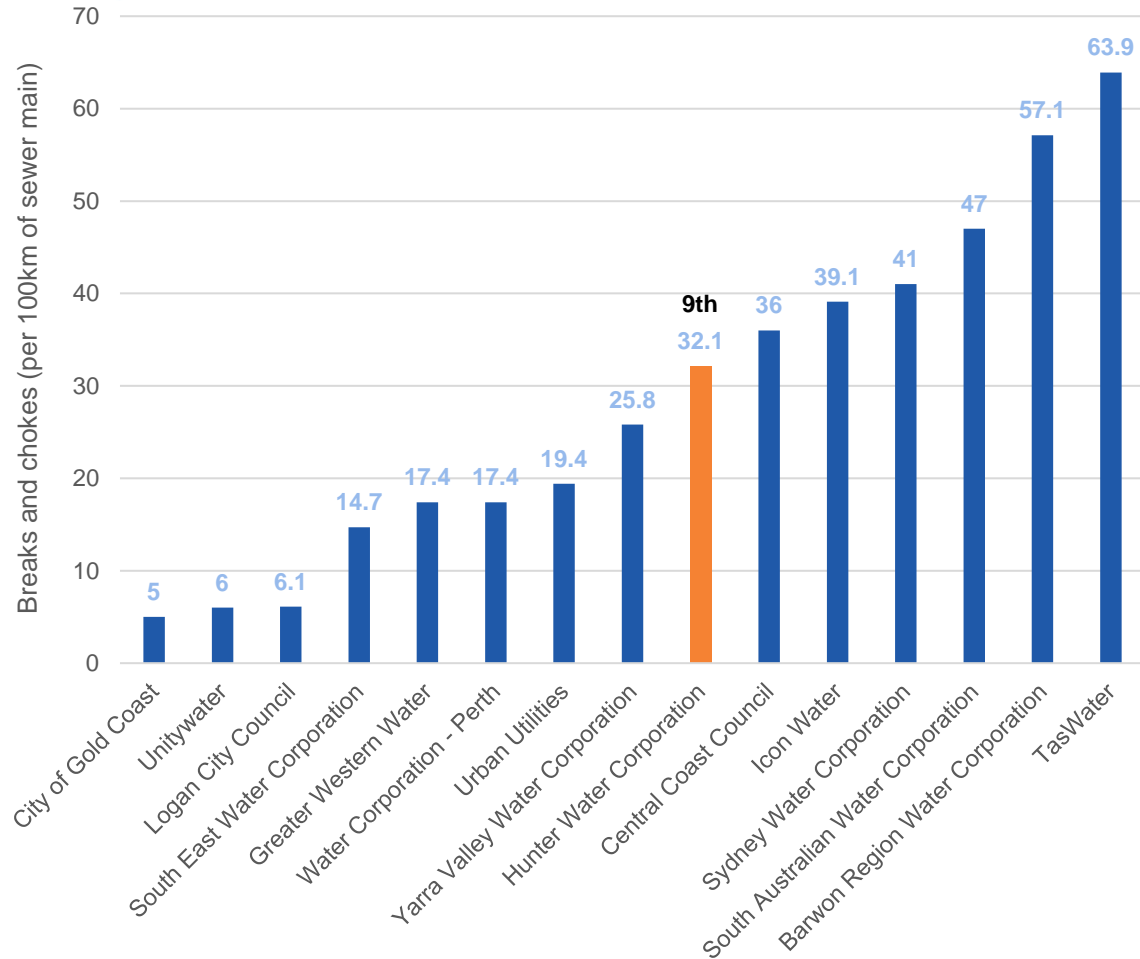


A10: Real losses [L/service connection/day]



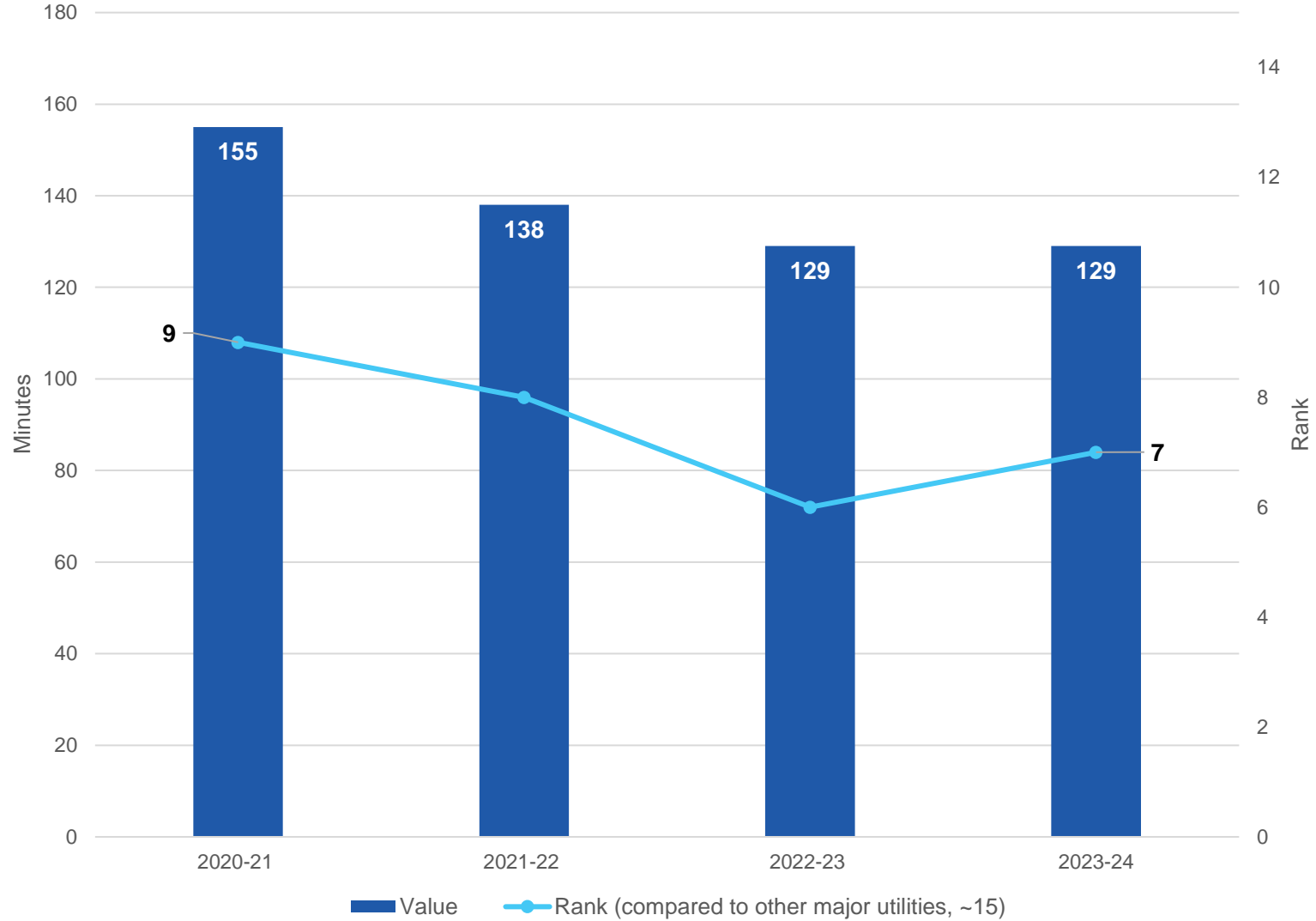


A14: Sewerage mains breaks and chokes [per 100km of sewer main]



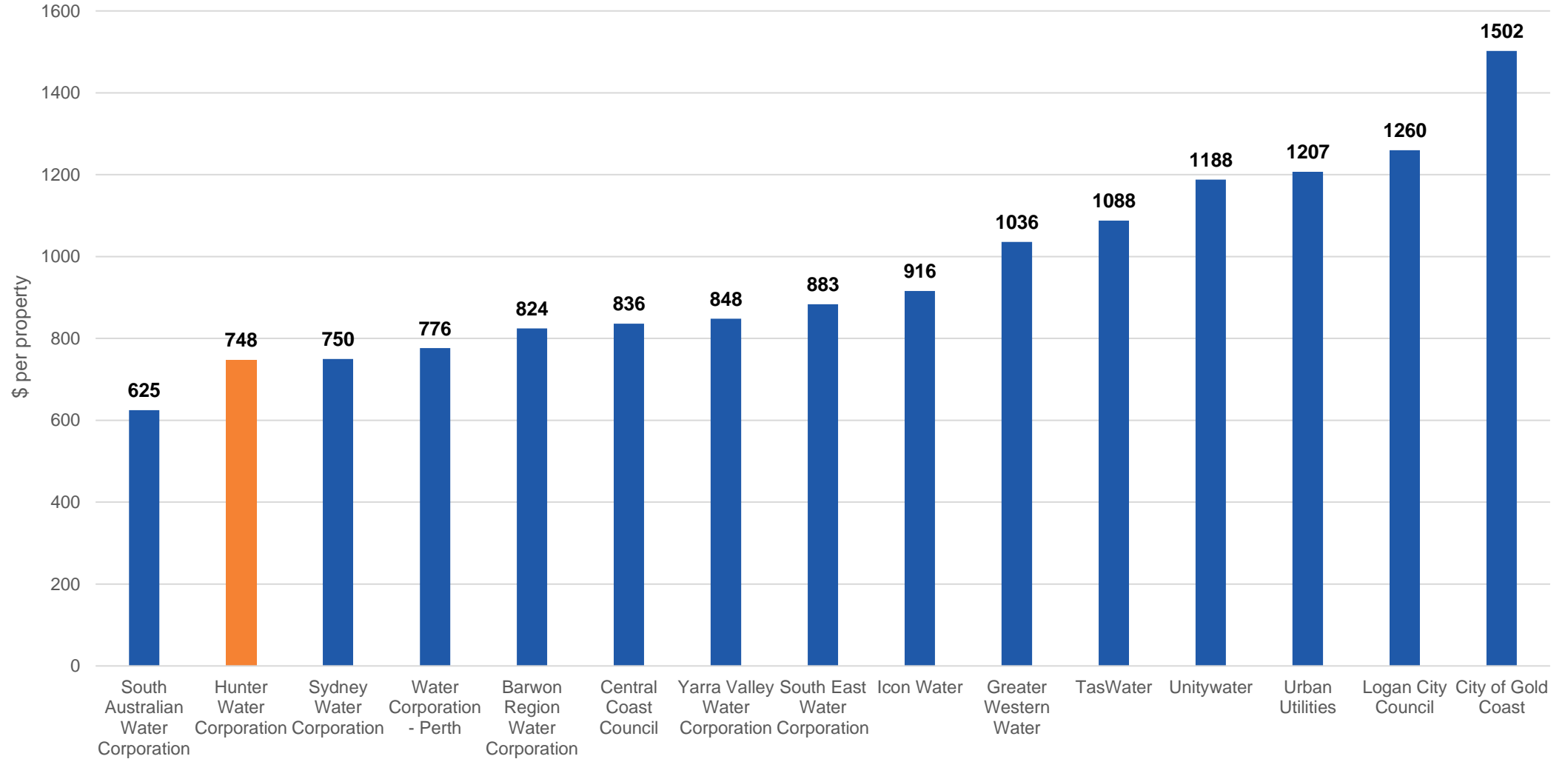


C15: Average duration of an unplanned interruption (water supply)





F13: Combined operating cost - water and wastewater [\$/property]*



Derived from other published indicators

F13 calculation = (Operating cost: water supply (IF11) + Operating cost: wastewater (IF12)) / Total number of connected properties: water supply (C4)



P7: Annual bill based on 200kL/a (water & sewerage)

