



# Hunter Water

Close the loop report  
September 2024



# Executive summary



# Executive summary

Hunter Water has followed an extensive, comprehensive and authentic engagement process with the public to inform the development of its 2025-2030 pricing proposal.

After selecting the topic areas which needed to be discussed using universal and inclusive techniques, the experiences that the public wanted were valued using a bill simulation tool. A representative deliberative forum community panel was established to recommend a set of solutions on behalf of the whole community. The panel met for five-and-a-half days and made a total of 13 recommendations in March 2024.

Since receiving the panel's recommendations, Hunter Water has been developing its draft pricing proposal to meet its commitment to the panel to "incorporate your recommendations to the maximum extent possible, and provide reasons where we are unable to do so".

A close the loop day was organised as a chance for the panel to understand how their recommendations have been incorporated into the draft pricing proposal. The panel then had the opportunity to confirm, or dispute, that Hunter Water had acted in good faith, and met its original promise to the community.

The close the loop event took place on Saturday, 7<sup>th</sup> September 2024. Sixteen members of the community panel came together in person to close the loop on the deliberative forum topic areas of Hot Spots, Water Conservation, and Carbon Reduction.

Participants had been provided with pre-reading in advance of the session and this information was presented on the day by Hunter Water subject matter experts. Participants were able to ask questions and discuss any elements of the documentation they wished to. The participants are now highly informed and engaged stakeholders in Hunter Water's plans, as evidenced by the complexity of the

questions that were asked.

The participants avoided the temptation to re-litigate the panel's recommendations, instead focusing on whether those recommendations were evident in the pricing proposal. After the discussion, a vote was taken to confirm whether Hunter Water had met its promise to "incorporate your recommendations to the maximum extent possible, and provide reasons where we are unable to do so". **The participants were unanimous that Hunter Water had met its promise on all three topics.**

One participant had some qualifications on the topic of Hot Spots, and another participant had some qualifying questions relating to Carbon Reduction. Both participants still agreed that Hunter Water had met its promise.

At the end of the session, participants were asked to share one word to describe their experience of being on the community panel. The words included: grateful, challenging, fun, stickers, intriguing, interesting, perspiration, informative, encouraged, positive, informative, hopeful, enlightening, challenging, and valuable.

There are three parts to this report. The [first chapter](#) describes the content of the session, the [second chapter](#) describes the findings in detail, and the report concludes with a set of [appendices](#) which provide a written record of the materials used.

Contents	Page
<a href="#"><u>Executive summary</u></a>	3
<a href="#"><u>1.0 Overview of proceedings</u></a>	5
<a href="#"><u>2.0 Findings</u></a>	8
<a href="#"><u>2.1 Hot Spots</u></a>	8
<a href="#"><u>2.2 Water Conservation</u></a>	10
<a href="#"><u>2.3 Carbon Reduction</u></a>	12
<a href="#"><u>Appendices</u></a>	14
<a href="#"><u>Appendix A: Hunter Water slides</u></a>	15
<a href="#"><u>Appendix B: Activity notes</u></a>	35
<a href="#"><u>Appendix C: Post-event survey results</u></a>	37



# 1.0 Overview of proceedings



# 1.0 Overview of proceedings

All 28 members of the community panel were invited to attend the close the loop event. Twenty-three participants confirmed they were available to attend, but seven apologies were received in the lead up to and on the day of the event, eventuating in 16 participants attending on the day.

The event took place in person over a half-day on Saturday 7<sup>th</sup> September, facilitated by Insync. Presentations were provided by the following Hunter Water subject matter experts:

- Darren Cleary – Managing Director
- David Derkenne – Group Manager, Sustainability and Waterways
- Robert Main – Group Manager, Planning and Engineering
- Emma Turner – Senior Economist.

The event was also observed by the project team and members of Hunter Water’s pricing proposal Customer Engagement Advisory Panel (CEAP).

At the start of the session, an Acknowledgement of Country and formal welcome was provided by Managing Director, Darren Cleary. Darren introduced Insync and handed over to the lead facilitator to introduce the agenda and task for the day.

The facilitator explained to the panel that they would be asked to assess the extent to which Hunter Water’s promise to “incorporate your recommendations to the maximum extent possible, and provide reasons where we are unable to do so” had been met.

He also explained that Hunter Water had committed to “Consult” with participants on the close the loop topics ([IAP2, 2024](#)) and that Hunter Water was seeking feedback,

listening to the panel’s thoughts, acknowledging concerns, but not re-litigating the panel’s recommendations.

Following this, Darren talked the panel through the process by which their recommendations were incorporated into the pricing proposal. This also included an update on the engagement on price structures, whereby the panel had raised a desire to participate in price structures, and Hunter Water had responded with additional customer research on that topic.

Darren went on to remind the group about Hunter Water’s transparency on the base bill impact, and the reasons why this was unavoidable (i.e. including the costs associated with delivering the Belmont desalination plant, legal compliance, and inflationary impacts).

In the interests of full disclosure, Darren showed the panel how the future costs and bill impacts would look.

The impact of the panel’s decisions on customer bills was detailed, and broken down by the three topic areas the panel had considered.

On Hot Spots, Hunter Water was able to deliver the outcomes the panel wanted with a revenue requirement increase of \$2.7 million, well under the panel’s authorisation of up to \$4 million.

# 1.0 Overview of proceedings

On Water Conservation, the recommendation of up to \$5 million was met, with \$3.8 million being added to the revenue requirement to deliver the panel's recommendations.

On Carbon Reduction, the panel recommended that \$1 million or less should be added to the revenue requirement. To meet the panel's other recommendations on Carbon Reduction, Hunter Water explained that the full \$1 million would be added to the revenue requirement.

Though pricing structures were not an area of Collaboration, the Managing Director was able to report that the community's preference for more variable bills had been met.

Participants asked questions about how the Consumer Price Index (CPI) is treated, water efficiency for tenants, why wastewater charges are fixed, and how capital expenditure and operational expenditure flow through to revenue requirements.

The three topics were explained by the Hunter Water subject matter experts and participants were asked to cast their votes. At the conclusion of the meeting, the Managing Director explained the pricing proposal submission process to the group. Hunter Water committed to keeping the group informed of the progress of the pricing proposal, and to establish an ongoing Customer Committee to monitor Hunter Water's progress on implementing its plans.

The event concluded by asking panel members to describe their experience of the panel in a single word. The words included: grateful, challenging, fun, stickers, intriguing, interesting, perspiration, informative, encouraged, positive, informative, hopeful, enlightening, challenging, and valuable.

**Figure 1** – Close the loop agenda

Time	Agenda item
9:30am	Welcome and context setting
9:40am	Check-in activity
9:55am	Reminder of the process and promise
10:30am	Topic 1: Hot Spots
11:00am	<b>One function break</b>
11:15am	Topic 2: Water Conservation
11:45am	Topic 3: Carbon Reduction
12:15pm	Wrap up and next steps
12:20pm	Closing reflection activity
12:30pm	<b>Light lunch</b>

## 2.0 Findings

### 2.1 Hot Spots





## 2.1 Hot Spots

The facilitator reminded the panel about their recommendations related to Hot Spots. Hunter Water’s subject matter expert for Hot Spots, Rob Main, then presented an overview of Hunter Water’s response to the panel’s recommendations (see [Appendix A](#)).

Participants asked questions about:

- the number of hot spot customers that would be rectified,
- whether more hot spots would arise in the next four years,
- whether trade waste contamination was part of the hot spot issue, and
- whether options for hydroelectricity from wastewater were considered.

Participants were asked to vote on whether Hunter Water had met the Collaboration promise. All but one participant voted “Yes” (see Chart 1).

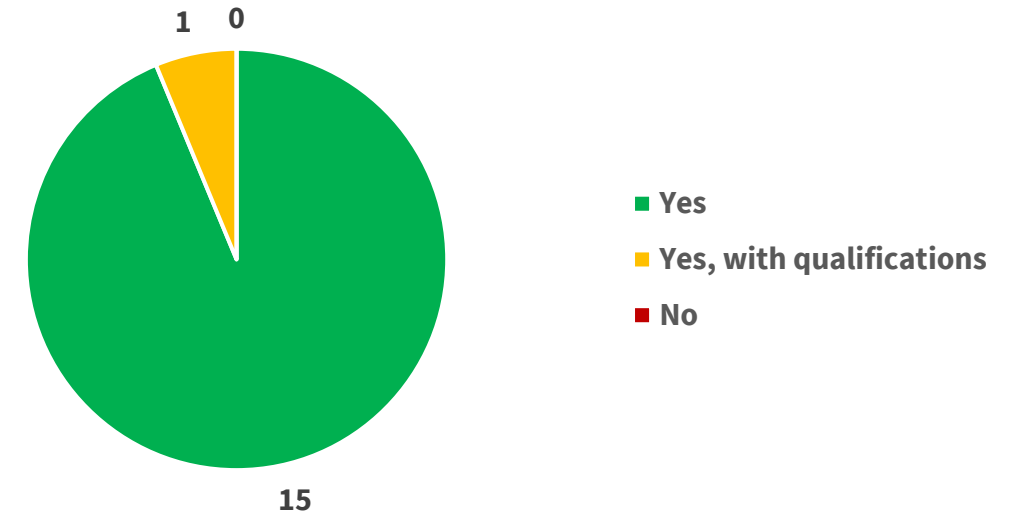
The person who responded “Yes, with qualifications” reported that in their view, the questions asked of the panel on the topic of Hot Spots were too general. They challenged the “philosophical basis of the questions”.

They also said they agreed that Hunter Water had met its promise, but wanted to qualify their agreement (and did so by placing their vote closer to the green side of the yellow traffic light on the poster, see [Appendix B](#))

Lastly, panel members also acknowledged that Hunter Water was delivering the outcomes they recommended at a lower cost than the maximum revenue requirement detailed in their original recommendations.

**Chart 1** – Hot Spots votes

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? (n=16)



## 2.0 Findings

### 2.2 Water Conservation



## 2.2 Water Conservation

The facilitator reminded the panel of the questions they were asked on the topic of Water Conservation. Hunter Water’s subject matter expert for Water Conservation, David Derkenne, then presented an overview of Hunter Water’s response to the recommendations (see [Appendix A](#)). The panel had asked Hunter Water to prioritise saving water in its own systems because those savings were in its control, and Hunter Water pursued that approach. The panel had not supported the idea of all customers subsidising industrial customers’ recycled water, and that recommendation was also followed.

Participants asked questions about:

- whether the asset replacement program was continuing,
- the system used to prioritise leaks,
- how the panel’s recommendations changed Hunter Water’s plans, and
- the cost of recycled water compared to fresh water.

Participants also made comments about the extent to which low-income households would be supported (noting the need to publicise support programs), as well as the number of estates putting in third pipe systems.

David confirmed that Hunter Water’s plans had changed in response to the panel’s recommendations. Investments have increased for leakage and helping customers save water. In the current price period, there is also expenditure on watering parks with recycled water. However, support for that program is being withdrawn because of the panel’s recommendations.

Participants voted on whether Hunter Water had kept its promise. The panel was unanimous that Hunter Water had kept its Collaboration promise (see Chart 2).

Panel members also acknowledged that Hunter Water was delivering the outcomes they recommended at a lower cost than the maximum revenue requirement detailed in their original recommendations.

**Chart 2** – Water Conservation votes

**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? (n=16)**



## 2.0 Findings

## 2.3 Carbon Reduction





## 2.3 Carbon Reduction

The facilitator reminded panel members of their recommendations on the topic of Carbon Reduction. Hunter Water’s subject matter expert for Carbon Reduction, David Derkenne, presented an overview of Hunter Water’s response (see [Appendix A](#)). The panel’s recommendations included a desire for renewable energy and tree planting, as well as a preference for emissions reduction over carbon credits.

On the matter of investment, the panel’s recommended revenue requirement permitted a further reduction in emissions from 75% to 80% by supplying renewable power to the Belmont desalination plant.

David agreed that responding to climate challenges should not distract Hunter Water from its core focus on water and wastewater services. He also noted that Hunter Water had committed to going back to the community on this topic in advance of the next pricing proposal.

Participants asked questions about:

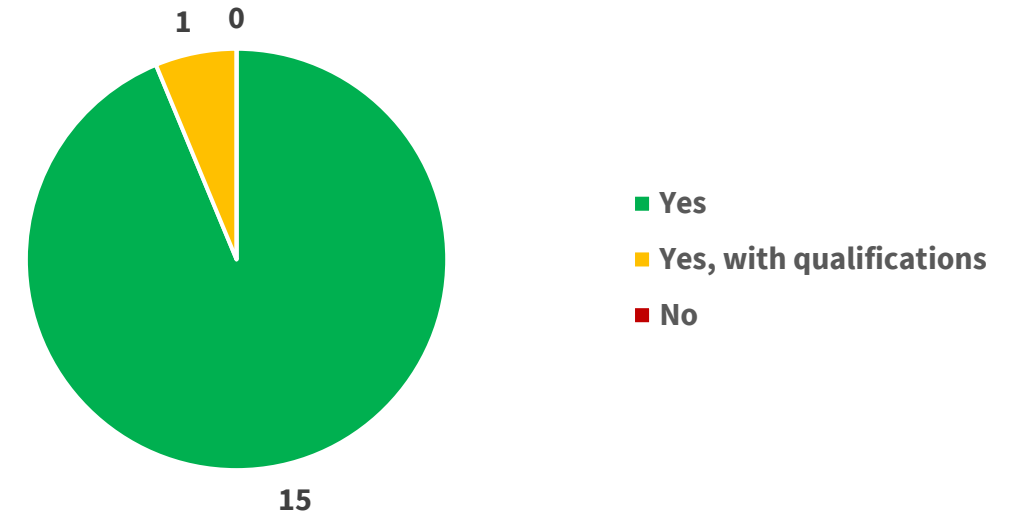
- whether Hunter Water would give any unused funds back to customers if it was able to meet its targets for a lower cost,
- fugitive emissions from wastewater treatment plants,
- renewable energy generation at Hunter Water facilities, and
- opportunities for floating solar panels on drinking water storages.

The panel voted on the extent to which Hunter Water had met the Collaboration promise. All but one participant voted “Yes” (see Chart 3).

The qualification was that “Carbon is a difficult issue. I recognise the efforts of Hunter Water, but the carbon market could be ‘played’, and the targets may be too high”. Another member voted “Yes” but wanted to clarify that they thought “80% was too high to achieve efficiently” because of the increasing marginal cost of carbon abatement.

**Chart 3** – Carbon Reduction votes

**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? (n=16)**



# Appendices

- [Appendix A: Hunter Water slides](#)
- [Appendix B: Activity notes](#)
- [Appendix C: Post-event survey results](#)



# Appendix A: Hunter Water slides





# WHAT HAS HAPPENED SINCE THE COMMUNITY PANEL DELIBERATIONS?



- Sharing what we heard from you across the organisation
- Consultation on public reporting of performance - Community Workshop on 18 May 2024
- Consultation on price structures – survey, interviews, focus groups
- Modelling updates
  - Integrating your recommendations to the maximum extent possible
  - Changing various parameters e.g. end of 2023-24 financial
  - Updating price structures
  - Assessing customer impacts
- Lots of drafting!!! On 30 September we will lodge:
  - A long, detailed pricing proposal
  - A shorter, visually appealing pricing proposal customer summary



**NEXT: Our updated 'base' bill increase (before and after your deliberations)**

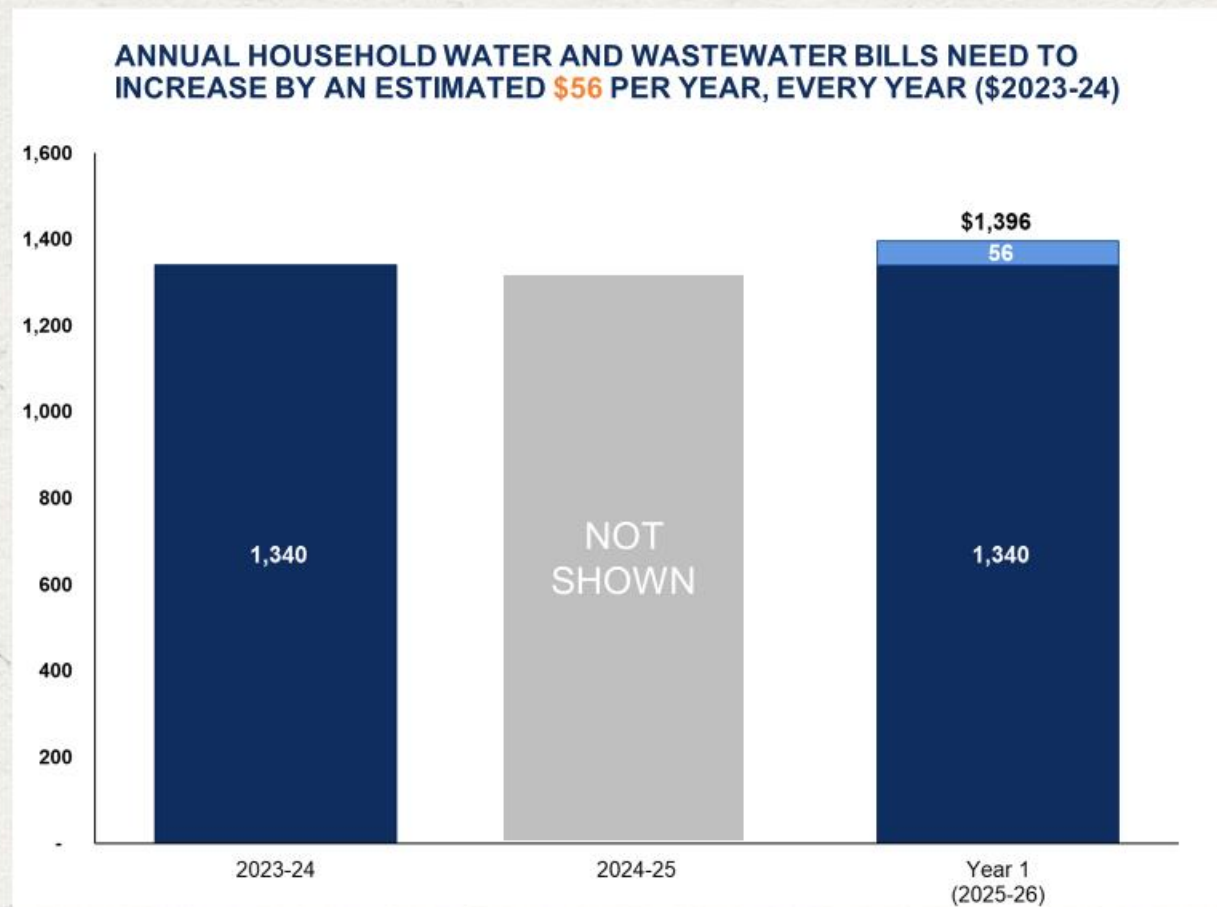


# IN FEB 2024 WE ESTIMATED A BASE BILL INCREASE OF \$56 PER YEAR EVERY YEAR



The costs of delivering our services are increasing so our prices need to increase

- The cost of providing our services is increasing. This is like households facing cost-of-living pressures.
- We recover our costs from customers, so increasing costs mean increasing prices.
- We estimated that annual household water and wastewater bills would need to increase by around \$56 per year, every year.
- The increase was mainly caused by:
  - Belmont desalination plant
  - Essential expenditure to comply with laws & regulations
  - External factors
- We incorporated challenging savings targets, so that customers don't face the full impact of our increasing costs
- To keep it simple, we assumed all the increase would be in fixed charges



Prices also typically increase by inflation  
Any changes above inflation still need to be reviewed and approved by IPART

Notes:

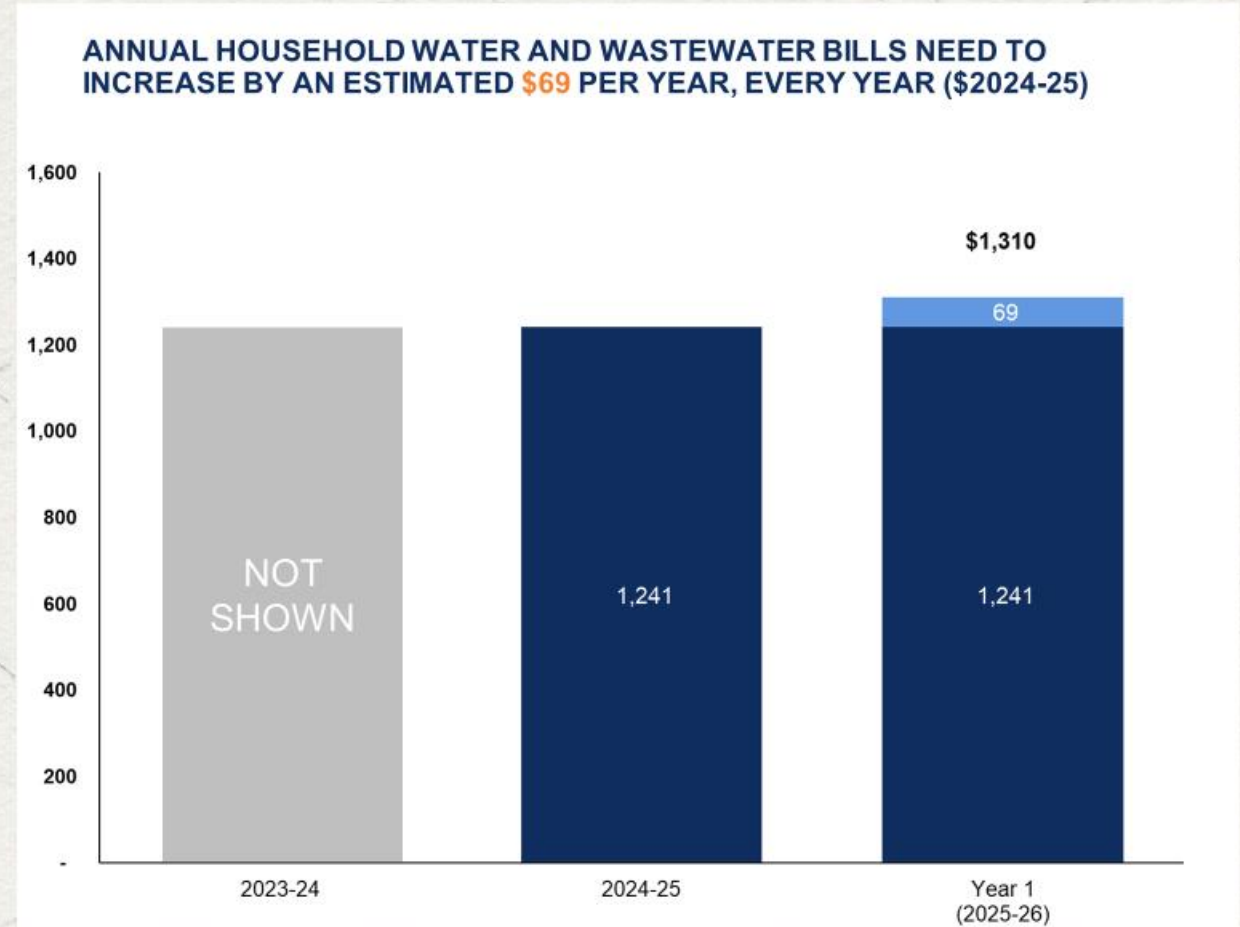
1. Bill calculated for a household in an owner-occupied house using 181 kilolitres of water per year, receiving water and wastewater services.
2. Around one third of our customer base also receive stormwater services. For these customers, the base bill increase would be \$15 per year higher every year. This is \$75 higher in year 5 (2029-30), before inflation



# NOW WE ARE DESCRIBING THESE NUMBERS A LITTLE DIFFERENTLY



- In our pricing proposal we will say that annual household water and wastewater bills would need to increase by around \$69 per year, every year. (that is, more than the \$56 we said previously)
- The estimated household bill in 2025-26 is now \$1,310 (that is, less than the \$1,369 we said previously)
- In 2029-30 the typical household bill is now estimated to be ~\$30 lower than we said in Feb 2024.



Prices also typically increase by inflation  
Any changes above inflation still need to be reviewed and approved by IPART

#### Notes:

1. Bill calculated for a household in an owner-occupied house using 146 kilolitres of water per year, receiving water and wastewater services.
2. Around one third of our customer base also receive stormwater services. For these customers, the base bill increase would be \$15 per year higher every year. This is \$75 higher in year 5 (2029-30), before inflation



# HOW MUCH OF THE BASE BILL INCREASE WAS ALREADY GOING TOWARDS THE TOPICS YOU ASKED US TO CONSIDER SPENDING MORE MONEY ON?



- On the final day of deliberation, in April, you asked this question.
- The question is reasonable – but complex. We needed to do more modelling to provide an answer.
- Around **\$4.40 per year, every year** (in today's dollars, without inflation) out of the increase of \$69 per year, every year
  - **Carbon reduction \$0**
  - **Conserving water \$4.00**
  - **Hot spots \$0.40**
- The ~\$4.40 increases year-on-year until the end on the price period \$22 by 2030:
  - \$4.40 in 2025-26
  - \$8.80 in 2026-27
  - \$13.20 in 2027-28
  - \$17.60 in 2028-29
  - \$22.00 in 2029-30

*A total of \$66 per typical household over the 5 years*



# HOW MUCH ON TOP OF THE BASE BILL INCREASE IS IN RESPONSE TO YOUR RECOMMENDATIONS?



- On day 2, we estimated your recommendations could impact customer bills \$0 to \$6 per year, ever year (in last year's dollars)



- Our responses to your recommendations add **\$1.90 per year, every year** (in today's dollars, without inflation)

- **Carbon reduction \$0.26**
- **Conserving water \$0.94**
- **Hot spots \$0.72**



- The \$1.90 increases year-on-year until the end on the price period \$9.50 by 2030:

- \$1.90 in 2025-26
- \$3.80 in 2026-27
- \$5.70 in 2027-28
- \$7.60 in 2028-29
- \$9.50 in 2029-30

*A total of \$28.50 per typical household over the 5 years*



# HOW MUCH WILL TYPICAL HOUSEHOLD BILLS CHANGE IN RESPONSE TO YOUR RECOMMENDATIONS?



## Hot spots

	Range we suggested to Community Panel
Revenue requirement	\$0 million to \$5 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$1.35



### Notes:

1. Revenue requirement is in present value terms.
2. The range we suggested to the Community Panel, and the Community Panel's recommendations, are in PV \$2023-24. Our pricing proposal is in PV \$2024-25.



# HOW MUCH WILL TYPICAL HOUSEHOLD BILLS CHANGE IN RESPONSE TO YOUR RECOMMENDATIONS?



## Hot spots

	Range we suggested to Community Panel	Community Panel Recommendation
Revenue requirement	\$0 million to \$5 million	≤ \$4.0 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$1.35	\$1.05



### Notes:

1. Revenue requirement is in present value terms.
2. The range we suggested to the Community Panel, and the Community Panel's recommendations, are in PV \$2023-24. Our pricing proposal is in PV \$2024-25.



# HOW MUCH WILL TYPICAL HOUSEHOLD BILLS CHANGE IN RESPONSE TO YOUR RECOMMENDATIONS?



## Hot spots

	Range we suggested to Community Panel	Community Panel Recommendation	Our pricing proposal
Revenue requirement	\$0 million to \$5 million	≤ \$4.0 million	\$2.7 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$1.35	\$1.05	\$0.70



### Notes:

1. Revenue requirement is in present value terms.
2. The range we suggested to the Community Panel, and the Community Panel's recommendations, are in PV \$2023-24. Our pricing proposal is in PV \$2024-25.



# HOW MUCH WILL TYPICAL HOUSEHOLD BILLS CHANGE IN RESPONSE TO YOUR RECOMMENDATIONS?



## Hot spots

	Range we suggested to Community Panel	Community Panel Recommendation	Our pricing proposal
Revenue requirement	\$0 million to \$5 million	≤ \$4.0 million	\$2.7 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$1.35	\$1.05	\$0.70



## Conserving water

	Range we suggested to Community Panel
revenue requirement	\$0 million to \$12 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$3.15



### Notes:

1. Revenue requirement is in present value terms.
2. The range we suggested to the Community Panel, and the Community Panel's recommendations, are in PV \$2023-24. Our pricing proposal is in PV \$2024-25.



# HOW MUCH WILL TYPICAL HOUSEHOLD BILLS CHANGE IN RESPONSE TO YOUR RECOMMENDATIONS?



## Hot spots

	Range we suggested to Community Panel	Community Panel Recommendation	Our pricing proposal
Revenue requirement	\$0 million to \$5 million	≤ \$4.0 million	\$2.7 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$1.35	\$1.05	\$0.70



## Conserving water

	Range we suggested to Community Panel	Community Panel Recommendation
revenue requirement	\$0 million to \$12 million	≤ \$5.0 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$3.15	\$1.05



### Notes:

1. Revenue requirement is in present value terms.
2. The range we suggested to the Community Panel, and the Community Panel's recommendations, are in PV \$2023-24. Our pricing proposal is in PV \$2024-25.



# HOW MUCH WILL TYPICAL HOUSEHOLD BILLS CHANGE IN RESPONSE TO YOUR RECOMMENDATIONS?



## Hot spots

	Range we suggested to Community Panel	Community Panel Recommendation	Our pricing proposal
Revenue requirement	\$0 million to \$5 million	≤ \$4.0 million	\$2.7 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$1.35	\$1.05	\$0.70



## Conserving water

	Range we suggested to Community Panel	Community Panel Recommendation	Our pricing proposal
revenue requirement	\$0 million to \$12 million	≤ \$5.0 million	\$3.8 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$3.15	\$1.05	\$0.94



### Notes:

1. Revenue requirement is in present value terms.
2. The range we suggested to the Community Panel, and the Community Panel's recommendations, are in PV \$2023-24. Our pricing proposal is in PV \$2024-25.



# HOW MUCH WILL TYPICAL HOUSEHOLD BILLS CHANGE IN RESPONSE TO YOUR RECOMMENDATIONS?



## Hot spots

	Range we suggested to Community Panel	Community Panel Recommendation	Our pricing proposal
Revenue requirement	\$0 million to \$5 million	≤ \$4.0 million	\$2.7 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$1.35	\$1.05	\$0.70



## Conserving water

	Range we suggested to Community Panel	Community Panel Recommendation	Our pricing proposal
revenue requirement	\$0 million to \$12 million	≤ \$5.0 million	\$3.8 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$3.15	\$1.05	\$0.94



## Carbon emission reduction

	Range we suggested to Community Panel
Present value revenue requirement	\$0 million to \$4 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$1.05



Notes:

1. Revenue requirement is in present value terms.
2. The range we suggested to the Community Panel, and the Community Panel's recommendations, are in PV \$2023-24. Our pricing proposal is in PV \$2024-25.



# HOW MUCH WILL TYPICAL HOUSEHOLD BILLS CHANGE IN RESPONSE TO YOUR RECOMMENDATIONS?



## Hot spots

	Range we suggested to Community Panel	Community Panel Recommendation	Our pricing proposal
Revenue requirement	\$0 million to \$5 million	≤ \$4.0 million	\$2.7 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$1.35	\$1.05	\$0.70



## Conserving water

	Range we suggested to Community Panel	Community Panel Recommendation	Our pricing proposal
revenue requirement	\$0 million to \$12 million	≤ \$5.0 million	\$3.8 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$3.15	\$1.05	\$0.94



## Carbon emission reduction

	Range we suggested to Community Panel	Community Panel Recommendation
Present value revenue requirement	\$0 million to \$4 million	≤ \$1.0 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$1.05	\$0.30



Notes:

1. Revenue requirement is in present value terms.
2. The range we suggested to the Community Panel, and the Community Panel's recommendations, are in PV \$2023-24. Our pricing proposal is in PV \$2024-25.



# HOW MUCH WILL TYPICAL HOUSEHOLD BILLS CHANGE IN RESPONSE TO YOUR RECOMMENDATIONS?



## Hot spots

	Range we suggested to Community Panel	Community Panel Recommendation	Our pricing proposal
Revenue requirement	\$0 million to \$5 million	≤ \$4.0 million	\$2.7 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$1.35	\$1.05	\$0.70



## Conserving water

	Range we suggested to Community Panel	Community Panel Recommendation	Our pricing proposal
revenue requirement	\$0 million to \$12 million	≤ \$5.0 million	\$3.8 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$3.15	\$1.05	\$0.94



## Carbon emission reduction

	Range we suggested to Community Panel	Community Panel Recommendation	Our pricing proposal
Present value revenue requirement	\$0 million to \$4 million	≤ \$1.0 million	\$1.0 million
Estimated impact on typical household bill (each year, every year)	\$0 - \$1.05	\$0.30	\$0.26



Notes:

1. Revenue requirement is in present value terms.
2. The range we suggested to the Community Panel, and the Community Panel's recommendations, are in PV \$2023-24. Our pricing proposal is in PV \$2024-25.



# CUSTOMERS WILL HAVE MORE CONTROL OVER THEIR BILLS



Our proposed increase in water prices is partly in the fixed charge and mostly in the variable charge. We heard this was a balanced, fair and equitable approach providing customers the best opportunity to reduce the impact on their bills.



Five small steps to increase the price, rather than one big step, to give customers time to adjust to changes



- The water usage price will increase in real terms from \$2.89 per kL in 2024-25 to \$4.40 per kL in 2029-30.
- Our fixed water service charge for households will remain low compared to other utilities, increasing from \$27.58 in 2024-25 to \$104.39 in 2029-30.
- In 2029-30, a typical household using 146kL of water per year will save:
  - \$32 if they use 5% less water
  - \$64 if they use 10% less water

One kilolitre = 1,000 litres  
Or, the equivalent of

25		5 minute showers
223		toilet flushes
7		top load washing machine cycles
13		front load washing machine cycles
33		dishwasher cycles



# HOW WE'VE INCORPORATED YOUR RECOMMENDATIONS - HOT SPOTS



## Highlights

- **We could previously address approximately 40 hot spot issues each year, because of your recommendations we will address at least 1,000 hot spots over the 5 -year pricing period**
- **Our hot spot prioritisation framework will be updated based on your recommended principles**
- **We have been able to meet the intent of your recommendations for a lower level of revenue requirement than anticipated. This means we have been able to incorporate your recommendations to the maximum extent possible, for less of an impact on customer bills.**

Any questions?

**We've incorporated your recommendations to the maximum extent possible**





# HOW WE'VE INCORPORATED YOUR RECOMMENDATIONS - WATER CONSERVATION



## Highlights

- **We will base our water conservation efforts on your recommendations**
- **We have prioritised funding for leakage (reducing leaks in our system) followed by water efficiency (encouraging households to reduce their leaks/use less water)**
- **We will continue to explore recycled water opportunities. Residential customers will not be charged for delivering recycled water investments that only benefit non-residential customers**
- **We have been able to meet the intent of your recommendations for a lower level of revenue requirement than anticipated. This means we have been able to incorporate your recommendations to the maximum extent possible, for less of an impact on customer bills.**



Any questions?

**We've incorporated your recommendations to the maximum extent possible**





# HOW WE'VE INCORPORATED YOUR RECOMMENDATIONS - CARBON REDUCTION



## Highlights

- **At a minimum we will continue to meet the NSW Government's carbon emissions goals**
- **Based on your recommendations we will run the Belmont desalination plant using renewable energy which is projected to achieve an 80% reduction in carbon emissions by 2030 (compared to 2020-21 levels). We commit to returning any unneeded funds to customers at the end of the five-year pricing period**
- **We will prioritise investment in our own carbon emissions reduction initiatives, subject to technical and financial feasibility, over carbon credits.**

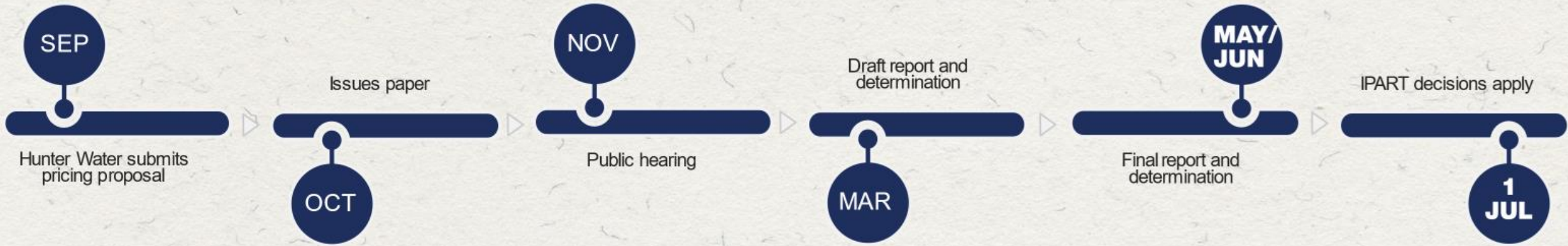
Any questions?

**We've incorporated your recommendations to the maximum extent possible**





# NEXT STEPS




# Appendix B: Activity notes





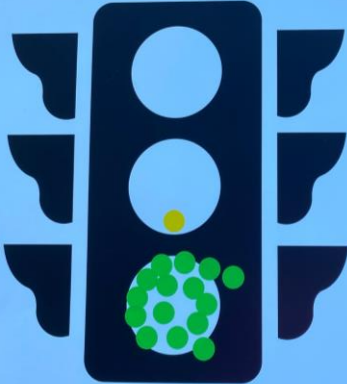
# Activity notes

Participants were asked whether Hunter Water had kept its promise to “incorporate your recommendations to the maximum extent possible, and provide reasons where we are unable to do so”. The photos below show the votes allocated for each topic area.


**Topic #1: Hot Spots** 

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?

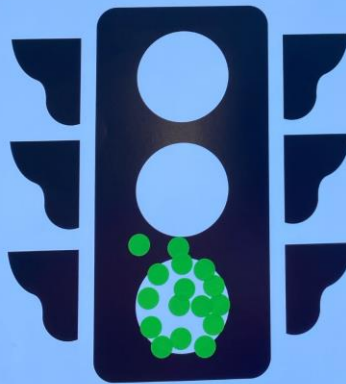


Red dot = No  
Yellow dot = Yes, with qualifications  
Green dot = Yes


**Topic #2: Water Conservation** 

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?




Red dot = No  
Yellow dot = Yes, with qualifications  
Green dot = Yes

**Topic #3: Carbon Reduction** 

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?



Red dot = No  
Yellow dot = Yes, with qualifications  
Green dot = Yes

# Appendix C: Post-event survey results



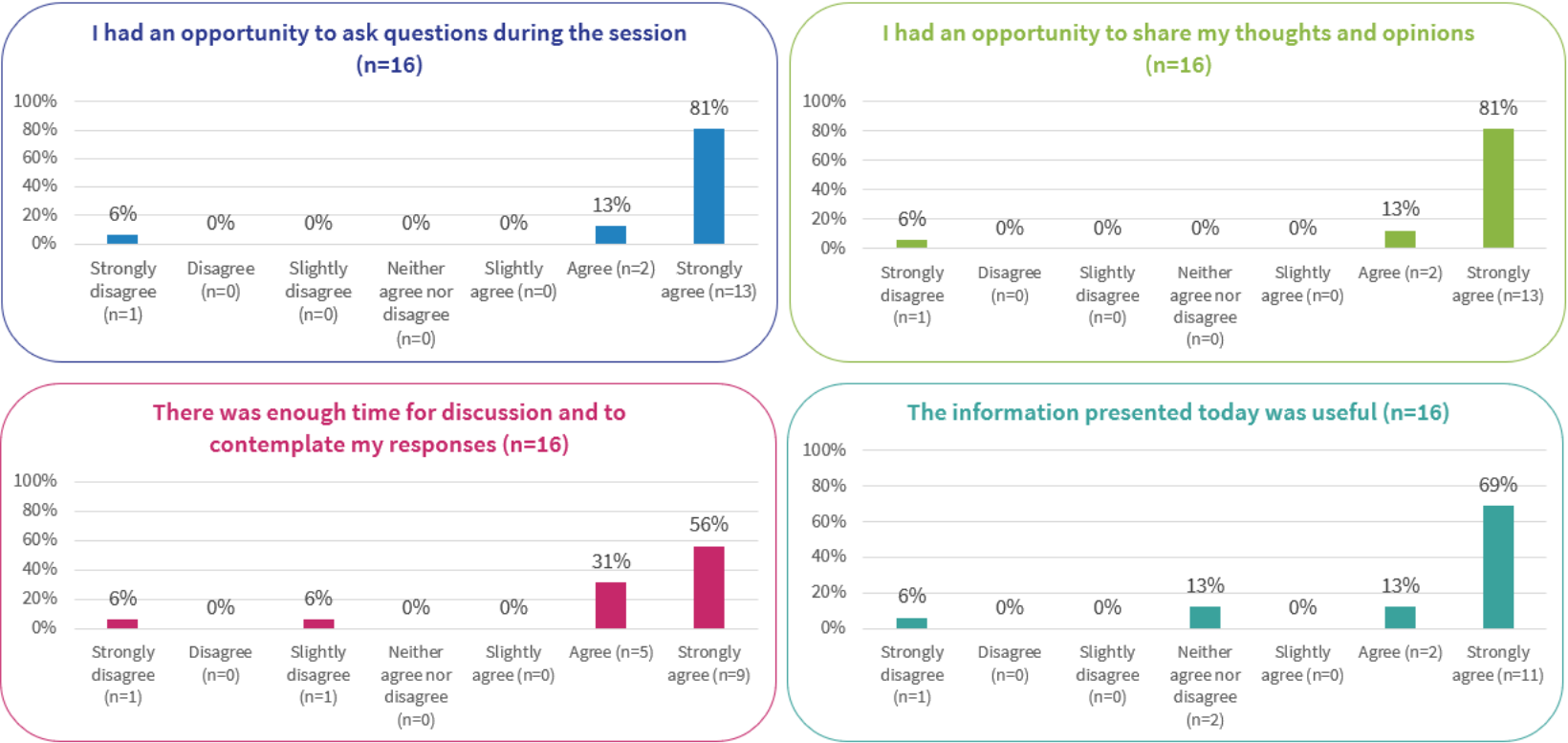


# Post-event survey results

Participants were sent a survey to complete after the event. They were asked to respond to the statements on a 7-point scale from 1=Strongly disagree to 7=Strongly agree. The results of the survey are shown below (see Figure 2) and are shown as percentage favourable scores, i.e. the proportion of respondents who selected either a six or seven.

The results show that all but one respondent agreed they had the opportunity to ask questions, as well as share their thoughts and opinions. The results also show that almost all respondents agreed there was enough time for discussion, and that the information presented was useful.

**Figure 2** – Post-event survey results



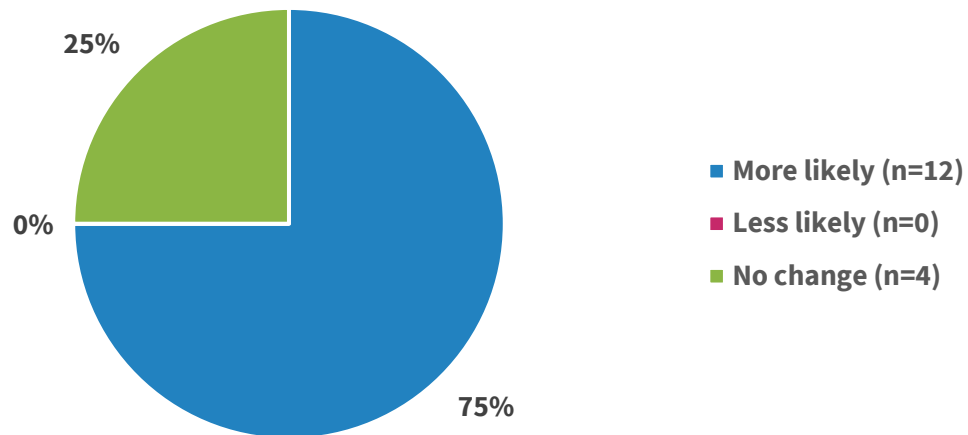
# Post-event survey results

The survey also asked whether being part of the community panel changed participants' likelihood of being involved in government decisions that might affect them.

The results show that three-quarters of respondents agreed they would be more likely to be involved in government decisions, and one-quarter of respondents reported no change from being on the community panel.

**Chart 4** – Post-event survey results

How has being part of the Hunter Water community panel changed your likelihood of being involved in government decisions that might affect you? (n=16)







Success. Mapped.

Melbourne | Sydney | Brisbane | Gold Coast

[insync.com.au](http://insync.com.au)