

# 2025 Price Proposal Community Panel

# Guidebook

November 2023





# Acknowledgement of Country



Hunter Water acknowledges the Traditional Countries of the Awabakal, Gaewegal, Darkinjung, Wonnarua and Worimi peoples on which we operate and the Countries beyond where our water flows.

We recognise and respect their 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.



Artwork by Tyson Jolly

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# Welcome from Hunter Water



Congratulations and thank you for participating in Hunter Water's 2025 Price Proposal Community Panel (Community Panel). It's a pleasure to welcome you.

As a Community Panel member, you will make an invaluable contribution to shaping our services and prices.

The Lower Hunter is a vibrant, diverse and growing community. From a thriving metropolis to small towns, new arrivals to the most ancient culture of all, the world's biggest companies to our smallest sporting clubs and community groups, everyone relies on water.

Hunter Water's customers and communities are faced with a challenge.

The price of delivering water and wastewater services is rising. In coming years, it is going to be more expensive to provide the same levels of service our community has come to expect. We are also faced with some important decisions that will impact customer bills.

As a utility, we need to respond to the challenges of drought and climate change, support a growing population, and deliver the outcomes expected by our customers and community.

We have a plan to secure our water supply into the future which includes significant investment in our infrastructure. These costs, along with the increases to providing our day to day services, will be passed on to our customers.

At the same time, increasing numbers of our customers are finding it hard to make ends meet.



Water is life and we are creating a sustainable water future for all. We need the community's help to make the wisest possible decisions for the immediate future, and for future generations. We need to have a clear answer to this question by September 2024, when we will propose to our economic regulator, the Independent Pricing and Regulatory Tribunal (IPART), what our prices should be from 2025 through to 2030.

As a Community Panel member, we invite you to work with us in answering this question, on behalf of the whole community, and promise to incorporate your recommendations into our plans to the maximum extent possible. There are no easy answers - we can only answer this challenge by working in partnership with you, our customers.

Over the past 18 months, we've had extensive conversations with our customers and community to understand what's important to them. Affordability, water security, sustainability and reliability of our water and wastewater services are known priorities for our customers and community.

Panel members will be provided with information and evidence from a wide range of sources to assist in deliberations. You'll be provided with insights from our extensive customer and community engagement. We understand that if you're expected to make decisions for the broad community, it's important you understand what they value, and how much they value it.

Subject matter experts, including those who you specifically ask to hear from, will be invited to provide their expertise and advice as requested by the panel.



# Welcome from Hunter Water



We want to assure you that to make a difference, you don't need to be an expert. Your voice is what matters. We're committed to ensuring this is a transparent and supportive process. Panel members will be able to discuss and weigh up a range of ideas and put forward final recommendations.

We'll also remain transparent about the things we can't influence and, if something isn't feasible, we'll explain why.

Thank you again for taking the time to participate in this important process. We look forward to working together with you to ensure we continue to meet the needs and aspirations of our customers and growing community, now and into the future.

**Darren Cleary**  
Managing Director



## About this guidebook

This guidebook provides all the practical information you will need to be an active member of the Community Panel. It seeks to support you in your role to consider the issues and to provide informed advice to Hunter Water.

# Who is Hunter Water?



Hunter Water provides high quality water services for a population of over 630,000 in homes and businesses across the Lower Hunter region. We are proud of the important and significant contribution we make to the health, wellbeing and prosperity of our region.



We've protected the public health of  
**our community since the**

**1880s**



we've been talking with our

**customers  
& community**

to understand what's important to them



We manage

**water,  
wastewater,  
recycled water &  
stormwater  
infrastructure**

We provide high quality water services to

**People**

in homes and businesses  
**across the Lower Hunter**



# Who is Hunter Water?



Our area of operations is 6,671km<sup>2</sup> and includes the local government areas of Cessnock, Dungog, Lake Macquarie, Maitland, Newcastle, Port Stephens and a small part of Singleton.

## Our service area and traditional boundaries



We are owned by the New South Wales Government and are governed by the *State Owned Corporations Act 1989* and the *Hunter Water Act 1991*.

We're responsible for:

- clean, safe drinking water coming out of your tap,
- taking away the used water that goes down your drains from sinks, toilets, laundries, showers and baths, then treating it to protect the health of beaches and waterways (we also reuse a small proportion of it), and
- stormwater drainage in very small parts of Newcastle, Lake Macquarie and Cessnock.

We're **not** responsible for:

- stormwater drainage at a local level (e.g. kerb inlet pits) anywhere,
- stormwater flooding,
- stormwater quality, and
- septic tanks.



## Purpose

You are one of a representative group of Hunter Water customers and community members that have been selected for the Community Panel to help us answer the following question:

### Our challenge

Hunter Water's costs of providing water services are increasing.  
These higher costs will be passed on to customers through increased prices.  
We are also faced with some important decisions that will impact customer bills.

**How do we balance providing reliable, high-quality services while protecting the environment, and creating a positive legacy for future generations, and keeping prices affordable?**





## What is a deliberative forum?

A deliberative forum enables community members to participate in a democratic decision-making process that will have a real public impact. It is comprised of a diverse and broadly representative group of customers and community members, selected through an independent process to ensure fair representation of age, gender and other demographics.

This customer group will come together to deliberate and advise on some big strategic questions.

You are not expected to have an expert understanding of the subject matter. The role of the Community Panel is to meet over multiple days to build knowledge and understanding, and to consider and weigh up the identified issues. You will be given time, access to information, the chance to learn from others, and a clear level of authority to deliberate successfully.

The Community Panel will conclude its deliberations by providing a clear set of recommendations which will be incorporated into the Hunter Water price proposal to the maximum extent possible.

## We have adopted the OECD's international Good Practice Principles for Deliberative Processes for Public Decision- Making



You may have heard of the OECD – the Organisation for Economic Co-operation and Development. The OCED is a key international standard-setting organisation. The OCED has collected a wealth of evidence about how deliberative processes work across different countries, and has created a set of guidelines that we will use for our sessions together. The principles are listed above. If you are interested, you can find more details online here: <https://www.oecd.org/gov/open-government/good-practice-principles-for-deliberative-processes-for-public-decision-making.pdf>

## How was the Community Panel selected?

Using a fair process to randomly select the participants is an important part of ensuring a forum's recommendations can be trusted.

Our Community Panel is made up of approximately 50 members.

Independent recruitment specialists, Deliberately Engaging, undertook the selection process, issuing over 12,000 invitations to Hunter Water customers. Once registrations closed, Deliberately Engaging filtered the registrants based on age, gender, location, level of interest in water and other demographics to ensure the forum was broadly representative of our community and our different customer types.

Neither Hunter Water nor the independent facilitators of the deliberative forum, Insync, were involved in the selection of panel members.

Some people are very passionate about water, and others have no interest at all. Sometimes, people doubt the recommendations of a forum because they assume it was filled with "water warriors". To avoid this, the "level of interest in water" filter was included to ensure the forum is no more interested in water than the population at large.

There are also vocal representatives of various parts of our community who have strong views about the topics that the forum will consider. An important part of the recruitment process is that these people could not force their way into the forum (unless they were randomly selected to receive an invitation). Using the analogy of a courtroom, these people are the "expert witnesses" and the panel members are the jury. The forum will have a chance to listen to and learn from these people, but the task is to decide what is best for the whole community.

The selection process ensures the involvement of customers with different experiences, from different backgrounds and locations, who will have different approaches to problem-solving.

## How will the forum work?

The Community Panel will meet over six sessions. You will be provided with information and evidence to assist your deliberations. Subject matter experts will be invited to provide their expertise, and you will have the opportunity to request additional advice.

The process is a facilitated discussion that is designed to allow you to work through small pieces of information from reading, listening to presenters, discussing evidence, coming up with ideas, ranking ideas, writing recommendations, editing, and testing agreement. This work happens in both small groups and the whole group.

Independent facilitators will support the forum. You will meet the Insync team at your first meeting. Having an independent facilitator is vital so that the forum isn't led in a particular direction by Hunter Water.

The forum will deliberate and make recommendations on the following strategic question:

**How do we balance providing reliable, high-quality services, while protecting the environment, creating a positive legacy for future generations, and keeping prices affordable?**

# Community Panel



The aim of the Community Panel is for you, as part of a representative customer group, to provide advice and recommendations on strategic decisions. As a selected member of the Community Panel, you will be given access to experts and time to deliberate.

- **Participation level:** We have aligned our approach with the International Association of Public Participation (IAP2) Spectrum of Participation level of 'Collaborate' (Hunter Water will look to you for advice and innovation in formulating solutions). More information about the IAP2 Spectrum will be provided in the Engagement Report which you will receive prior to Day 1.
- **Method:** Deliberative forum (consensus decision making).
- **Output:** Agreed recommendations for Hunter Water to incorporate in its plans to the maximum extent possible.





## Our role

The Community Panel is an opportunity for customers to collaborate with Hunter Water on its 2025-2030 price proposal to IPART. The recommendations from the forum will be incorporated into the Hunter Water price proposal to the maximum extent possible.

The Community Panel is a deliberative process, which means participants will:

- discuss the issues, challenges and opportunities in-depth,
- hear what other customers and community members have said about our services and pricing,
- consider a broad range of information and hear from guest contributors, and
- work together to come to a shared position on services and pricing.

As part of this process, it's expected that everyone – including the facilitators, project team representatives, guest contributors, observers and panel members – are respectful of each other. Different views and healthy disagreements are encouraged and welcomed as part of the process.

## **We promise to incorporate the Community Panel's recommendations into our plans to the maximum extent possible.**

We will present a 'baseline' bill increase comprised of factors beyond our control such as inflation, as well as decisions that have already been made that will impact bills. This will help the Community Panel to make recommendations in the knowledge of the potential cumulative bill impacts.

We'll also remain transparent about the things we can't influence and, if something isn't feasible, we'll explain why.

## Your role as a panel member

Your role as a panel member includes both listening and contributing. As a panel member you will:

- have access to a range of information and hear from subject matter experts,
- discuss issues and ideas with your fellow panel members and weigh up the evidence and information presented to you, and
- agree on the final recommendations which will be presented back to Hunter Water to incorporate to the maximum extent possible.

You don't need to be an expert to participate. You will have access to a range of information, including the findings from the previous customer research.

As well as hearing from expert speakers and key stakeholders, you will also have smaller group discussions, share your views and learn more about other people's ideas and perspectives.

### Expectations of panel members

1. Read this guidebook and other background materials as provided.
2. Attend all sessions – while we recognise that life can be unpredictable, it's important you attend all sessions of the deliberative forum. Please advise Jane Tyquin [jtyquin@insync.com.au](mailto:jtyquin@insync.com.au) of any changes to your availability.
3. Participate in an open, respectful and thoughtful manner.

### Everybody should feel safe

The rigorous recruitment process means that there are people in the room from all walks of life. That means all panel members need to hold back a little to ensure everybody feels safe to speak without fear of judgement.

The rules of social interaction that work for you and your friends probably don't apply to all cultural groups, all ages and all genders. People have different senses of humour, different expectations about taking turns in conversations, and different ways of disagreeing.

Three useful rules to keep in mind:

1. Disagree without being disagreeable,
2. Monitor how much you're speaking, and don't take more than your share of the airtime, and
3. Speak to a facilitator if you don't feel comfortable.

## Session dates and times

The Community Panel will take place across six sessions throughout November 2023, February 2024 and March 2024. The sessions will be a mixture of face-to-face and online events. The dates and details are provided below.

Date and time	Time	Details	Focus
<b>Thursday 16 Nov 2023</b>	<b>6pm to 9pm</b>	Broadmeadow Room McDonald Jones Stadium 294 Turton Rd, Broadmeadow NSW  Transport options: <a href="https://www.mcdonaldjonesstadium.com/venue-information/transport_getting_here">https://www.mcdonaldjonesstadium.com/venue-information/transport_getting_here</a>	<b>Orientation event:</b> Develop a group dynamic where everyone feels informed, trusted and supported.
<b>Saturday 18 Nov 2023</b>	<b>9am to 5pm</b>	Broadmeadow Room McDonald Jones Stadium 294 Turton Rd, Broadmeadow NSW	<b>Day 1:</b> To bring all panel members to a shared understanding of the topic and task.
<b>Saturday 3 Feb 2024</b>	<b>9am to 5pm</b>	The Extra Room Newcastle Exhibition & Convention Centre (NEX) 309 King Street, Newcastle West NSW (corner of King Street and Union Street)  Transport options: <a href="https://www.thenex.com.au/contact#location-parking">https://www.thenex.com.au/contact#location-parking</a>	<b>Day 2:</b> To question, discuss or validate information. To deliberate and reach a group position on the first topic.
<b>Saturday 17 Feb 2024</b>	<b>9am to 5pm</b>	Online via Zoom <b>Zoom meeting link:</b> <a href="https://insync-au.zoom.us/j/7145004680?pwd=Nzg2aVNyT1dIL2FoTno1dkNXT2huQT09">https://insync-au.zoom.us/j/7145004680?pwd=Nzg2aVNyT1dIL2FoTno1dkNXT2huQT09</a>  <b>Meeting ID:</b> 714 500 4680 <b>Passcode:</b> HWC2024	<b>Day 3:</b> To deliberate and reach a group position on the second topic.



Date and time	Time	Details	Focus
<b>Saturday 2 Mar 2024</b>	<b>9am to 5pm</b>	<p>Online via Zoom</p> <p><b>Zoom meeting link:</b> <a href="https://insync-au.zoom.us/j/7145004680?pwd=Nzg2aVNyT1dIL2FoTno1dkNXT2huQT09">https://insync-au.zoom.us/j/7145004680?pwd=Nzg2aVNyT1dIL2FoTno1dkNXT2huQT09</a></p> <p><b>Meeting ID:</b> 714 500 4680</p> <p><b>Passcode:</b> HWC2024</p>	<b>Day 4:</b> To deliberate and reach a group position on the third topic.
<b>Saturday 16 Mar 2024</b>	<b>9am to 5pm</b>	<p>The Extra Room</p> <p>Newcastle Exhibition &amp; Convention Centre (NEX)</p> <p>309 King Street, Newcastle West NSW (corner of King Street and Union Street)</p>	<b>Day 5:</b> To reach a consensus on the recommendations for all three topics. To consider the cumulative bill impact of the forum's final decisions.

## Session focus

### Orientation event

The orientation event is about creating the conditions for the deliberative process to be successful. It is dedicated to:

- establishing group connections,
- developing 'Working Agreements',
- defining the task,
- setting out the roadmap,
- clarifying roles and responsibilities, and
- addressing cognitive biases. (A cognitive bias is a type of mental shortcut our brain uses to make decisions or judgements quickly. Sometimes these shortcuts are helpful, but other times they can lead to mistakes or unfair judgements because they're based on our past experiences, feelings, or beliefs rather than on careful thinking.)

The orientation event is pivotal to the success of the deliberative forum and the process overall.

## Day 1

The first day represents the 'learning phase' of the deliberative forum. It is dedicated to:

- introducing panel members to the deliberative process,
- understanding the problem and context,
- confirming our promise to you,
- developing critical thinking skills to weigh up different viewpoints, priorities and perspectives,
- introducing the key topics and answering questions,
- 'conversation circles' to teach each other about the Engagement Report that you will receive prior to Day 1, and
- 'speed dialogue' processes to interview guest contributors and Hunter Water subject matter experts.

By the end of the learning phase, the forum will understand the problem and key topics.

## Days 2, 3 and 4

The second, third and fourth days represent the 'exploration phase' of the deliberative forum. They are dedicated to:

- answering all questions carried over from Days 1 and 2,
- on Day 2 we will discuss the existing commitments that Hunter Water has made to secure our water supply into the future, the costs of which will be passed on to customers,
- on Day 2 we will also discuss factors outside our control that affect future prices and bills, and actions that we are taking to keep bills as low as possible, like making savings,
- 'speed dialogue' processes to interview internal and external subject matter experts,
- identifying missing information and closing the gaps, and
- small group decision-making to agree to the draft recommendations on key topics.

By the end of the exploration phase, the forum will have a draft set of recommendations on the key topics.

## Day 5

The final day represents the 'consensus phase' of the deliberative forum. It is dedicated to:

- small group decision-making to agree to the draft recommendations on each topic,
- considering trade-offs (i.e., the balance between different services and the cumulative bill impacts),
- large group decision-making to agree on the revised recommendations on each topic, and
- receiving feedback from Hunter Water and refining recommendations on each topic.

By the end of the consensus phase, the forum will have a clear set of recommendations for Hunter Water to incorporate in its price proposal to the maximum extent possible.

The forum will consider feedback from the broader customer and community engagement, as well as a range of background information, and will respond to the question:

## Our challenge

Hunter Water's costs of providing water services are increasing.  
These higher costs will be passed on to customers through increased prices.  
We are also faced with some important decisions that will impact customer bills.

**How do we balance providing reliable, high-quality services while protecting the environment, and creating a positive legacy for future generations, and keeping prices affordable?**

## What you can influence

### What you can influence

Whether we should provide levels of service over and above our required minimum standards.

The customer outcomes that will form a central component of our price proposal.

Our response to our challenge of providing reliable, high-quality services:

- Relative priorities in fixing the three main types of ongoing issues that affect a small number of (2,000 to 3,000) customers:
  - A. Persistent low water pressure,
  - B. Frequent or ongoing wastewater overflows and
  - C. Persistent bad smells.?
- How much we invest in this issue, keeping in mind that all of our customers share the burden equally in their Hunter Water bills?

Our response to our challenge of protecting the environment:

- When we achieve net zero carbon emissions, how much we reduce our carbon emissions by 2030 and how much we invest in this issue.

Our response to our challenge of providing reliable, high-quality services by making sure there is enough water for today and tomorrow:

- Relative priorities between the four main ways to conserve our drinking-quality water:
  - A. Encouraging customers to use less water and reduce their leaks
  - B. Reducing leaks from Hunter Water's system
  - C. Using recycled wastewater or stormwater for industry instead of drinking quality water
  - D. Using recycled wastewater or stormwater for community greening (parks and sporting fields) instead of drinking quality water.
- How much we invest in this issue, keeping in mind that anything we can do more cheaply than the value of water, we are already doing and are required to keep doing by NSW government regulations

The subject matter experts who come to the forum to share their knowledge and opinions. In addition to asking to hear from specific types of people, you can also ask for more information.



## What you can't influence

What you can't influence	Why not?
Laws we need to comply with.	Laws are laws.
The geographic areas we service, including 'backlog' services to extend water or wastewater (sewerage) services to existing properties that aren't currently serviced.	Our area of operations is legislated.
The amount of profit we generate and pay to the NSW Government.	This is set by the shareholder. NSW Government policy.
Who owns Hunter Water and how the business is structured. Hunter Water has been protected from privatisation through changes to legislation (an amendment to the <i>Constitution Act (NSW) 1902</i> ).	NSW laws and regulations. NSW Government policy.
The total revenue we can earn through customer prices and bills. This is determined by IPART, based on the costs of efficiently providing our services.	NSW laws and regulations. NSW Government policy.
Reducing the minimum levels of service provided to customers. These are set out in our Operating Licence	NSW laws and regulations.
Pre-committed investments that are considered essential. Examples include: <ul style="list-style-type: none"> <li>Water supply options included in the Lower Hunter Water Security Plan (LHWSP)</li> <li>Actions we need to take to ensure water is safe to drink.</li> <li>Actions we need to take to meet environmental legal requirements.</li> </ul>	Already decided by customers and adopted by Hunter Water Board of Directors and NSW Government.
The minimum level of drinking water treatment we undertake to ensure we meet public health standards and protect our community	NSW laws and regulations.
How our prices are structured (e.g., the mix of fixed and variable charges)	We did a lot of work for the last price review to understand customer preferences and balance that against other factors like cost reflectivity and customer impacts. Some of the changes have been made slowly and the transitions are only just finishing.
Rebates available to pensioners, including the dollar rebate amount and eligibility. This is funded by the NSW Government.	NSW Government policy.
How we run our organisation, including the number of employees and their wages and salaries	Reviewed by IPART.

What you can't influence	Why not?
How we dispose of wastewater, aside from the recycled wastewater discussed under "what you can influence".	The quality of treated wastewater that we discharge to the environment, where and when it is discharged is set by the NSW EPA.
Adding fluoride to drinking water to help prevent tooth decay in the community.	NSW laws and regulations.
Irrigation and providing water to farmers. While we provide recycled wastewater to some farms, the function of providing appropriate quality water for use on farms is predominantly provided by WaterNSW.	Not our role done by Water NSW.
Helping farmers manage natural resources.	Not our role done by Local Land Services.

## Working online

Technical support will be provided to ensure everyone can participate, even if you are not very experienced at working online.

The basic requirements for using Zoom are:

- an internet connection of at least 5 mbps speed for uploading and downloading. To test your connection speed, visit: [www.speedtest.net](http://www.speedtest.net)
- a desktop or laptop computer (not a smart phone or tablet)
- headphones / camera / microphone
- a quiet space without interruptions.

## Technical support

If you don't have a computer or internet access at home, Hunter Water and Insync will arrange a way for you to participate. Please contact Jane Tyquin [jtyquin@insync.com.au](mailto:jtyquin@insync.com.au) if you think you might need additional assistance to participate online.

Insync can also provide support before the online sessions begin to check that your laptop or computer is working to the standard it needs to. It may be helpful to ask someone in your home to help you with the tech-checks if you need assistance.

If you would like to check your connection and test the basics of using Zoom, please book one of the sessions below by sending an email with your preferred time to [jtyquin@insync.com.au](mailto:jtyquin@insync.com.au)

During the tech support session, you will get help to do the basics on Zoom, including:

- turning your microphone on and off (mute),
- turning your video on and off,
- using the 'chat' function,
- sharing your screen, and
- changing between gallery and speaker view.

### Technical support dates:

Please book by sending an email to [jtyquin@insync.com.au](mailto:jtyquin@insync.com.au)

Date	Time	Zoom meeting details
Monday, 13 November 2023	6:00pm-6:30pm	<b>Meeting link:</b> <a href="https://insync-au.zoom.us/j/7145004680?pwd=Nzg2aVNyT1dIL2FoTno1dkNXT2huQT09">https://insync-au.zoom.us/j/7145004680?pwd=Nzg2aVNyT1dIL2FoTno1dkNXT2huQT09</a>
Tuesday, 14 November 2023	5:00pm-5:30pm	
Wednesday, 14 February 2024	6:00pm-6:30pm	<b>Meeting ID:</b> 714 500 4680 <b>Passcode:</b> HWC2024
Thursday, 15 February 2024	5:00pm-5:30pm	

## Guidelines for working together on Zoom

We will be providing more instructions and support to make sure that you have a good online experience. For now, consider these guidelines to ensure that you are ready to join us for the first session on Zoom:

- find a quiet space to participate in the meeting (but not in bed, and certainly not in your bathroom!),
- try to have light on your face so that others can see your expression,
- join the meeting a few minutes early to resolve any technical issues,
- avoid multi-tasking (doing other work) during the sessions,
- mute your microphone when not talking,
- position your camera close to the screen you're looking at,
- keep your camera on whenever possible,
- turn off your camera briefly if doing something distracting,
- raise your virtual "hand" and/or speak up if you have something to say, and
- use the "chat" function to record key ideas or thoughts that might come to mind while others are speaking.

## Facebook group

We have set up a private Facebook group for members of the deliberative forum where all supporting information, background materials and online discussion forums will be available.

Hunter Water will issue an invitation to panel members containing instructions on how to access the private Facebook group.

This email will be sent soon after the orientation event on 16 November 2023. Please contact [pricing.engagement@hunterwater.com.au](mailto:pricing.engagement@hunterwater.com.au) if you experience any issues trying to join the group.

## Payments

The Community Panel will meet across six sessions in total (approximately 43 hours total commitment) during outside of business hours and make a significant commitment in representing their community.

Panel members who attend all six sessions will receive \$935 as recognition of costs associated with attendance and in gratitude for their commitment to Hunter Water.

Payment will be provided to members at the conclusion of the final session in March 2024.



## Media and social media guidelines

The Hunter Water Community Panel will be an open and transparent process.

We will post highlights of each forum session on our website and to our social media channels. We will be taking photos and videos at the in-person sessions and using these in our corporate publications, website and social media channels. By agreeing to participate, we will assume that you agree to be photographed and we'll be providing you with photo release forms for you to sign at the orientation event. This is not a requirement of participation, so if you would prefer not to be photographed, let us know at the orientation event and we will advise our photographers.

Panel members are welcome to post on social media about their participation. However, please respect the privacy of fellow Community Panel members, guest contributors, Hunter Water and Insync.

If you use social media (Facebook, Instagram, Twitter (now known as X) etc.) to post about your experiences during the process, we encourage you to use the hashtag: #HWCommunityPanel

Anything said to a journalist, submitted to a media organisation or posted online on social media is a public comment. Please be polite and respectful of others and their opinions, don't reference specific individuals, and only speak from your perspective – not on behalf of the group. If you are posting photographs, please ensure that you have sought permission from any participant depicted.

If you need help handling an enquiry from the media, or need to refer an enquiry to Hunter Water, please contact the media team at [media@hunterwater.com.au](mailto:media@hunterwater.com.au) or by calling 02 4979 9669.

## The facilitation team

**Insync's** role is to support the panel members and to guide the process in a way that helps you to perform your tasks as effectively as possible.

The **Insync** team includes Tony Matthews, Emily Harrison, Jane Tyquin and James Garriock.

For more information on Insync, please visit <https://insync.com.au/about-us/>



**Tony Matthews**  
Lead Facilitator



**Emily Dimmack**  
Support Facilitator



**Jane Tyquin**  
Moderator



**James Garriock**  
Engagement Subject  
Matter Expert

## Observers

Having observers in attendance helps to build understanding and enhance the transparency of the process.

Observers are provided with a set of rules that govern their behaviour and can't disturb panel members or disrupt the process.

The known observers at this stage will be Hunter Water employees, Executive and Board members, the project team, senior decision makers, members of the Customer Engagement Advisory Panel and Independent Pricing and Regulatory Tribunal employees.

## Our Board

Our Board of Directors oversees our organisation's policies, management and performance. The Board sets our strategic direction, and ensures we achieve our business and regulatory commitments.

The Board needs to make sure that our price proposal provides the best value to customers and reflects what we've heard from customers and the community.

Hunter Water's Board of Directors are Greg Martin (Chair), Darren Cleary (Managing Director/Chief Executive Officer), Rod Harrison, Michelle Vanzella, Geoff Crowe, Eric De Rooy, Julie Savet Ward, and Donna-Maree Vinci.



**Greg Martin**  
Chair



**Darren Cleary**  
Managing Director

## Customer Engagement Advisory Panel

We formed an independent forum of experts to constructively challenge us on how we listen to and learn from our customer and community in developing our price proposal.



**Robert Ryan**  
Chair



**Brad Webb**



**Douglas McCloskey**



**Ruth Lavery**



**Richard Anicich**

# Key Contacts



## **RSVPs / Attendance / General Enquiries:**

Please direct correspondence regarding attendance and general enquiries through to:  
[jtyquin@insync.com.au](mailto:jtyquin@insync.com.au)

## **Payments:**

Deliberately Engaging will ask for your bank details to make payment at the conclusion of the Community Panel.

## **Facebook group access and technical issues:**

[Pricing.engagement@hunterwater.com.au](mailto:Pricing.engagement@hunterwater.com.au) and/or [jtyquin@insync.com.au](mailto:jtyquin@insync.com.au)

