HUNTER WATER COMMUNITY COMMITTEE GUIDEBOOK

JUNE 2025

Version 2.0 for public and updated for Final Price Determination

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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About this Guidebook

This guidebook provides all the practical information you will need to be an active member of the Community Committee.

It seeks to support you in your role to consider the issues and to provide informed advice to Hunter Water.

Welcome from Hunter Water

Congratulations and thank you for participating in Hunter Water's Community Committee (the Committee). On behalf of Hunter Water, it's a pleasure to welcome you.

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.

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.

Most of the prices we charge are set by the Independent Pricing and Regulatory Tribunal (IPART) based on the efficient costs of Hunter Water providing essential services to our customers. IPART sets our prices every five years, with adjustments for inflation between reviews. Hunter Water is required to submit our plan to IPART for the services we'll provide, and the prices customers will pay. This is called our 'pricing proposal'. We submitted our 2025-2030 pricing proposal to IPART in November 2024, and IPART released their final decision on our proposal on 17 June 2025. New prices will come into effect on 1 July 2025.

In developing our pricing proposal, we undertook an extensive five stage engagement program with our customers and community over a two-and-a-half-year period to ensure our proposal reflected their values and preferences.

One of the commitments we made in our 2025-2030 pricing proposal was to establish an ongoing Community Committee. The Committee will help keep us accountable for the delivery of customer outcomes and have a say on our annual performance assessment. This will help ensure transparency and keep customers and the community at the heart of all we do throughout the pricing period.

You can learn more about the role of IPART, our pricing proposal and its development in the appendices of this document.

As a committee member, you will make an invaluable contribution to ensuring our customers, community and stakeholders are confident that their values and preferences are driving our priorities and that we are delivering on our promises.

As a committee member, we invite you to work with us to respond to our challenges through a transparent and supportive process.

Committee members will be provided with information and evidence from a wide range of sources to assist in your discussions.

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 Committee.

We want to assure you that to make a difference, you don't need to be an expert. Your voice is what matters.

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 the Community Committee

Purpose

You've been selected to join a new Community Committee made up of Hunter Water customers and community members.

We want to be open, transparent, and focused on the needs of our customers and the community. That's why we're bringing together a diverse group to help us track how we're doing and share honest feedback.

The committee will include around 50 people and meet at least once a year for the next five years.

You don't need to be an expert. The committee is about learning, reviewing Hunter Water's performance, and giving your input.

Each session will be run by professional facilitators (Insync) to make sure you feel supported. You'll meet the Insync team at your first meeting.

About this Guidebook

This Guidebook has been designed exclusively for you. There are sections about Hunter Water, about the Committee, about Hunter Water's plans, commitments and targets. There is also a section about how prices are calculated.

Before the online induction on Thursday 19 June we request that you read:

- Welcome from Hunter Water (page 4)
- About the Community Committee (pages 5-9)
- *Working together (pages 10-14)* ***Redacted for non-members***
- Customer outcomes (page 15)
- About us (Hunter Water) (pages 17-22)

In the session we will work together to help you to understand sections:

- Understanding prices and charges (pages 23-34)
- What you get for what you pay (pages 35-44)

What is the Community Committee?

The Community Committee is an opportunity for customers to provide feedback on how Hunter Water is performing against the promises we made for 2025-2030 through the most recent price review.

A price review is a formal process that results in a binding decision on the prices that Hunter Water can charge for the services that we provide over a set period. It involves Hunter Water, the independent regulator (IPART), stakeholders, customers and the community and seeks to balance service quality, reliability and costs.

It is important to provide ways for customers and the community to answer the question *"are we getting what we paid for?"*. As part of our 2024 Pricing Proposal, we committed to establishing a Community Committee to help keep us accountable for the delivery of customer outcomes and to have a say on our annual performance assessment. This will help ensure transparency and keep customers and the community at the heart of all we do throughout the pricing period.

About the Community Committee

The Community Committee will:

1. **recommend a performance rating for each outcome on our customer report card**

   In addition to quantitative performance, the Committee may consider qualitative factors such as the degree to which any target was missed, the impact of external factors on performance, actions taken (effort) toward achievement of a target, and the number of targets achieved per outcome.

2. **be engaged on plans, strategies or proposals, as appropriate**

   As an example, the Committee will be offered an opportunity to engage with us in developing our next pricing proposal ahead of the 2030-25 pricing period.

3. **be consulted if mid-period changes are necessary to the report card measures, or targets during the pricing period**

   We envisage this would only be triggered in exceptional circumstances such as where a measure can no longer be reliably measured due to a change in a service provider or discontinuation of a measure adopted from a third party. In such circumstances the Committee may consider an appropriate replacement measure and/or safeguards to ensure transparency. The Committee's feedback will be used to inform discussions with IPART.

The Community Committee is a collaborative process, which means participants will:

- discuss issues, challenges and opportunities,
- 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 provide feedback and advice to Hunter Water.

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

We will be transparent about how we've performed and why. This includes how our performance has been influenced by things out of our control, and what's occurred due to our activities.

Your role as a committee member

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

- have access to a range of information and hear from subject matter experts,
- discuss issues and ideas with your fellow committee members, and
- weigh up the evidence and information presented to you.

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.

About the Community Committee

Expectations of committee 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. Please advise xxxxxxxxxxxxxxxxxxxxxxxxxx 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 right across our region and from all walks of life. That means all committee 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.

How Community Committee members were selected

Using a fair process to randomly select participants is an important part of ensuring that the diverse views of the community are represented on a committee.

Our Community Committee is made up of approximately 50 members. Some are continuing members of the 2024 Pricing Proposal Community Panel that engaged deeply with us in developing recommendations on key challenges in our pricing proposal. Some are new members. This mix of membership will help us to make sure that we have a representative mix of people in our community, a mix of views, and ability to share first-hand experience on why (and how) the Panel made its decisions.

We recruited members for the committee in a similar way to the Pricing Proposal Community Panel. That process is described in detail in our Pricing Proposal and on our website.[1]

The people selected to participate in our Pricing Proposal process were broadly representative of our customer base in terms of age, gender, geography, and residential/non-residential customers. Some natural attrition did occur due to illness (including COVID) and changes to participant availability. Of these previous participants, 15 have chosen to be part of the Community Committee. Thank you!

To recruit new members, Hunter Water issued invitations to more than 100,000 customers, asking people to submit an expression of interest, and Insync independently managed the selection process. Once the expression of interest period closed, Insync randomly selected from the registrants based on age, gender, location, tenure and other demographics to ensure the committee was broadly representative of our community and our different customer types.

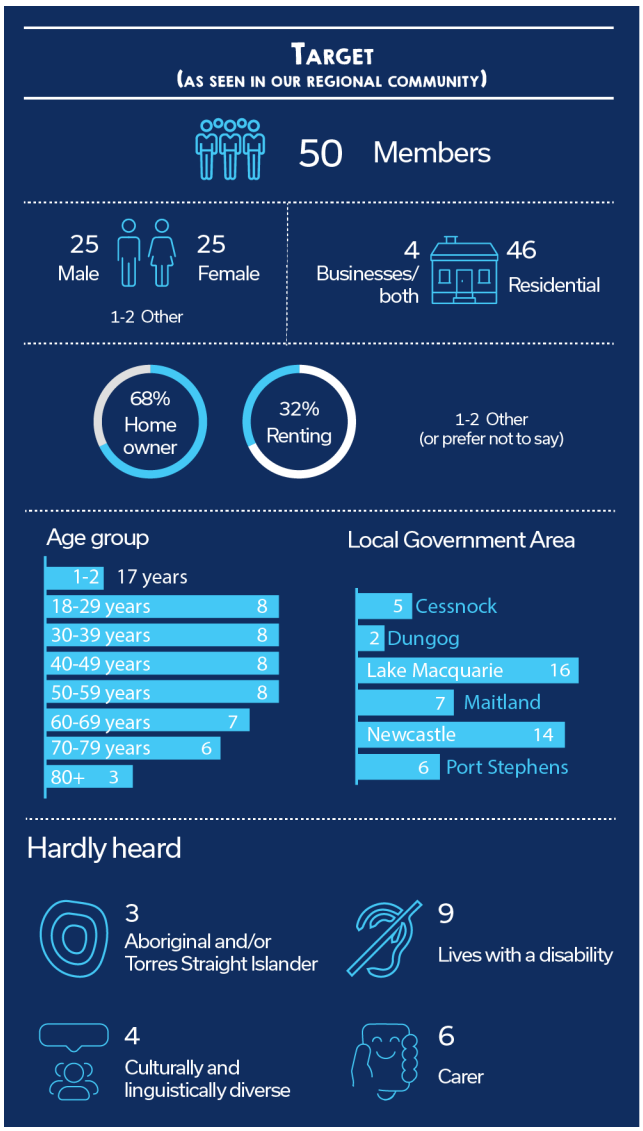
Importantly, Hunter Water was not involved in the selection of committee members.

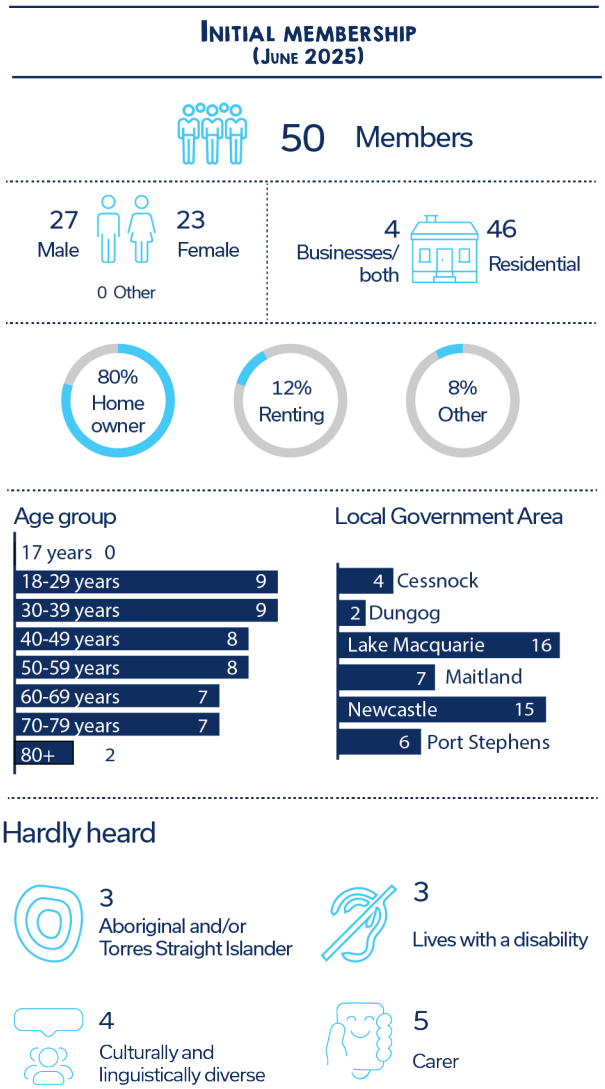
This approach helps build trust in the committee's advice by ensuring a balanced and representative mix of voices. The selection process ensures the involvement of customers with different experiences, from different backgrounds and locations, who will have different approaches to problem solving.

The characteristics of members of the Customer Community, compared with targets based on the community receiving services from Hunter Water, is shown on the next page.

[1] See https://www.hunterwater.com.au/haveyoursay/2025-2030-price-proposal.

About the Community Committee





Customer outcomes

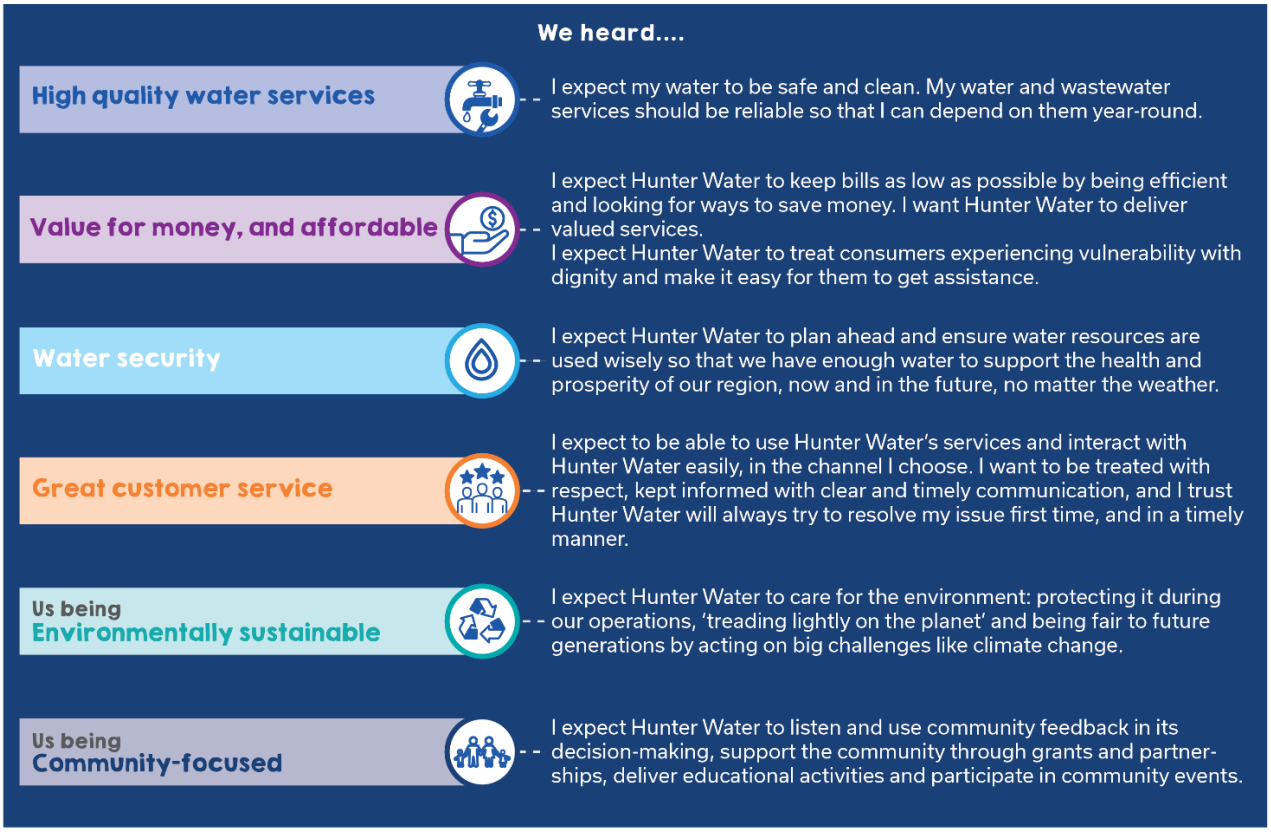
Earlier in this Guidebook, in the section *What is the Community Committee?*, we mentioned your role in assessing how we're performing against the promises we made for 2025-2030 through the most recent price review.

The promises involve delivering six outcomes that will create value for our customers, community and the environment.

Our customer outcomes reflect what our customers want us to deliver over the long term. They are shaped by the insights we have gained from listening to 15,763 customers since 2018. This includes our regular interactions with customers as well as specific, in-depth engagement to inform the pricing proposal we put forward as part of the process to set prices for 2025-2030.

We will improve our performance across three of these outcomes – high quality water services, water security and environmentally sustainable – reflecting our community's desire for us to keep bill increases as low as possible while focusing on improvements in targeted areas.

For each outcome, we have set measurable performance targets. We will publish a customer report card describing progress against each measure and outcome annually.



The outcomes are described in more detail in the Appendix section *Outcomes valued by customers*, along with the measures and targets contained in our response to IPART's price review draft report.

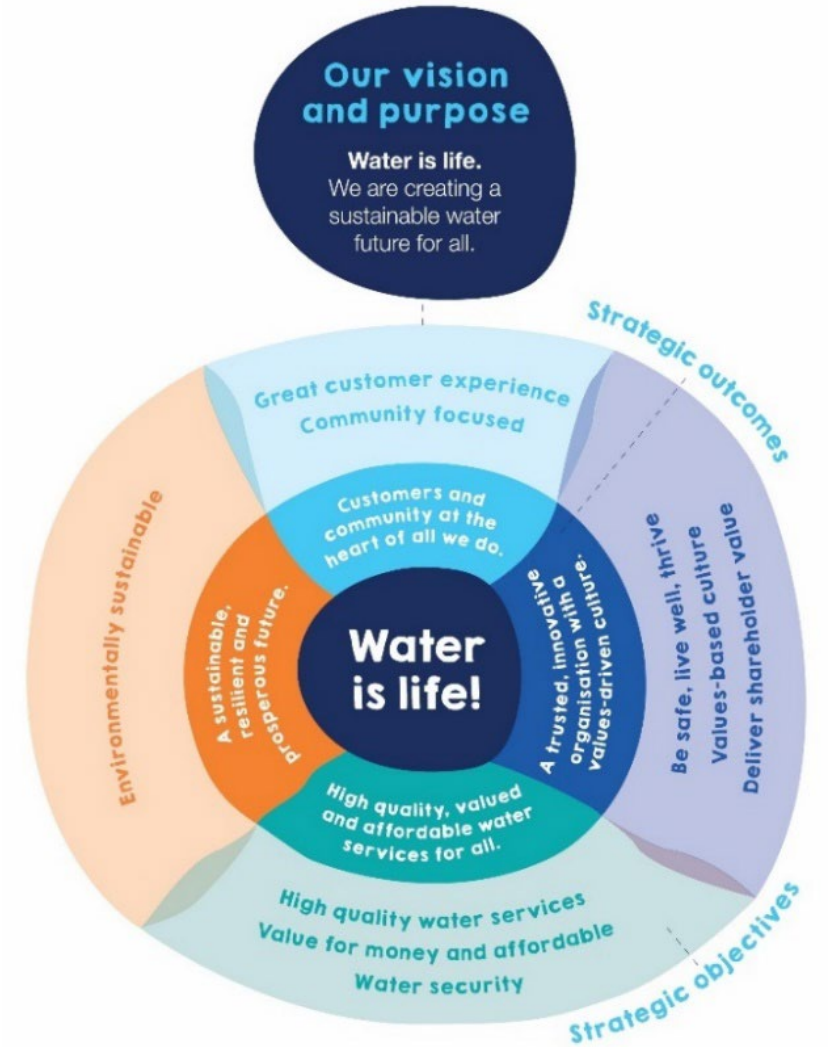
Appendices

Miromaliko Baato: Our Corporate Strategy is long-term and ambitious, with our high-level strategic outcomes we aspire to achieve.[2] In Gathung language, Miromaliko Baato means saving water. This is the closest way we can express our vision 'water is life' using one of the languages of the Traditional Custodians of the land in which we operate.

Our four strategic objectives are shown around the core "Water is life" in the diagram below.

During our price review, we described six customer outcomes that will create long-term value for our customers, community and the environment. Our customer outcomes reflect what our customers want us to deliver over the long term. We have built these six customers outcomes directly into our strategy as 'objectives'. They are described in more detail on page 15 and 35-41of this Guidebook.

Our corporate strategy: Miromaliko Baato



[2] It is available on our website here https://www.hunterwater.com.au/about-us/our-commitment-to-you/strategic-priorities.

What we do and what we deliver

Hunter Water serves the Lower Hunter region. We are the second largest urban water utility in NSW and one of the 15 major urban water utilities in Australia with more than 100,000 customers.

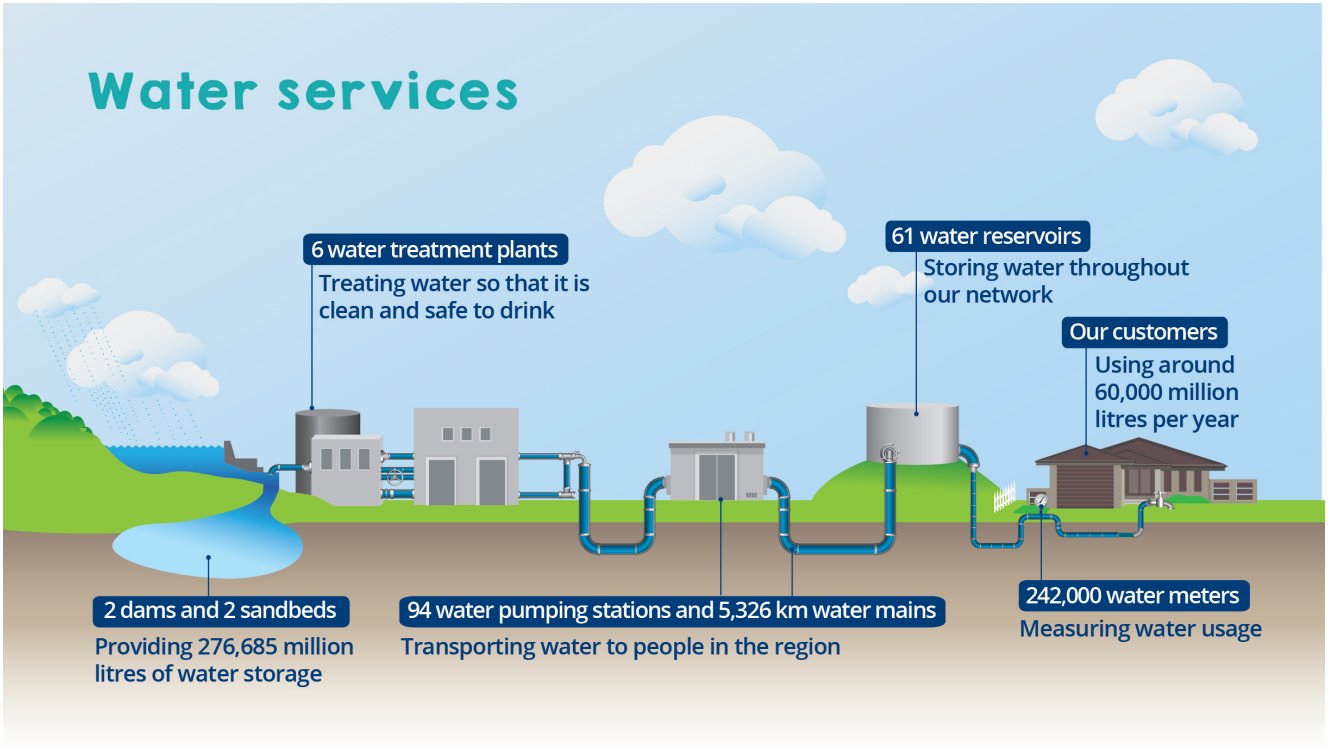
We are a vertically integrated water utility – an operator and retailer from catchment to tap, sink to waterway. Our main responsibility is to supply reliable, high-quality water and wastewater services. We also provide some stormwater, trade wastewater, recycled water and raw water services.

We provide stormwater services to almost 75,000 properties, which is about one third of our water and wastewater customers. Stormwater is rainwater that runs off buildings and land. Stormwater is carried in stormwater channels and discharges directly into creeks, rivers, the harbour and the ocean.

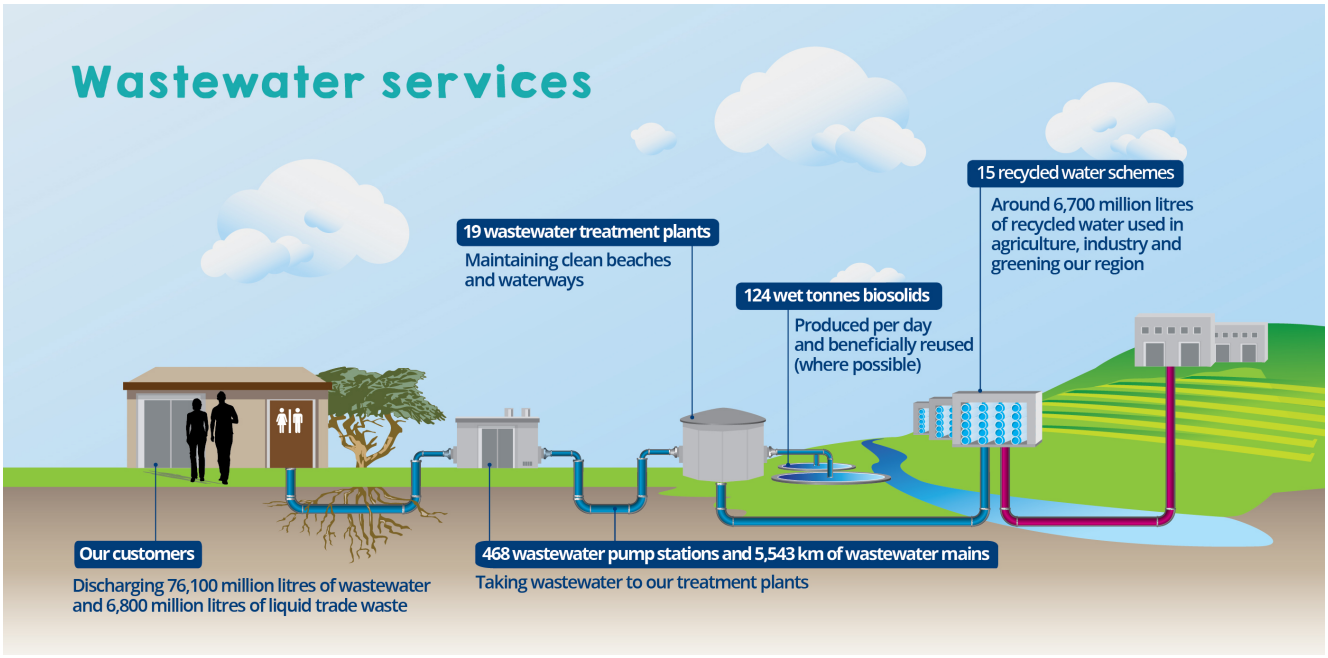
We own and maintain about 90 kilometres of stormwater channels in the Newcastle, Lake Macquarie and Cessnock local government areas. Our role is to maintain the current capacity of the major concrete channels and culverts in specific areas. Local councils have care and control of street level stormwater infrastructure such as street kerb and gutter, stormwater pits, and water quality devices.

Councils manage the quality, quantity and frequency of stormwater runoff from existing or proposed developments (both public and private) including stormwater discharged from roads, buildings, open spaces and any other areas. This is achieved through land use planning, development control and flood mitigation work.

We own and manage a range of water and wastewater assets as shown in the graphics. Our pricing is partly based on the value of these assets, which is about $4 billion.



Note: Statistics updated 24 June 2025



Note: Statistics updated 24 June 2025

A provider of essential services

We are owned by the NSW Government and are governed by the Hunter Water Act 1991 and the State-Owned Corporations Act 1989. We began providing services in the 1880s, and just before becoming a corporation we were known as the Hunter District Water Board.

We operate within a comprehensive regulatory framework that includes regulation under various state and federal legislation and guidelines, which are administered by various government agencies. Regulations and regulators are in place to protect public health and safety, consumers, and the environment and encourage competition. Some examples include the NSW Environment Protection Authority, NSW Health and the Independent Pricing and Regulatory Tribunal (IPART).

Our Operating Licence is set by the NSW Government and is administered by IPART. It enables and requires us to provide services and contains the terms and conditions regulating how we undertake our functions, including quality and performance standards. Our Operating Licence contains a Customer Contract. It outlines the rights and obligations of users of Hunter Water services and sets out minimum standards of customer service. Owners of land connected to water or wastewater services are deemed to have entered into the contract, except where specifically overridden by a separate agreement.

We are held accountable for complying with our Operating Licence through annual reporting and annual audits by IPART. We are open and transparent about or performance, our performance reports are available to the public on our website.

Our region

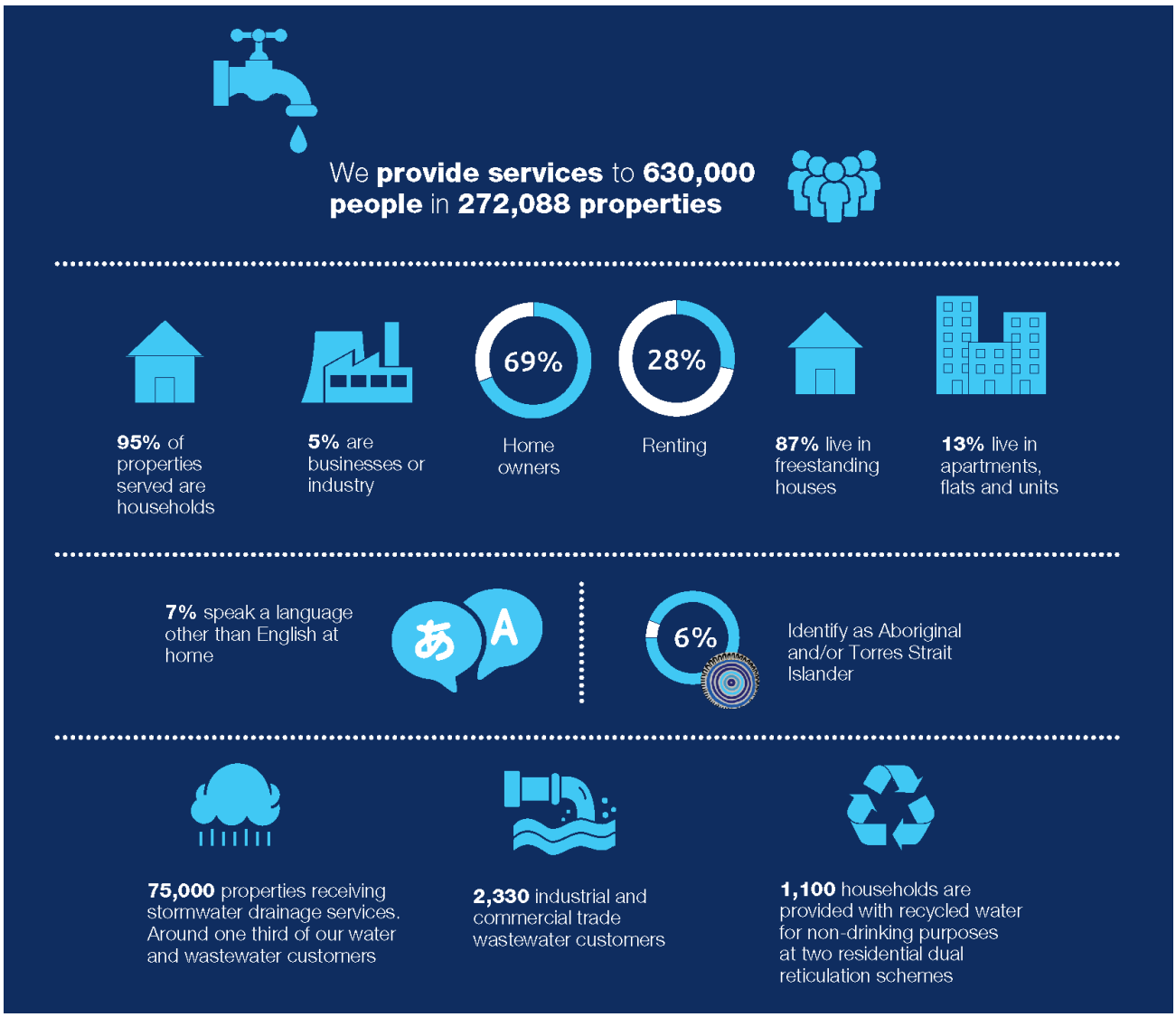
We provide our services to customers across Cessnock, Dungog, Lake Macquarie, Maitland, Newcastle, Port Stephens, and a small part of Singleton local government areas.

Our customers, consumers and community

There are 644,860 people in our area. We provide services to about 630,000 of those people, across 260,000 homes and businesses. Approximately 96% of properties receive both water and wastewater services from us. Approximately 4% receive only water services from us. These properties tend to have onsite wastewater management systems like septic tanks.

If we look at the number of connected properties, about 95% are households (253,270) and 5% (15,170) are businesses or industry. However, business and industry use about 26% of the total water we supply.

Hunter Water helps around 1,000 to 1,500 customers each year who are experiencing temporary or permanent financial vulnerability and need assistance with their bills.



Our relationship with Aboriginal and Torres Strait Islander peoples

Our business operates within the traditional Country of the Awabakal, Birpai, Darkinjung, Wonaruah, Worimi and Geawegal peoples. We recognise and deeply value their cultural heritage and beliefs.

We are committed to taking tangible steps towards reconciliation, building respect and connection with Aboriginal and Torres Strait Islander communities and applying the wisdom of Aboriginal thinking to help solve complex problems.

We have named our Corporate Strategy "Miromaliko Baato", which means "savings water" in Gathung language, one of the languages spoken by the Traditional Custodians of the land upon which we operate.

The concept that water is life is paramount to Aboriginal and Torres Strait Islander peoples as it links to the value of water, and the history and teaching through generations around respect for the land and our water. It governs their lore and their life, and it is about protecting the water and the earth, keeping waterways clean, and that everything is connected. We value the same system and way of thinking that Aboriginal and Torres Strait Islander peoples do, and have always done, to ensure a sustainable water future for all of us.

We seek to learn from the enduring wisdom and holistic thinking of Aboriginal and Torres Strait Islander people, reaching into the past to protect the future.

Our Reconciliation Action Plan (RAP) is our promise to move to a place of equity, justice, and partnership together. This RAP reflects our commitment to create improved economic, health and social outcomes for Aboriginal and Torres Strait Islander peoples. In it we commit to a range of actions across four key areas: relationships, respect, opportunities and governance. Through partnership, we will create meaningful change by providing employment, procurement, and community engagement opportunities for Aboriginal and Torres Strait Islander peoples.

You can read more about our reconciliation actions and relationship with First Nations peoples at https://www.hunterwater.com.au/about-us/our-commitment-to-you/reconciliation

How prices are set every five years

The role of IPART

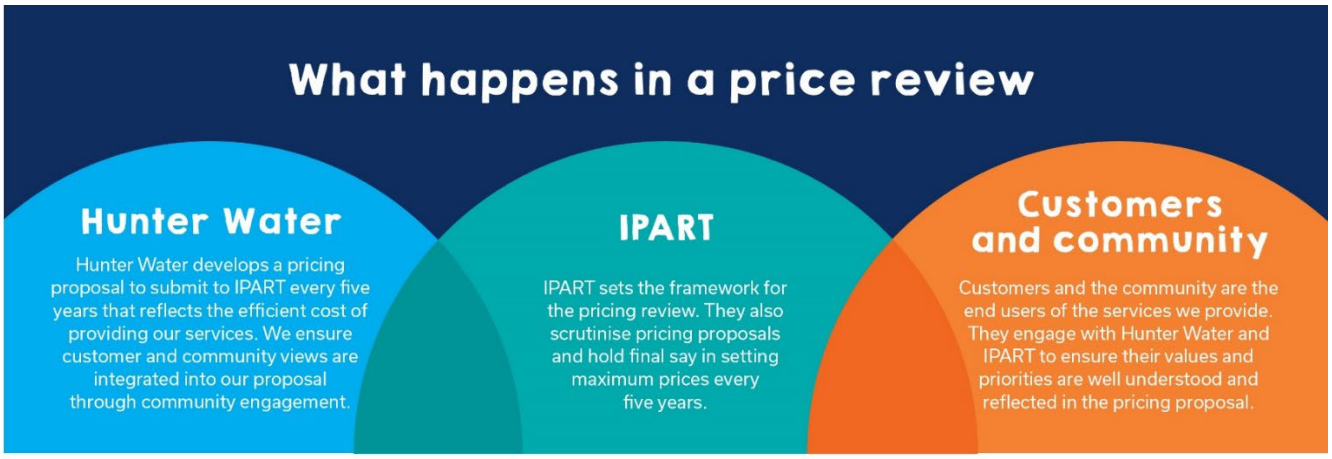
In New South Wales, water utilities that provide services to urban centres in Greater Sydney, the Central Coast, the Lower Hunter and Broken Hill complete a pricing proposal, which sets out the services and service levels we propose to deliver to customers, and the proposed prices customers will pay for these.

A pricing proposal sets out what our customers need to pay, what they get for what they pay, and commitments to keep us accountable for these promises.

IPART's price review process is called a 'propose-respond' approach.

We submitted our pricing proposal in late 2024 detailing the expenditure we need to provide specific service levels and prices to recover that expenditure from 1 July 2025 to 30 June 2030. Our proposed expenditure is efficient and not wasteful or excessive. We provided multiple opportunities for customers, consumers, the community and other stakeholders to have their say and reflected what we've heard in our proposal.

IPART has held a Public Hearing and published an Issues Paper, Draft Report and a Final Determination, on 17 June 2025, containing the prices that we must charge.



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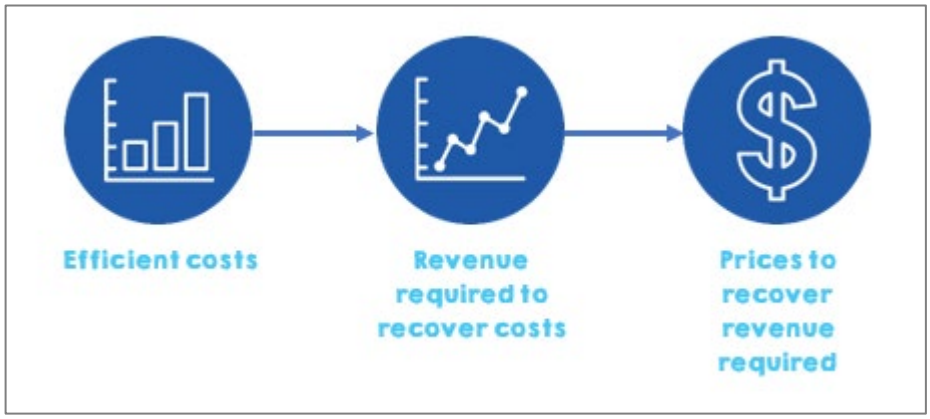
How prices are calculated



Efficient costs

When we say efficient costs, we mean that what we spend:

- isn't wasteful or "gold plated"
- enables us to comply with all laws and regulations, including rules that set the minimum quality and reliability of the services we provide
- delivers the outcomes our customers and community expect
- only pays for "extras" that our customers and community value and benefit from more than they cost.

Hunter Water - and IPART - takes care to make sure costs are efficient because water and wastewater services are essential services, delivered to customers who mostly have no choice in who they buy their services from.

Revenue required to recover costs

IPART uses an approach called a building block model to turn the costs into a revenue requirement. You could think of this as being a bit like building a tower out of different height Lego blocks. To keep things as simple as possible we'll ignore a couple of small blocks and focus on the two ways we can spend money: operating expenditure ('operating') and capital expenditure ('capital').

The next few paragraphs describe the difference between operating and capital expenditure, and how they are treated in the building block model, using some examples from everyday life.

Operating expenditure, or operating costs, include administration, maintenance and other costs necessary to operate our services. It covers things like electricity for pumping water or wastewater, fuel for the cars of maintenance workers to drive to repairs, chemicals like chlorine that keep the water safe to drink, and the salaries and wages for employees. If you own a property, this would be like the money you spend making minor repairs, on electricity, or on council rates or strata fees. Most people would call these running costs.

In the building block model operating costs are passed on to customers. That is, if we spend $100 of operating expenditure in 2025 then the revenue requirement associated with this is also $100 in 2025.

Capital expenditure, or capital costs, involve buying or building infrastructure. It covers things like replacing pipes that keep bursting, expanding treatment plants so that they can handle wastewater from more customers or putting in new technology to improve water quality. If you own a property, this would be like adding another bedroom or replacing an old kitchen. These improvements increase the value of your home.

If we spend $100 of capital expenditure in 2025 then we don't get the money back from customers straight away. We get it over time through:

1. Return ***on*** assets (like interest rates) – an investment earns a return, for example the rent on a house or the interest on a term deposit. Our assets are also expected to earn a return that is similar to what the same amount of money would have earned in the bank. This 'interest rate' has a more complicated name (weighted average cost of capital, or WACC) and is set by IPART based on what is fair for a utility. For example, if the WACC is 4% then Hunter Water gets $4 back from spending $100 of capital (4% x $100). Hunter Water gets this return every year from customers, so decisions today affect customer bills tomorrow, and for many years.

2. Return ***of*** assets (depreciation) – when people or businesses use equipment they consume (use up) part of the equipment each time. For example, Google tells us that the standard lifespan of running shoes is about 500km. If you run 5km each time you exercise, you use 1/100th of the shoe each time you run. Notice your sole getting thinner as the rubber wears away? After 100 runs you'll probably need to replace your shoe. The same thing happens to our infrastructure. A pipe might be expected to last 100 years, so each year we use 1/100th of the value of the pipe. If Hunter Water spends $100 on a water pipe that is expected to last for 100 years, then it gets $1 every year from customers for depreciation. IPART does checks to make sure Hunter Water is reasonable when it estimates asset lives used for depreciation. Asset lives means how long each piece of infrastructure is expected to last in years.

3. So, as a rough estimate, when Hunter Water spends $100 on a pipe that will last 100 years, each year customers are charged $4 as a return, plus $1 for depreciation. Your water bill is actually made up of small amounts of money that result from decisions that could have been made decades ago. This method also means that water bills go up and down with interest rates (with a lag of some years)

These examples are simplified, and the numbers are only examples, but it is important to note that:

- $100 of operating expenditure in a year results in $100 of revenue requirement.
- $100 of capital expenditure in a year on infrastructure with a 100-year life and 4% interest rate results in $5 of revenue requirement ($4 return on assets plus $1 of depreciation).

The total revenue requirement in this example is $105 even though Hunter Water spent $200 in that year.

Sometimes we are asked *"why have you been so poor at planning that you don't have the money saved up to buy these new pipes?"* The answer is that there is a general principle that the people who use something should be the ones that pay for it. Therefore, if we buy a pipe for $100 that will last 100 years, then customers should pay for it over the next hundred years. Our customers from ten years ago didn't use the pipe and shouldn't have had to pay for it.

Imagine if we "saved up" for our infrastructure. That would mean charging you, our customers, for services that you haven't yet received. It would imply that "the money is better off in our bank account than yours". No system is perfect, but the system we have described is the one that is used in every government and utility in Australia.

Key concept: The types of costs (operating and capital) have different impacts on customer bills

Operating costs Fast money	Capital costs Slow money
	
Impacts customer bills quickly	Impacts customer bills slowly but affect bills for a long time Affected by the WACC, which is like the interest rate on a home loan (mortgage)

Prices to recover required revenue

The simplest way to think about this step is that the revenue we need is converted into prices by estimating how many customers we will have and how much water they will use. That is, the price is set by dividing the revenue required by the number of sales.

Let us use hammers as an example. If you need $105 to run your hammer shop, and you think you can sell 50 hammers, you might set prices at $2.10 per hammer. You might also think about pricing the hammers based on size so that big hammers have a higher price than little hammers. Water and wastewater are a bit more complicated than hammers, so there are lots of factors to think about when setting prices. We must estimate the number of properties that will receive our services and how much water those properties will use. We have to think about:

- water and wastewater services being essential services
- what is fair for different types of customers
- whether our costs are fixed or variable and if they are variable, what makes them bigger or smaller and
- customer preferences.

It is challenging to balance all these considerations.

The charges for each service

The charges on your Hunter Water bill depend on what services you have connected at your property, the type of property, and whether you own or are renting. We bill households and most businesses three times each year (four-monthly). **The prices shown below are based on IPART's final decisions, as published on 17 June 2025.** Inflation is already included in the numbers for 2025-26.

We are experiencing similar rising costs to our customers. This means our prices will need to rise substantially, even for us to deliver the same quality of service that we currently do. We are also investing in a new permanent desalination plant at Belmont (to reduce our reliance on rainfall and help secure our region's water supply for generations to come as climate changes) and improving several aspects of our services. We have done everything we can to limit price increases at a time of high cost of living.

Water charges

Water bills for households and businesses are made up of both fixed and variable charges.

	$2024-25	$2025-26				
	Current 2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
Water usage (non-drought) - $ per kL	2.89	3.27	3.57	3.89	4.20	4.51
Water usage (during drought) - $ per kL	3.39	3.82	4.12	4.44	4.75	5.06
Water service (houses and apartments) – $ per year	29.51	32.85	37.47	42.08	46.69	51.30

Note: Water service charge shown for 2024-25 includes the environmental projects charge. That charge is being discontinued from 2025-26.

Note: The change between 2024-25 and 2025-26 includes inflation. Prices between 2026-27 and 2029-30 will be subject to yearly inflation.

Wastewater prices

The total wastewater charge for a household is all fixed, but the fixed amount is based on an assumed amount of water discharged into the wastewater system. There is no feasible way for us to measure the volume of wastewater that each household produces.

Wastewater (sewer) bills for businesses are made up of both fixed and variable charges.

	$2024-25	$2025-26				
	Current 2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
Houses - $ per year	789.18	816.19	819.33	822.47	826.88	830.03
Apartments - $ per year	730.00	778.46	782.58	786.70	791.60	795.73

Note: The change between 2024-25 and 2025-26 includes inflation. Prices between 2026-27 and 2029-30 will be subject to yearly inflation.

Stormwater charges

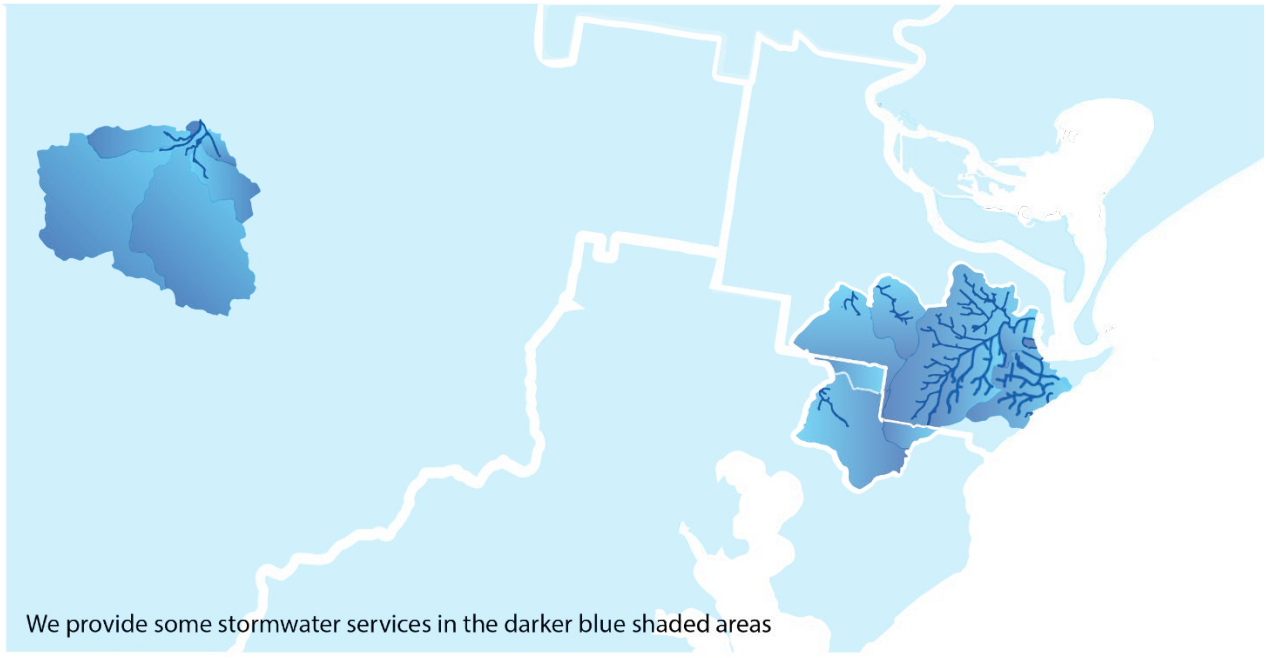
Some customers pay for stormwater services through their local Council rates. Others pay both Hunter Water and their local Council because there are shared responsibilities (parts of Newcastle, Lake Macquarie and Cessnock). That's around one third of our customers.

Stormwater bills are made of fixed charges only.

	$2024-25					$2025-26
	Current 2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
Houses - $ per year	97.04	112.26	125.15	138.04	150.92	163.81
Apartments (multi-premise) and low impact * - $ per year	35.91	41.54	46.31	51.08	55.85	60.62

Note: The low impact stormwater charge is for customers who go above and beyond to manage the stormwater on their property to ensure any runoff has a low impact on our stormwater infrastructure. Apply online: https://www.hunterwater.com.au/home-and-business/managing-your-account/low-impact-stormwater-charge

Note: The change between 2024-25 and 2025-26 includes inflation. Prices between 2026-27 and 2029-30 will be subject to yearly inflation.



Example household bills

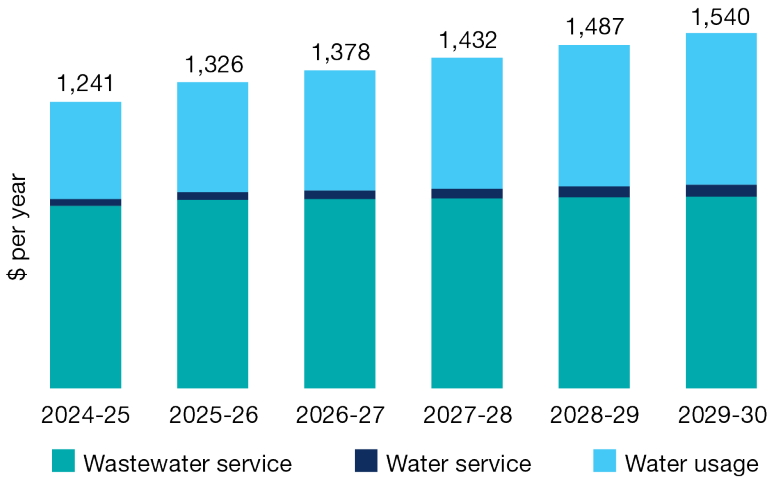
Customers' bills depend on factors such as concession status, whether they are a residential or business customer, owning (or buying) their home or renting, and also how much water they use. Below is an indicative sample of customer bills to show the impacts of our proposed price changes.

The prices and bills shown are based on IPART's final decisions, as published on 17 June 2025. Inflation is already included in the numbers for 2025-26.

Typical Household

Household of three or four people who own their own home, live in a house and have mid-range water use (146kL per year).

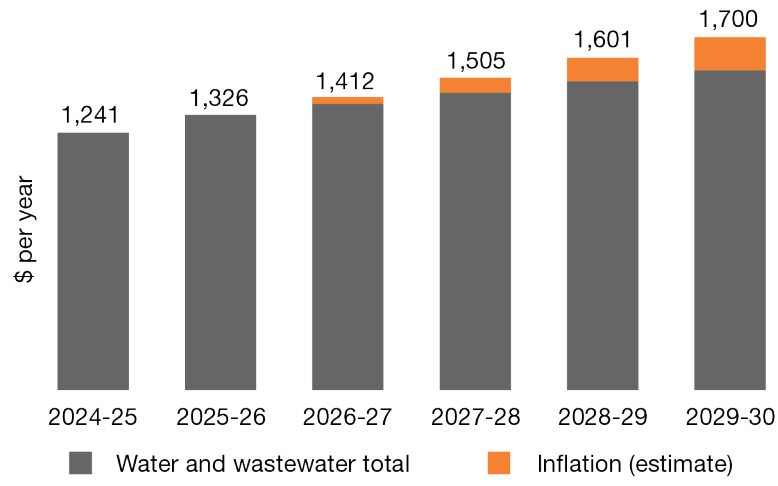
Water and wastewater



6.9% from 1 July 2025

then 3.8% per year plus inflation

Water and wastewater (with inflation estimate)



6.9% from 1 July 2025

then 6.4% per year

Here's what your bill may look like out to 2030, after inflation if that inflation is 2.5% per year.

(Note: inflation is already included in the numbers for 2025-26)

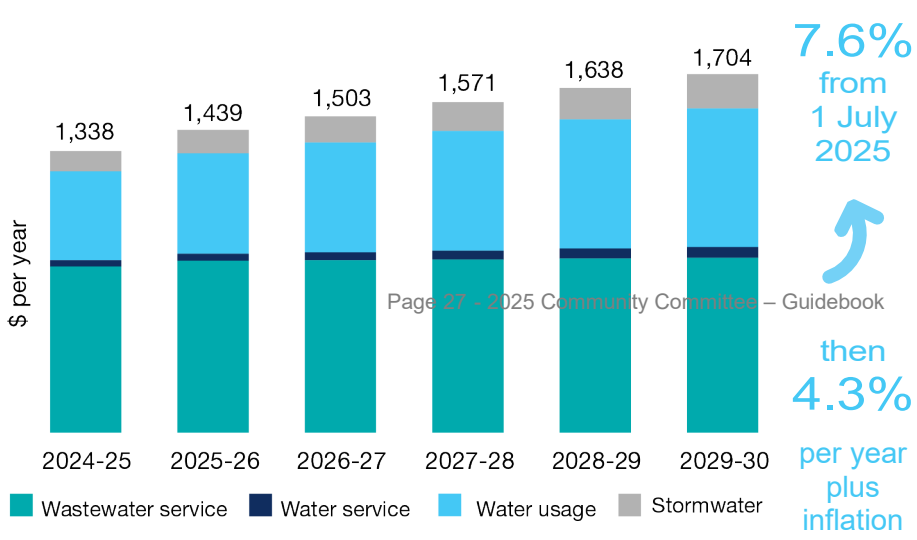
Understanding prices and charges

UPDATED FOR IPART's FINAL DECISIONS (17 June 2025)

Typical Household

Household of three or four people who own their own home, live in a house and have mid-range water use (146kL per year).

Water, wastewater and stormwater



7.6% from 1 July 2025

then 4.3% per year plus inflation

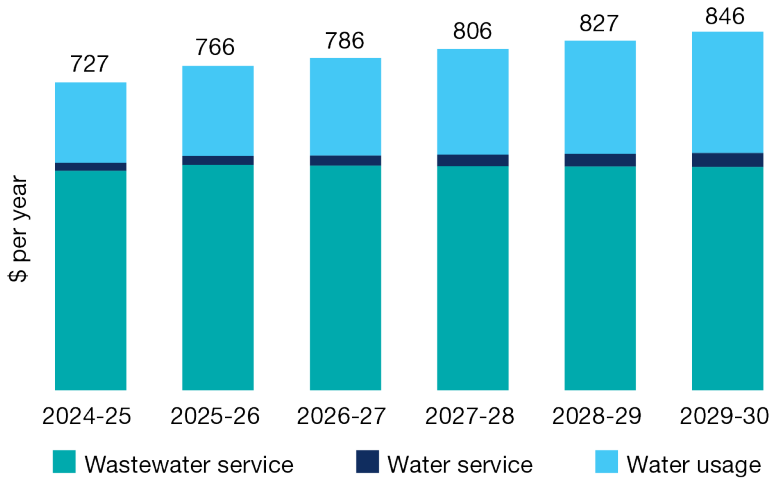
Here's what your bill may look like out to 2030, before inflation if you receive stormwater from us.

Different circumstance mean that your bills might not be typical. Here's the impact on three other household types. With the shift to more variable pricing, bills for low users will increase more slowly, while bills for higher users will rise more quickly. These charts do not account for any potential reduction in water usage that could result from the shift to more variable billing.

Pensioner Household

Household of one or two people who own their home, live in a house, have relatively low water use (100kL per year), and receive a concession in the form of a pensioner rebate.

Water and wastewater



5.4% from 1 July 2025

then 2.5% per year plus inflation

Note: In this graph the pensioner rebate is applied proportionally across water and wastewater charges.

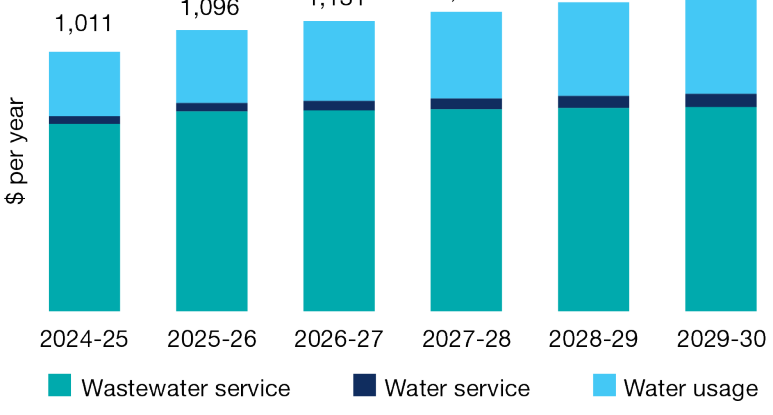
Understanding prices and charges

UPDATED FOR IPART's FINAL DECISIONS (17 June 2025)

Small Household

Household of one or two people who own their home, live in an apartment and have relatively low water use (87kL per year).

Water and wastewater



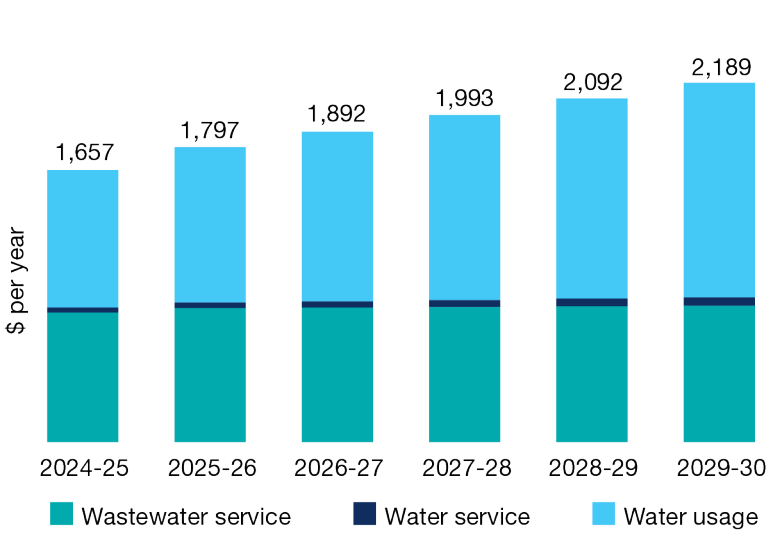
8.4% from 1 July 2025

then 3.1% per year plus inflation

Large Household

Household of five or more who live in a house with a big garden and/or pool, who own their home and have high water use (290kL per year).

Water and wastewater



8.5% from 1 July 2025

then 5.1% per year plus inflation

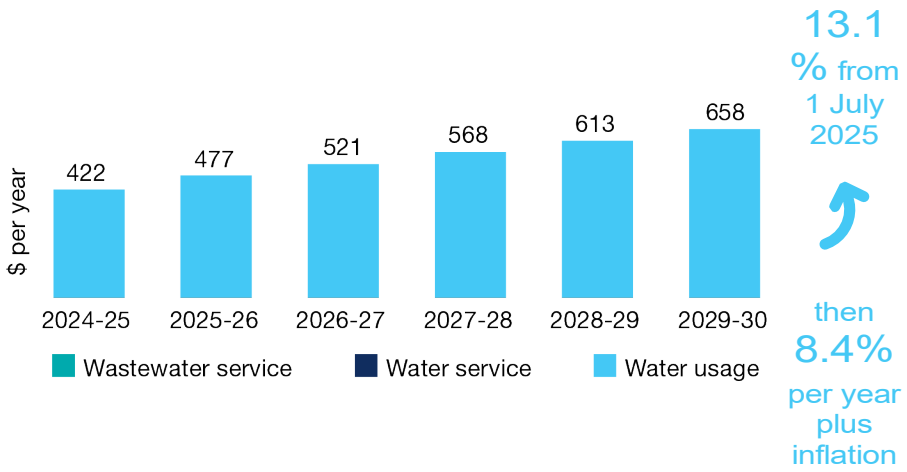
Example household bills for renters

A landlord that leases a separately metered property can pass on the usage component of the property's bill to the tenant. The landlord pays the service charges. If the property is served by a common meter, the landlord would pay for a usage component based on the property's unit entitlement (this is a percentage apportionment of total water usage of the building).

Typical Household

Household of three or four people who live in a house with a separate water meter and have mid-range water use (146kL per year).

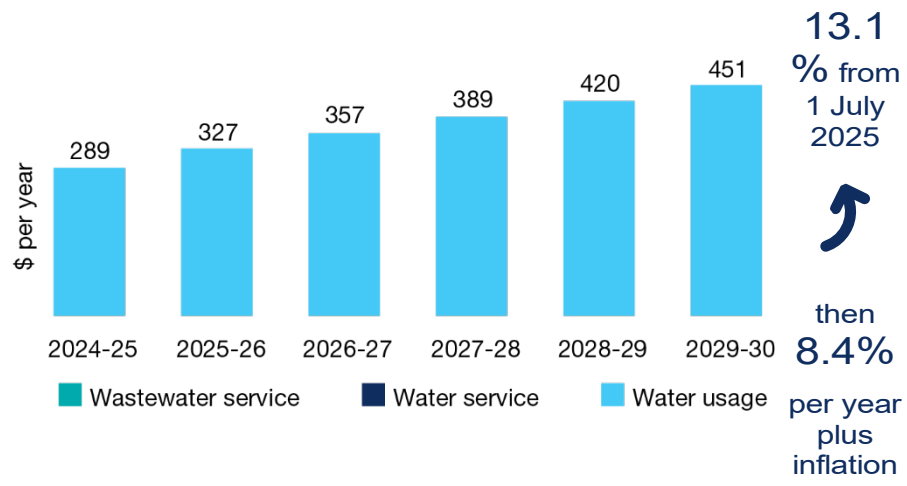
Water and wastewater



Pensioner Household - renter

Household of one or two people who live in a house with a separate water meter, have relatively low water use (100kL per year), and does not receive a concession in the form of a pensioner rebate.

Water and wastewater



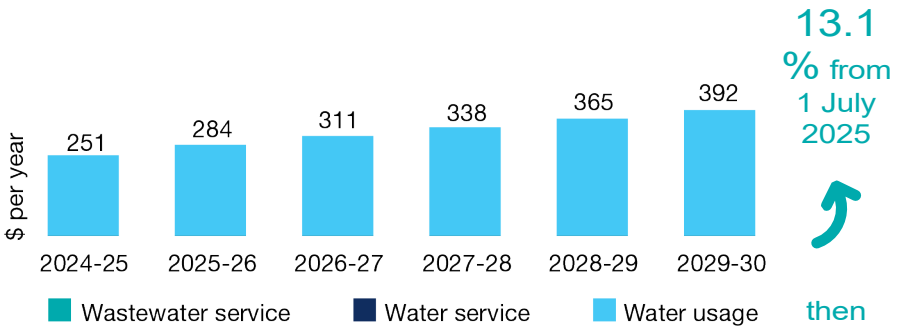
Understanding prices and charges

UPDATED FOR IPART's FINAL DECISIONS (17 June 2025)

Small Household - renter

Household of one or two people who live in an apartment with a separate water meter and have relatively low water use (87kL per year).

Water and wastewater



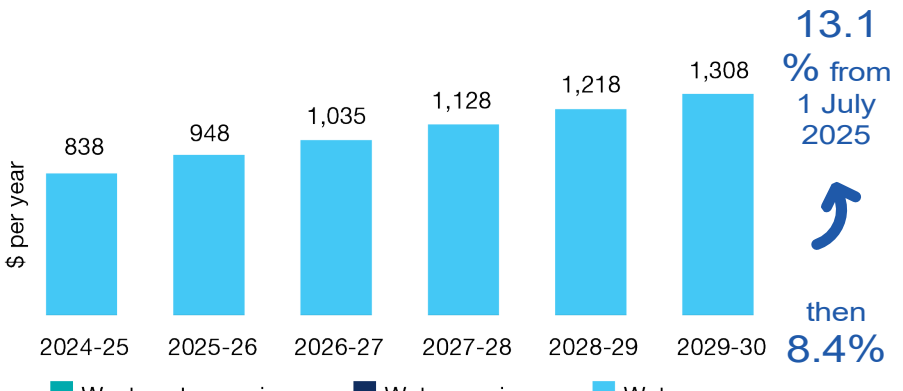
13.1 % from 1 July 2025

then 8.4% per year plus inflation

Large Household - renter

Household of five or more who live in a house with a separate water meter, with a big garden and/or pool and have high water use (290kL per year).

Water and wastewater



13.1 % from 1 July 2025

then 8.4% per year plus inflation

Example bills for different types of businesses

Commercial, industrial and other business customers' bills depend on factors such as how many water meters they have, the size of those water meters, how much water they use and whether they discharge wastewater with more concentrated pollutants than households. The estimated impacts of IPART's prices on the bills of various types of non-residential customers is shown in the table below.

The prices and bills shown are based on IPART's final decisions, as published on 17 June 2025. Inflation is already included in the numbers for 2025-26.

Customer type	Water usage	$2024-25	$2025-26				
	(kilolitres per year)	2024-25 Current	2025-26	2026-27	2027-28	2028-29	2029-30
Service Station	70	$1,304	$1,400	$1,444	$1,489	$1,534	$1,578
Small Shop	150	$1,351	$1,437	$1,490	$1,547	$1,603	$1,658
Small/Medium Shop	165	$1,962	$2,085	$2,161	$2,242	$2,321	$2,400
Large Licenced Club	8,450	$49,675	$54,172	$56,806	$59,609	$62,394	$65,112
Medium Licenced Hotel	1,200	$6,808	$7,412	$7,822	$8,256	$8,688	$9,110
Regional Shopping Centre - with high strength trade waste	73,100	$293,576	$321,551	$343,629	$367,168	$390,414	$413,222
Large Office - Newcastle	3,600	$17,815	$19,381	$20,466	$21,623	$22,774	$23,895
Regional Office - Maitland	230	$3,732	$3,921	$4,026	$4,135	$4,243	$4,350
Small Industrial Firm	50	$1,694	$1,798	$1,843	$1,888	$1,933	$1,978
Medium Industrial Firm	73,300	$264,634	$293,519	$314,881	$337,710	$360,245	$382,340
Large Industrial Firm - no sewer	190,000	$550,878	$623,279	$680,558	$741,635	$800,813	$859,991
Large Industrial Firm - with sewer	243,300	$818,617	$912,581	$983,890	$1,060,065	$1,134,902	$1,208,644
Plant Nursery	5,500	$16,948	$19,088	$20,749	$22,519	$24,240	$25,956
Fast Food Outlet	1,450	$8,407	$9,312	$9,739	$10,196	$10,650	$11,092
Shopping Centre - with high-strength trade waste	7,800	$44,912	$45,004	$47,303	$49,757	$52,200	$54,576
Large Industrial Firm - with high strength trade waste	42,000	$152,728	$172,772	$185,131	$198,331	$211,278	$224,058

Note: The change between 2024-25 and 2025-26 includes inflation. Prices between 2026-27 and 2029-30 will be subject to yearly inflation.

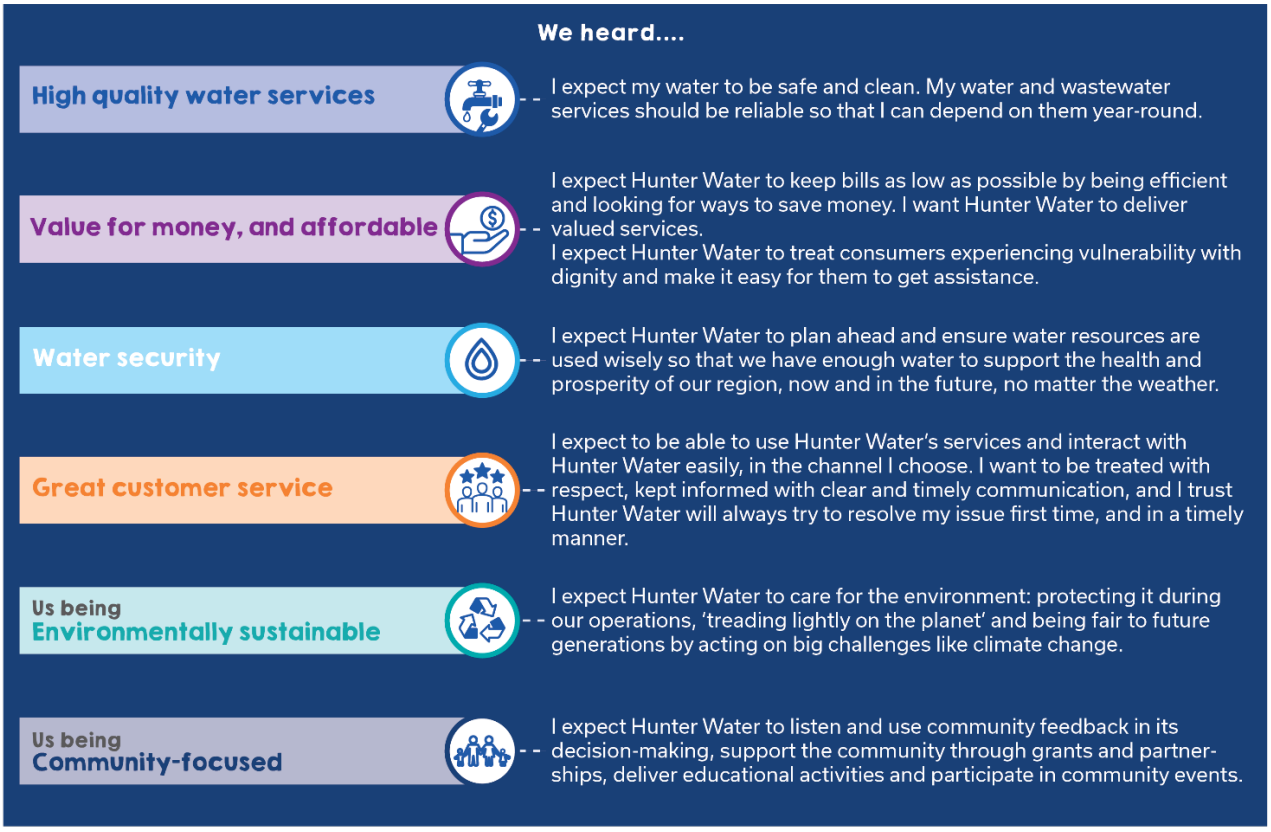
Outcomes valued by customers

We are committed to delivering six outcomes that will create long-term value for our customers, community and the environment.

Our customer outcomes reflect what our customers want us to deliver over the long term. They are shaped by the insights we have gained from listening to 15,763 customers since 2018. This includes our regular interactions with customers as well as specific, in-depth engagement to inform the pricing proposal we put forward as part of the process to set prices for 2025-2030.

We will improve our performance across three of these outcomes – high quality water services, water security and environmentally sustainable – reflecting our community's desire for us to keep bill increases as low as possible while focusing on improvements in targeted areas.

For each outcome, we have set measurable performance targets.



On the following pages we outline:

- What the outcome means
- Examples of ongoing and new actions we intend to take to achieve the outcomes
- Challenging yet achievable performance targets
- Our total proposed spend per outcome (including capital and operating expenditure) is based on our 2024 Pricing Proposal. IPART's decision is that our proposed expenditure is efficient. That is, IPART based prices for Hunter Water on those costs. Over the five-year period, IPART expects us to be flexible and adapt our plans to address circumstances as they arise including opportunities to be innovative. This means that our actual expenditure for each outcome may not exactly match the amounts shown here. However, we will continue to focus on achieving the expectations described under 'what we heard' for each outcome, and the associated measures on success.

High Quality Water Services

We Heard

- I expect my water to be safe and clean. My water and wastewater services should be reliable so that I can depend on them year-round.

$896 million spend

Clean, safe water

Examples of what we plan to do

- Maintain a robust multiple-barrier approach to managing water quality risks
- Operate six water treatment plants (WTP)
- Immediately investigate any sampling, alarms or complaints that indicate a possible risk to water quality, rectifying and reporting to NSW Health where required
- Upgrade our largest WTP at Grahamstown, and continue to renew assets at our WTPs as their condition deteriorates over time as they get older
- Plan management strategies and monitor for emerging contaminants.
- Protect raw water quality by helping to improve the management of our water catchments in built areas
- Maintain effective disinfection and integrity in our distribution system to ensure water quality
- Maintain backflow prevention to stop substances entering (or re-entering) the water network at the point of water supply

Our measures of success:

≥99.75% compliance with Australian Drinking Water Guidelines (ADWG)

Reliable water services

Examples of what we plan to do

- Undertake ongoing preventative maintenance for mechanical and electrical assets across the water supply network
- Repair or renew water pipes and reservoirs where they no longer provide a reliable service to customers
- Reduce the risk of critical water pipes failing and causing widespread water outages for customers
- Maintain hydrants, valves and pump stations that could impact water availability for customers
- Increase the capacity of our water network as growth occurs to continue to meet our Operating Licence requirements relating to water pressure and water continuity
- Improve water flows available for urban firefighting in areas where our pipes are older or no longer meet modern pressure standards
- Address localised and severe persistent low-pressure issues that disproportionately impact a small group of customers

Our measures of success:

>88% of service delivery issues raised by customers addressed within target timeframes

See also “reliable wastewater services”

Reliable wastewater services

Examples of what we plan to do

- Undertake a proactive wastewater pipe cleaning program to reduce the chance of repeat blockages that could cause overflows onto customers' properties
- Repair or renew wastewater pipes where they no longer provide a reliable service to customers
- Fix overflows as quickly as possible and clean up customers’ properties when affected
- Operate 19 wastewater treatment works (WWTW) – one large, 12 moderate-sized and six small
- Address persistent wastewater odours affecting a small group of customers
- Address persistent wastewater overflows onto customers’ properties odours affecting a small group of customers in wet weather
- Continue to renew assets at our WWTWs as their condition deteriorates over time
- Increase capacity to service growth

Our measures of success:

>1,000 customers removed from our repeat service issue register (low pressure, odour or wastewater overflow issues)

See also “reliable wastewater services”

$ Value for Money, and Affordable

We Heard

- I expect Hunter Water to treat consumers experiencing vulnerability with dignity and make it easy for them to get assistance.
- I expect Hunter Water to keep bills as low as possible by being efficient and looking for ways to save money.
- I want Hunter Water to deliver valued services.

$41 million spend

$78 million savings

Bills as low as possible

Examples of what we plan to do

- Prioritise our expenditure to focus on: protecting people (e.g. public health, worker and community safety, and our customers' data), regulatory compliance and the outcomes that are most important to our customers, community and stakeholders
- Defer investments and take on more risk as a business, rather than asking customers to pay now to prevent performance issues that may occur in the future
- Continue robust internal investment processes to make sure we deliver value for money
- Publish and deliver our cost efficiency strategy setting out how we plan to make your money go further. This includes:
  - $8.4m of savings from things we've already put in place or committed to do, such as:
    - Energy efficiencies
    - Best practice maintenance job assessment
    - Using technology to automate processes and identify problems
    - Implementing a new billing system including eBilling
    - Improving our developer self-service portal to automate processes
    - Competitive procurement resulting in favourable pricing for banking and financial services, telecommunications, postage, energy and concrete products
  - Almost $78m in additional savings (cost reductions, avoided costs and productivity improvements)

Our measures of success:

Maintain the percentage favourable (agree or strongly agree) responses to Quarterly Community Survey question: "How strongly do you agree or disagree that Hunter Water delivers value for money?''

Support for vulnerable customers

Examples of what we plan to do

- Continue to provide a range of support programs for customers experiencing financial hardship, such as:
  - Easy Pay (bill smoothing instalments)
  - Payment extensions
  - Payment Assistance Scheme (PAS) credit
  - Easy English documents
  - Application for assistance with limited eligibility requirements
  - Home visits
  - Attending targeted events across the region to promote accessibility and inclusion for support options
- Make it easy for our customers to access short term payment support across digital and non-digital channels
- More frequent home visits to help our customers potentially experiencing vulnerability get help with their bill
- Almost double the number of water audits to help find leaks and provide advice on ways to save water, providing support to customers earlier and reducing the potential for bill shock
- Additional outreach and other awareness raising activities, to ensure vulnerable customers are aware of our support offerings

Our measures of success:

Maintain the percentage of customers who, having accessed our support programs, believe we help customers experiencing difficulty paying for their water and wastewater services

Water Security

We Heard

- I expect Hunter Water to plan ahead and ensure water resources are used wisely so we have enough water to support the health and prosperity of our region, now and in the future, no matter the weather.

$537 million spend

Water resources used wisely	Water in drought and for the future
Examples of what we plan to do	Examples of what we plan to do
• Help customers to save water and reduce leaks on their property. Together we could save around four billion litres of precious drinking-quality water over the five years • Reduce leakage in our water system, which we estimate could save around two billion litres of precious drinking-quality water over the five years and place us amongst the best in the water industry at this type of water conservation • Continue to supply around five billion litres of recycled wastewater each year for non-drinking purposes • Invest in new recycled wastewater or recycled stormwater projects for non-drinking purposes if it saves precious drinking water for less than the cost of increasing the drinking water supply, or if it helps dispose of treated wastewater in a way that protects the environment, or if it is fully paid for by the end user • Continue to advise and support industrial customers to implement recycled water supply options	• Build a new desalination plant at Belmont, providing a rainfall-independent water supply that can help us withstand a prolonged and severe drought • Continue to explore alternative and additional supply options as described in our Lower Hunter Water Security Plan[1]
Our measures of success:	Our measures of success:
Reduce real losses - the average volume of leakage and overflow from our supply mains and service reservoirs - from 71 to ≤50 L/connection/day by 2030	Construct the Belmont desalination plant by 2028[2]

1. Hunter Water, April 2022, Lower Hunter Water Security Plan
2. This measure is not included on the customer report card

Environmentally Sustainable

We Heard

- I expect Hunter Water to care for the environment: protecting it during our operations, 'treading lightly on the planet' and being fair to future generations by acting on big challenges like climate change.

$455 million spend

Care for the environment	Be sustainable for future generations	Respond to climate change
Examples of what we plan to do	Examples of what we plan to do	Examples of what we plan to do
◆ Comply with 17 licences issued by the Environment Protection Authority that set environmental standards for our wastewater network and treatment works (WWTW) ◆ Continue to renew assets at our treatment plants, pump stations and pipe network for reliable operation ◆ Upgrade our largest WWTW at Burwood Beach, to reduce the impact of our discharges on the environment ◆ Progress towards stopping discharge of treatment process waste to the ocean off Burwood Beach ◆ Reduce wastewater overflows to the environment ◆ Land restoration at sites we own at Shortland and Stockton	◆ Long-term planning for sustainability, including reducing our impacts on waterways that may occur from problems with our infrastructure ◆ Reuse or recycle spoil from construction activities ◆ Divert solid waste from landfill (reduce, reuse, recover or recycle where possible and net beneficial) ◆ Reuse the biosolids produced by our wastewater treatment plants ◆ Actively protect and rehabilitate ecosystem biodiversity on property we own	◆ Continue to install solar panels at our treatment plants and pump stations where it is economically viable to do so. The program is projected to supply around 20-25% of our energy demands by 2030 ◆ Continue to transition towards net zero carbon emissions by using green energy, including to power our new desalination plant at Belmont ◆ Continue to actively investigate new technologies and keep abreast of market trends to reduce or offset carbon emissions ◆ N.B. Climate change adaptation activities are included under the outcome High quality water services. The actions enable us to remain resilient to the future impacts of climate change in providing our primary services
Our measures of success:	Our measures of success:	Our measures of success:
100% existing regional Beachwatch sites graded good or grading unaffected by Hunter Water activities	See "respond to climate change"	80% reduction in Scope 1 (including fuel and wastewater treatment fugitives) and, Scope 2 (electricity) carbon emission (CO_2e) compared with 2020-21 levels, by 2030

Great Customer Service

We Heard

- I expect to be able to use Hunter Water's services and interact with Hunter Water easily, in the channel I choose. I want to be treated with respect, kept informed with clear and timely communication, and I trust Hunter Water will always try to resolve my issue first time, and in a timely manner.

$82 million spend

Make it easy for me	Respect my time, respect me	Resolve the situation
Examples of what we plan to do	Examples of what we plan to do	Examples of what we plan to do
• Continue to provide a contact centre with local, knowledgeable and friendly staff, supported by various telephone and online methods of contact • Continue to provide a range of bill payment options and channels • Maintain a customer-friendly website that has the typical functionality customers expect of any business • Maintain our self-service portal that makes life easier for our customers when they need to interact with us • Continue trialling digital water meters, which will inform whether we proceed with a full-scale rollout to all customers • Periodically refresh our bill design to ensure it provides clear and accessible information	• Minimise customer inconvenience by providing residential customers with two days' notice and non-residential customers with seven days' notice of a planned interruption to services (e.g. to connect a new customer or planned maintenance of our infrastructure) • Continue to provide an interpreter service for people from non-English speaking backgrounds; and teletypewriters, Speak and Listen, and internet relay for customers who have a hearing or speech impairment • Focus on customer privacy and cyber security • Rollout additional customer centricity training for our people	• Continue our 24-hour emergency assistance phone line for a suspected leak or burst water main, a wastewater overflow, an unplanned interruption, a water quality or low drinking water pressure problem • Provide an online faults map, providing real time information about water outages • Continue to offer ways for customers to easily provide feedback and have their complaints addressed • Establish the technological foundations for proactive notifications and alerts • Centralise customer interaction records, enabling seamless and personalised responses
Our measures of success:	Our measures of success:	Our measures of success:
See "respect me, respect my time"	Maintain the % surveyed customers who are satisfied with their most recent interaction with us	See "respect me, respect my time"

Community-Focused

We Heard

- I expect Hunter Water to listen and use community feedback in its decision making, support the community through grants and partnerships, deliver educational activities and participate in community events.

$11 million spend

Listen and learn

Examples of what we plan to do

- Continue to take an 'always on' approach to engagement by continuing to listen to our customers through a variety of channels, including targeted surveys, events and feedback provided by customers to our staff and Have Your Say section of our website
- Provide engagement sessions for specific projects or initiatives, to ensure two-way communication opportunities are available for our customers and community
- Regularly consult with customer and community groups on key issues, including our Customer and Community Advisory Group (CCAG) and our new Community Committee
- Embed the voice of customers in decision-making, to ensure customers are at the heart of all we do
- Continue education, literacy and behavioural change programs, such as:
  - Love Water and Smart Water Choices to raise awareness of our region's permanent water conservation measures and help our community continue to save water for future dry periods
  - Respect the Throne, which encourages customers to only flush the three Ps - poo, pee and (toilet) paper – because non-flushables clog pipes and cause problems with our wastewater system

Our measures of success:

Maintain % favourable responses to Quarterly Community Survey question "I trust Hunter Water"

Contribute to our community

Examples of what we plan to do

- Ongoing delivery of education programs in pre-schools and schools
- Love Water community grants program: water conservation, sustainability and liveability projects are eligible
- Continue to sponsor and contribute to local community events
- Provide free water bottle refill stations throughout our area of operations and at community events
- Provide career pathways to our community, through work experience programs and our disability scholarship program and our Aboriginal and/or Torres Strait Islander scholarship program
- Implement actions from our Reconciliation Action Plan to meet our commitment to creating improved economic, health and social outcomes for Aboriginal and Torres Strait Islander peoples

Our measures of success:

See "listen and learn"

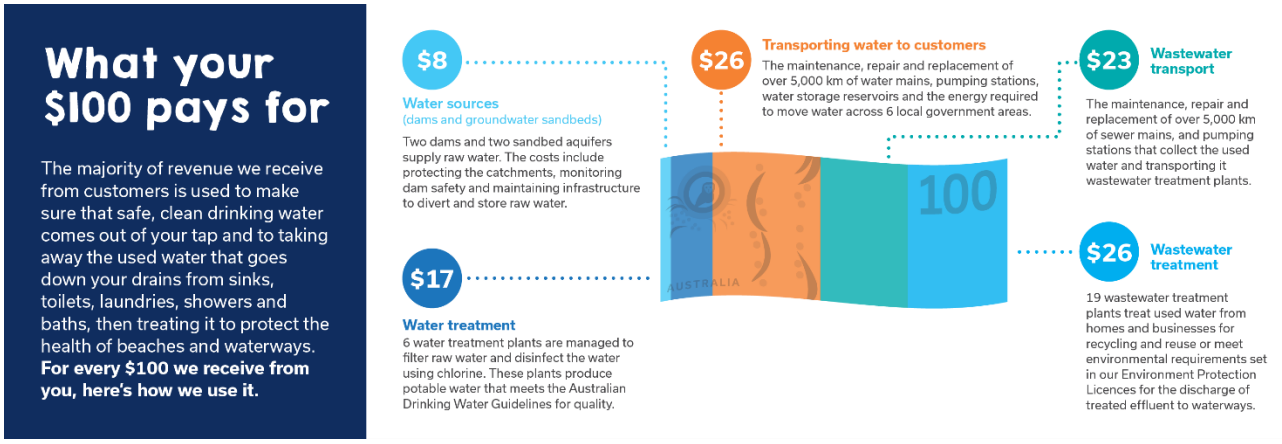
2025-2030 measures and targets summary

Outcome	What we're measuring	How we're measuring it	Our current performance	Target for 2025-26	2026-27	2027-28	2028-29	2029-30	Trend
High-quality water services	Drinking water safety	Percentage compliance with Australian Drinking Water Guidelines	99.95%	≥ 99.75%	≥ 99.75%	≥ 99.75%	≥ 99.75%	≥ 99.75%	Steady
	Our response time to rectifying service issues	Percentage of service delivery issues raised by customers addressed within target timeframes	88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%	Steady
	Customers who are repeatedly affected by a service issue (low water pressure, bad odour and/or wastewater overflows)	Cumulative number of customers removed from our repeat service issue register (low pressure, odour and wastewater overflow issues)	40 per year	≥ 80	≥ 180	≥ 320	≥ 550	≥ 1,000	Improve
	Service interruptions	Operating Licence service standards met for water continuity, water pressure, dry weather wastewater overflows and repeat dry weather wastewater overflows [1]	4/4	4/4	4/4	4/4	4/4	4/4	Steady
Value for money, affordable	Value for money	Percentage of survey respondents that agree Hunter Water delivers value for money (via survey)	51%	≥ 51%	≥ 50%	≥ 50%	≥ 50%	≥ 50%	Steady
	Support for vulnerable customers	Percentage of customers who are accessing, or have accessed, our support programs that agree the program is effective (via survey) [2]	≥ 70%	≥ 70%	≥ 70%	≥ 70%	≥ 70%	≥ 70%	Steady
Water security	Leakage in our supply system	The average volume of leakage and overflow from our supply mains and service reservoirs. Expressed in a daily volume (litres, per service connection, per day) [3]	83	≤ 65	≤ 55	≤ 45	≤ 45	≤ 40	Improve
	Delivering Belmont Desalination Plant	Key milestones met in the delivery of the Belmont Desalination Plant by 2028 [1]	On Track	On Track	On Track	First water June 2028	Plant complete	N/A	Improve
Environmentally sustainable	The impact of our activities on the swimming quality of beaches	Percentage of Beachwatch sites graded as good, or grading unaffected by our activities	100%	100%	100%	100%	100%	100%	Steady
	Greenhouse gas emissions	Percentage reduction in carbon dioxide equivalent emissions compared to a 2020-21 baseline	30 %	≥ 40%	≥ 50%	≥ 60%	≥ 70%	≥ 80%	Improve
	Environmental compliance	Number of major environmental incidents [1]	2	≤ 3	≤ 3	≤ 3	≤ 3	≤ 3	Steady
Great customer service	Customer satisfaction with our customer service	Percentage of customers that are satisfied with their most recent interaction with us (via survey) [2]	≥ 70%	≥ 70%	≥ 70%	≥ 70%	≥ 70%	≥ 70%	Steady
Community-focused	Community trust	Percentage of survey respondents that agree they trust Hunter Water (via survey) [2]	≥ 75%	≥ 75%	≥ 75%	≥ 75%	≥ 75%	≥ 75%	Steady

What we plan to spend

Our prices are based on us spending around $2.5 billion over the five years from 1 July 2025 to 30 June 2030.[3] This will help maintain infrastructure and service standards, avoid interruptions or future higher costs from asset failure, and protect environmental outcomes. It strikes a balance between managing the risk of things going wrong, targeted service improvements, and keeping our bills as low as possible for our customers. The spend also covers an expected 1.5% increase each year in the number of customers connected to out services.

The graphic below shows one way of breaking down our costs.

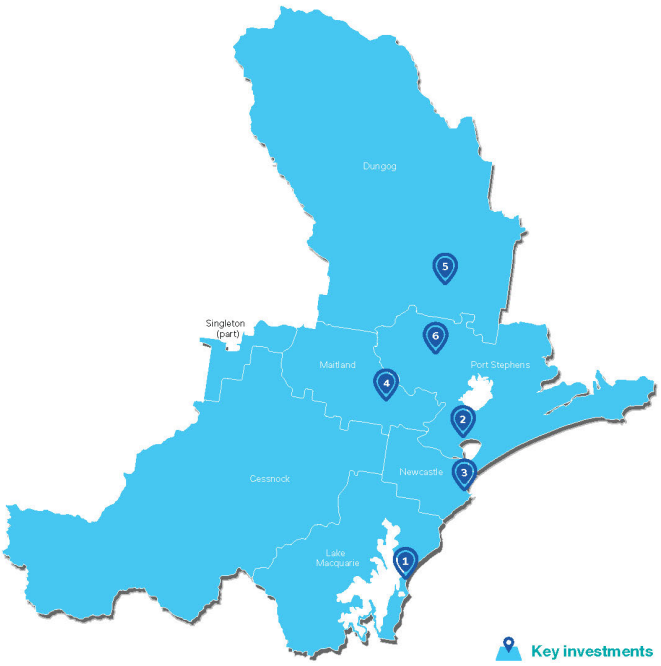


Note: The breakdown shown above is based on Hunter Water's Pricing Proposal, which has higher price increases and bill increases than IPART's decisions. This is primarily because IPART's decisions apply a lower WACC, based on more up-to-date market data than was available when we submitted our pricing proposal. For more information on how the WACC affects prices, see the section "How prices are calculated".

[3] This figure reflects our pricing proposal and IPART's decisions, as published on 17 June 2025. The documents are available on IPART's website at https://www.ipart.nsw.gov.au/review/water-metro-pricing/prices-hunter-water-corporation-1-july-2025 .

Major projects

The increases in maximum prices and bills are mainly driven by the efficient costs of new infrastructure, including the proposed Belmont desalination plant. Our biggest capital investments are described below.



1 Belmont Desalination Plant

A new 30 million litre per day (ML/day) desalination plant will provide a rainfall-independent water supply that can withstand drought.

First water produced 2027-28, Process Proving Complete: 2029-30

2 Grahamstown water treatment plant upgrade

Grahamstown WTP is a major component of the bulk water system, supplying around 60% of the region's drinking-quality water. The upgrade will help keep the treated water safe for drinking, even when there's a problem at Grahamstown Dam (e.g. major algal bloom).

Scheduled Completion: 2030-31

3 Burwood Beach wastewater treatment works upgrade

Fix deteriorating infrastructure and provide capacity for growth (services to more houses, businesses and people).

Scheduled Completion: 2028-29

4 Morpeth wastewater treatment works upgrade stage 4

Provide enough capacity to treat increasing pollutant loads from immediate growth (more houses, businesses and people), while also making it easier to upgrade to service growth until 2050.

The upgrade also provides flexibility at the plant to help improve water quality in the Hunter River Estuary.

Scheduled Completion: 2032-33

5 Chichester Trunk Gravity Main Replacement Brookfield to Burmi

Replace 12km section of an 85km large pipe that delivers drinking-quality water to 170,000 people. This will be done in two sections, to maximise the remaining useful life of the existing pipe prior to replacement.

The pipe has deteriorated over its 100-year life. This means we've been spending more on maintenance. The pipe is also more likely to burst, interrupting supply to customers for long periods. This 12km section is one of the last to be replaced.

Scheduled Completion: section 1: 2028-29, section 2: 2033-34

6 Seaham Weir Pool Erosion Management Plan

Repairs to riverbank erosion through stabilisation measures, alongside riverbank revegetation and livestock fencing.

We received a Ministerial Direction to address the longstanding issue of erosion, which impacts on the quality of water subsequently treated to drinking-quality.

Scheduled Completion: 2027-28

Useful links

Hunter Water Community Engagement Strategy

https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plans--Strategies/Community-and-Engagement-Strategy.pdf

Hunter Water 2025-2030 Pricing Proposal web page

https://www.hunterwater.com.au/haveyoursay/2025-2030-price-proposal

IPART's website for the review of prices for Hunter Water from 1 July 2025, including decisions and public submissions

https://www.ipart.nsw.gov.au/review/water-metro-pricing/prices-hunter-water-corporation-1-july-2025

Hunter Water Corporate Strategy web page

https://www.hunterwater.com.au/about-us/our-commitment-to-you/strategic-priorities

Hunter Water Lower Hunter Water Security Plan web page

https://www.hunterwater.com.au/our-water/water-supply/water-in-the-lower-hunter/lower-hunter-water-security-plan

Hunter Water Customer, Consumer and Community Consultation Procedure

https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Plans--Strategies/Hunter-Water-Customer-Consumer-and-Community-Consultation-procedure.pdf

Hunter Water Sustainability Strategy

https://www.hunterwater.com.au/documents/assets/src/uploads/documents/sustainability-strategy.pdf

Hunter Water's 2022-2027 Operating Licence
https://www.hunterwater.com.au/about-us/publications/operating-licence

Hunter Water's Customer Contract and a downloadable summary of the contract

https://www.hunterwater.com.au/about-us/publications/customer-contract

Hunter Water's 2023-24 Compliance and Performance Report describing what we did to comply with our Operating Licence

https://www.hunterwater.com.au/documents/assets/src/uploads/documents/Other-Reports/Regulatory-Reports/Compliance-and-Performance-Report-2023-24.pdf

Glossary

Word / Abbreviation	Description
Board	Hunter Water's Board of Directors. A list of Directors, along with their skills, qualifications and experience are listed at https://www.hunterwater.com.au/about-us/our-business/the-board
Building block model	The financial model used by IPART to convert costs into a revenue requirement.
Capital expenditure (CAPEX)	Costs that a business incurs when acquiring, upgrading or maintaining physical assets, with the expectation of long-term benefits.
Catchment	A natural drainage area used for the collection of rainfall.
Climate change	The long-term alteration in temperature, precipitation, and other atmospheric conditions, largely resulting from human activities such as the burning of fossil fuels and deforestation.
Community Panel	Hunter Water's 2025 Pricing Proposal Community Panel
Corporate Strategy	A plan that outlines the long-term goals and direction of Hunter Water, including how we aim to achieve our objectives as an essential service provider.
Customer Contract	Outlines the rights and obligations of users of Hunter Water's services and sets out minimum standards of customer service. Forms part of the Operating Licence. This is available on our website at https://www.hunterwater.com.au/about/publications/reports-and-publications/customer-contract
Customer Outcomes	The key things that our customers, consumers and the community tell us are most important to them. They describe *what* customers want us to deliver in terms of the desired change or benefit, while maintaining flexibility on *how* we deliver.
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 is the process that will be followed by the Community Panel.
Depreciation	The decrease in the value of an asset over time due to wear and tear.
Desalination Plant	A facility that removes salt and other minerals from seawater or brackish water to produce fresh water that is suitable for human consumption or for various industrial purposes.
EPA	NSW Environment Protection Authority, responsible for protecting the environment and the community by regulating activities that can impact the environment, such as waste management, pollution control, and the use of natural resources.
First Nations Peoples (FNPs)	People who identify as Aboriginal and/or Torres Strait Islanders.
Fixed charge / service charge	The component of a bill that all customers pay. The amount does not vary with usage.
Groundwater	Water found underground in the cracks and spaces in soil, sand, and rock.

Glossary

Word / Abbreviation	Description
Insync	Independent engagement research partner.
IPART	Independent Pricing and Regulatory Tribunal
Kilolitre	Measure of water (1000 litres).
Lower Hunter Water Security Plan (LHWSP)	A strategic plan that encompasses a whole of government approach to ensure the Lower Hunter has a resilient, secure and sustainable water supply, now and for future generations. The plan includes new sources of water and ways to reduce the water we currently use. It includes a range of supply and demand measures that will better prepare us for drought and to meet the needs of homes, businesses and industry in the future.
Megalitre	Measure of water (1,000,000 litres).
Miromaliko Baato	Hunter Water's Corporate Strategy
Operating expenditure (OPEX)	Ongoing costs that a business incurs during the course of normal operations, such as salaries, rent and electricity costs.
Operating Licence	Sets the terms and conditions that Hunter Water must adhere to. This is available on our website at https://www.hunterwater.com.au/about/publications/reports-and-publications/operating-licence
Performance Measures	How we measure our success delivering on the Customer Outcomes.
Pricing Proposal	A plan that outlines proposed services and prices in water and sewerage over a five-year period. The proposal is submitted to IPART, who runs a transparent review process then sets our prices based on a revenue requirement.
Regulator	A person or body that supervises a particular industry or business activity.
Regulatory Asset Base	The total value of the assets that are used to deliver water, wastewater or stormwater services.
Revenue requirement	The amount of revenue Hunter Water needs to collect so it can cover its cost of providing services.
Sewage	The waste that is produced by people.
Sewerage	The infrastructure needed to deliver wastewater services.
Stormwater	Rainwater the runs off buildings and land.
United Nation's Sustainable Development Goals	A set of 17 global objectives aimed at addressing key challenges, like poverty and environmental issues.
Variable charge / usage charge	The component of a bill that changes with usage volume.
WACC	The weighted average cost of capital – the average rate a utility pays to finance its assets. The WACC is used to calculate the return on assets, as part of the building block model.

Glossary

Word/ Abbreviation	Description
Wastewater	Any water that has been used and discarded. It typically contains various contaminants and pollutants, including organic and inorganic substances, and requires treatment before being safely released back into the environment.
Water Conservation	The careful management, usage, and preservation of water resources to ensure sustainability and a reliable supply of clean water for present and future generations.
Water Security	Sustainable access to adequate quantities of an acceptable quality water. The ability to supply enough water to meet customer needs over the longer term without long or frequent restrictions on how or when water is used.
WTP	Water Treatment Plant
WWTW	Wastewater Treatment Works (also called Wastewater Treatment Plant).