



MEETING AGENDA

CUSTOMER AND COMMUNITY ADVISORY GROUP (CCAG)

Date	Tuesday 18 June 2024
Time	9.30am to 12noon
Location	In Person: coNEXA Advanced Water Treatment Plant site visit – 17 Channel Road, Mayfield West PPE: Please wear enclosed shoes, long sleeves and long pants. Other safety equipment will be provided on site. Online: Via MS Teams (link in calendar invite) - meeting only

Purpose	Consistent with its Charter , 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

1	Arrival at CoNEXA Advanced Water Treatment Plant	9.15 – 9.30 am
2	Meeting open:	9.30 – 9.35 am
3	<ol style="list-style-type: none">1. Chair's welcome & Acknowledgement of Country2. Apologies (Mr Darren Cleary, Mr Glenn Lyons, Ms Thea Bray, Cr Karen Jackson)3. Disclosure and management of actual/perceived conflicts of interest regarding agenda items4. Minutes:<ol style="list-style-type: none">a. Adoption of April 2024 meeting minutes	

4	Operational update	
	Hunter Water update <ul style="list-style-type: none"> • Emma Berry, Executive Manager Strategy and Engagement, Hunter Water <ul style="list-style-type: none"> a. Update on 2025-2030 price proposal engagement b. Drinking water safety and PFAS c. Love Water Grants 	9:35 – 9:50 am
5	Strategic Presentation	
	Recycled Water <ul style="list-style-type: none"> • Clara Laydon, Program Lead, Purified Recycled Water, Hunter Water • Tony McClymont Program Lead Recycled Water and Integrated Water Management, Hunter Water <p>Reflecting the views of the broader community, the CCAG has historically had a strong interest in recycled water, including Hunter Water’s investments to increase the availability of recycled water in the Lower Hunter region.</p> <p>There are a total of 15 recycled water schemes, which produce a total of around six billion litres of recycled water each year. The Kooragang Island Recycled Water Scheme itself saves up to 3 billion litres per year of potable water.</p> <p>The purpose of this agenda item is to provide a holistic introduction and update on recycled water in the Lower Hunter, including existing end users, current schemes, and future opportunities both in the near and long term.</p> <p>This presentation will be followed by a tour of the Mayfield West Advanced Water Treatment Plant, owned by coNEXA.</p>	9:50 – 10:30 am
6	General Business and discussions of questions on notice <ul style="list-style-type: none"> • BBQ Facilities at Grahamstown Dam • Tenant fees in Community Housing complex – raised by Sue Johns • Update on Glennies/Lostock pipeline engagement (response provided below) • Forward planning – CCAG membership from 2024/25 	10:30 – 10:45 am
	<i>Morning tea break</i>	10:45 – 11:00 am
7	Tour of recycled water facility	
	Site tour of coNEXA Advanced Water Treatment Plant <ul style="list-style-type: none"> • David Colley – Plant Manager, and Liam Kilcullen – Manager Contract Operations coNEXA. 	11:00 am – 12:00 noon
8	Next meeting and meeting close Next meeting 13 August 2024	By 12 noon

QUESTIONS ON NOTICE

Question submitted by Cr Sally Halliday:

Q: “Can we have an update about how the Lostock/Glennies Creek pipeline is going in relation to community consultation results, where pump station is going, water flows, auditing of water flows, downstream impacts of taking water from here to there.”

A:

Current phase of the project

The development of the Glennies to Lostock and Paterson River Connection Final Business Case is being led by the Department of Climate Change, Energy, the Environment and Water (DCCEEW) with support from Hunter Water.

The Final Business Case considers infrastructure to connect the two existing dams (Glennies Creek and Lostock) to provide additional water in the Upper Hunter, as well as an offtake on the Paterson River to access water to supply the Lower Hunter region.

The Final Business Case assesses the costs and benefits of the proposal, potential beneficiaries, funding arrangements and timeframes for delivery should it proceed. Should the Final Business Case receive approval from the NSW Government, further detailed design, modelling, as well as environmental and social assessment (including an Environmental Impact Statement) will be required.

DCCEEW have advised they expect the Final Business Case to be completed and submitted through Government in late 2024.

Potential future infrastructure

The Paterson River Connection project would involve construction of the following assets that would be owned and operated by Hunter Water:

- Raw water pumping station adjacent to the Paterson River
- Raw water pipeline from the Paterson River pumping station to a new water treatment plant (WTP)
- Treated water pumping station and pipeline to deliver water from the WTP to the Rutherford area
- Additional treated water reservoir at Maitland Vale (adjacent to an existing reservoir).

Two sites have been shortlisted for the Paterson River raw water pumping station. These sites are:

1. immediately adjacent to the Paterson River railway bridge on the downstream side
2. at the river bend around 800 metres downstream of the railway bridge.

These two sites are deep enough for a submerged intake and far enough upstream for the water quality to remain fresh, even during severe droughts.

Water flows, auditing of water flows, downstream impacts

Extensive modelling of water flow and salinity movement has been undertaken to support the Business Case. The conclusions from this modelling include the following:

1. The proposed scheme would significantly improve the reliability of water storage in Glennies Creek Dam to the benefit of water users in the Hunter regulated river system as well as providing increased water storage that Hunter Water could access in a severe drought.
2. Lostock Dam would be drawn down more frequently than present when water is being pumped across to Glennies Creek Dam, but would not be drawn down as low when severe droughts occur due to water being returned from Glennies Creek Dam under these conditions.

3. The combined scheme (Lostock, Glennies and Paterson River Connection) can be operated with minimal impact on salinity in the Hunter and Paterson Rivers.
4. Existing water users are no worse off in terms of water quality and water availability at the same time as making water available for new customers.

The water sharing arrangements modelled were found to ensure that Hunter Water extraction at the Paterson River connection would not adversely impact water quality or quantity in the Paterson River tidal zone.

Community Engagement

In conjunction with the DCCEEW, Hunter Water has undertaken extensive community engagement over the past two years:

- Council Stakeholder Reference Group meetings (3)
- Industry Reference Group meetings (4)
- Community Reference Group meetings (4)
- Community information sessions (11)
- Total Field Days (6 days over two years)
- Meetings with First Nations groups and people (15)

Hunter Water completed a Social Impact Assessment for the Paterson River Connection with extensive in-person and online community engagement and feedback opportunities. The process was open for feedback from 1 November 2023 until 22 December 2023.

Hunter Water reached out to the community via social media, letters, emails, doorknocking, information sessions and with an article in the Paterson PSST newsletter. A total of 2,399 people visited the website to learn more, and 78 people provided written responses.

The community raised concerns relating to potential environmental impacts on the river, operational noise and visual impact, reduced privacy and well-being of nearby residents.

The preferred location for the Paterson River Connection will be determined during development of the environmental impact assessment should the project progress beyond the Final Business Case.

FORWARD CALENDAR

Our next meeting will be 9:30 am to 12:00 pm Tuesday 13 August 2024.