



# MEETING AGENDA

## CUSTOMER AND COMMUNITY ADVISORY GROUP (CCAG)

<b>Date</b>	<b>Tuesday 12 November 2024</b>
<b>Time</b>	9.30am to 12noon
<b>Location</b>	<b>In Person:</b> Hunter Water Head Office, 36 Honeysuckle Dr, Newcastle NSW 2300 <b>Online:</b> Via MS Teams (link in calendar invite)

<b>Purpose</b>	Consistent with its <a href="#">Charter</a> , the Customer and Community Advisory Group (CCAG) provides 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.
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## AGENDA TOPICS

<b>1</b>	<b>Arrival at Hunter Water</b> Please sign in at front desk	9.15 – 9.30 am
<b>2</b>	<b>Meeting open:</b>	
	<ol style="list-style-type: none"><li>Chair's welcome &amp; Acknowledgement of Country</li><li>Apologies</li><li>Disclosure and management of actual/perceived conflicts of interest regarding agenda items</li><li>Minutes: Adoption of <a href="#">August 2024 meeting minutes</a></li><li>Acknowledgement of new councillor CCAG members:<ul style="list-style-type: none"><li>Cr Deahanna Richardson – City of Newcastle Council</li><li>Cr Michael Dowling – Dungog Shire Council</li><li>Cr Warrick Penfold – Maitland City Council</li><li>Cr Mark Mason – Cessnock City Council</li><li>Welcome back to Cr Brian Adamthwaite – Lake Macquarie City Council &amp; Cr Peter Francis – Port Stephens Council</li></ul></li></ol>	9.30 – 9.40 am

<b>3</b>	<b>Operational update:</b>	
<b>3.1</b>	<b>Welcome to Hunter Water update</b> <ul style="list-style-type: none"> <li>• Darren Cleary – Managing Director, Hunter Water <ul style="list-style-type: none"> <li>- Welcome to new members and introduction to Hunter Water</li> </ul> </li> </ul>	9:40 – 9:50
<b>3.2</b>	<b>Operational update</b> <ul style="list-style-type: none"> <li>• Declan Clausen – Group Manager Strategy and External Affairs <ul style="list-style-type: none"> <li>- Water storages</li> <li>- Pricing submission 2025-2030</li> <li>- PFAS guidelines</li> <li>- Renewable energy at Balickera Pump Station</li> <li>- Belmont Desalination Plant approval</li> <li>- Remediation to prevent Williams River bank erosion</li> <li>- The Big Picture Fest mural</li> </ul> </li> </ul>	9:50 – 10:15
<b>4</b>	<b>General Business and discussions of questions on notice</b> <ul style="list-style-type: none"> <li>• Opportunity to introduce all members present</li> <li>• No questions on notice received</li> </ul>	10:15 – 10:30 am
	<i>Morning tea break</i>	<i>10:30 – 10:45 am</i>
<b>5</b>	<b>Strategic Presentation:</b>	
<b>5.1</b>	<b>Hunter Water’s pricing proposal and community engagement</b> <ul style="list-style-type: none"> <li>• Emma Turner – Senior Economist</li> <li>• Dr Clare Hogue - Program Lead, Community Research and Insights</li> <li>• Renee Fedder – Group Manager Strategy and Engagement</li> </ul> <p>Hunter Water submitted its pricing proposal to the Independent Pricing and Regulatory Tribunal (IPART) on 30 September 2024, following a program of community engagement that informed the proposal.</p> <p>This presentation will discuss the main features of the proposal, and how it considered insights from community engagement.</p> <p>The proposal is currently on public exhibition via IPART. Community members are encouraged to take up IPART’s invitation to comment on the proposal by making a submission to IPART and/or attending a public hearing on 18 November.</p> <p>Hunter Water has developed a communication plan to outline our approach for proactively communicating with Hunter Water customers, the Lower Hunter community, Hunter Water staff and relevant government stakeholders about our 2025 Pricing Proposal and subsequent bill increases.</p>	10:45 – 12:00 noon

6	<b>Next meeting and meeting close</b> Next meeting TBC early 2025	<b>By 12 noon</b>
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## QUESTIONS ON NOTICE

None received.

## FORWARD CALENDAR

Our next meeting of the CCAG will be in **early 2025. Date TBC.**

