



HUNTER WATER STAKEHOLDER ADVISORY FORUM

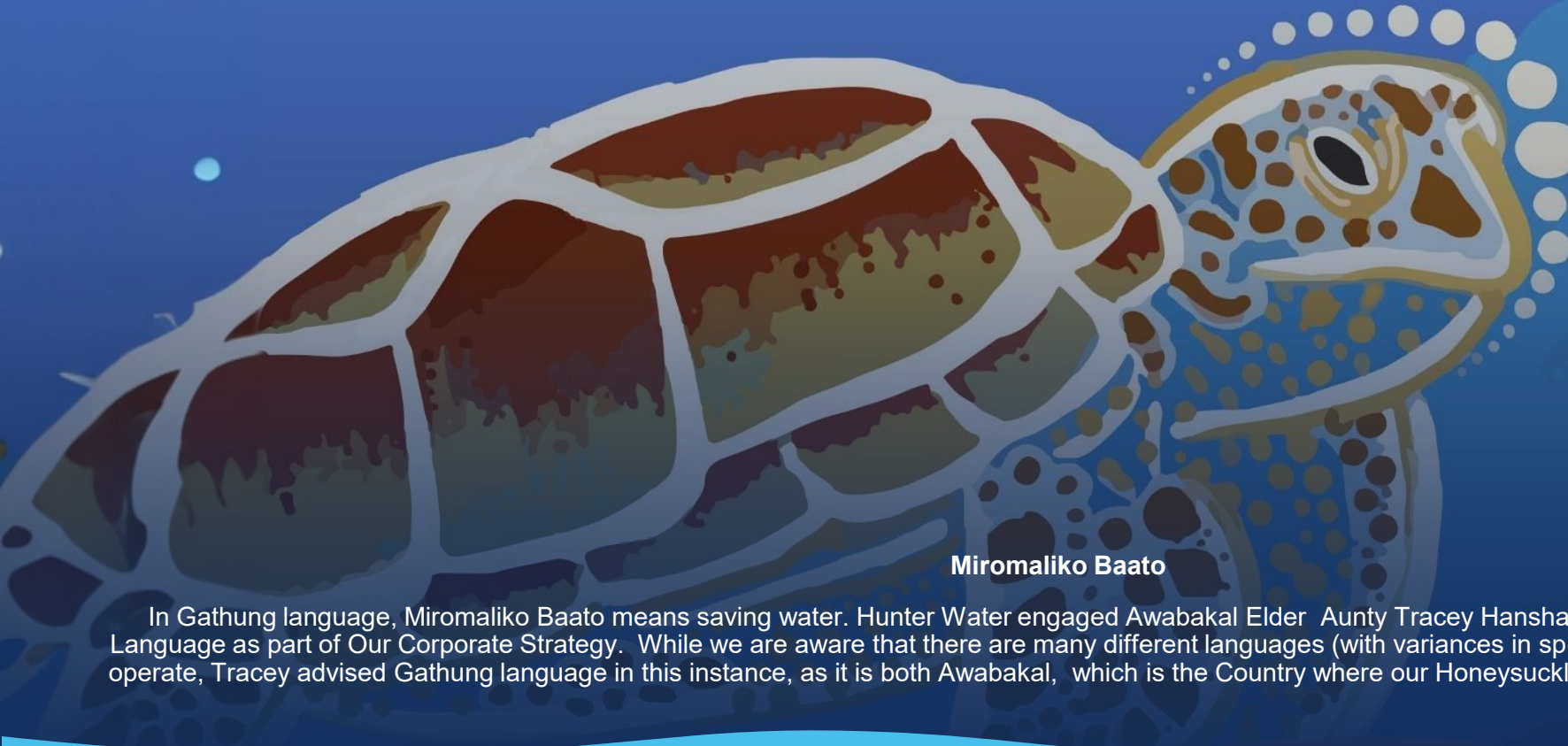
13 October 2025

ACKNOWLEDGEMENT OF COUNTRY



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

We recognise and respect the 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.



Miromaliko Baato

In Gathung language, Miromaliko Baato means saving water. Hunter Water engaged Awabakal Elder Aunty Tracey Hanshaw to help us incorporate Aboriginal Language as part of Our Corporate Strategy. While we are aware that there are many different languages (with variances in spelling) from the Countries on which we operate, Tracey advised Gathung language in this instance, as it is both Awabakal, which is the Country where our Honeysuckle office lies, and overlaps into Worimi.



WELCOME TO HUNTER WATER

Darren Cleary, Managing Director

OCTOBER 2025

WELCOME TO THE STAKEHOLDER ADVISORY FORUM



Our SAF members are from groups that represent a range of interests, including:

- Business & Industry
- Organisations representing low-income households
- Customers living in rural and urban fringe areas
- Residential customers
- Local government
- Pensioners, seniors and older people
- Customers with disabilities
- Aboriginal and Torres Strait Islander peoples
- Customers from culturally and linguistically diverse backgrounds
- Renters
- Young people
- Environmental groups

New members:

Mr Lindsay Hardy – Wollotuka Institute (University of Newcastle)

Dr Cameron Archer – Paterson Historical Society, Dungog Regional Tourism

Ms Nicole Grgas – Hunter Tenants Advice and Advocacy Service

Ms Amy De Lore – Business Hunter

Ms Elizabeth York – Urban Development Institute of Australia NSW

Ms Rosa Krillic – Energy & Water Ombudsman NSW (EWON)

Mr Boris Novac – HunterNet

Mr Robert (Bob) Doyle – Various agricultural business and environment groups

Returning members

from previous
Customer and
Community
Advisory Group:

Ms Suzanne Johns – National Seniors Australia, Newcastle Branch

Mr Douglas McCloskey – Justice and Equity Centre

Dr Craig Evans – University of Newcastle

Cr Brian Adamthwaite (SAF Chair) – Lake Macquarie City Council

Cr Deahanna Richardson – City of Newcastle Council

Cr Michael Dowling – Dungog Shire Council

Cr Warrick Penfold – Maitland City Council

Cr Mark Mason – Cessnock City Council

Cr Peter Francis – Port Stephens Council

Welcome also to our observers in the room – Josh Isben from Sydney Water and Jennifer Hayes from Hunter Water.

HUNTER WATER'S VISION AND PURPOSE



We are here for our **customers and community**

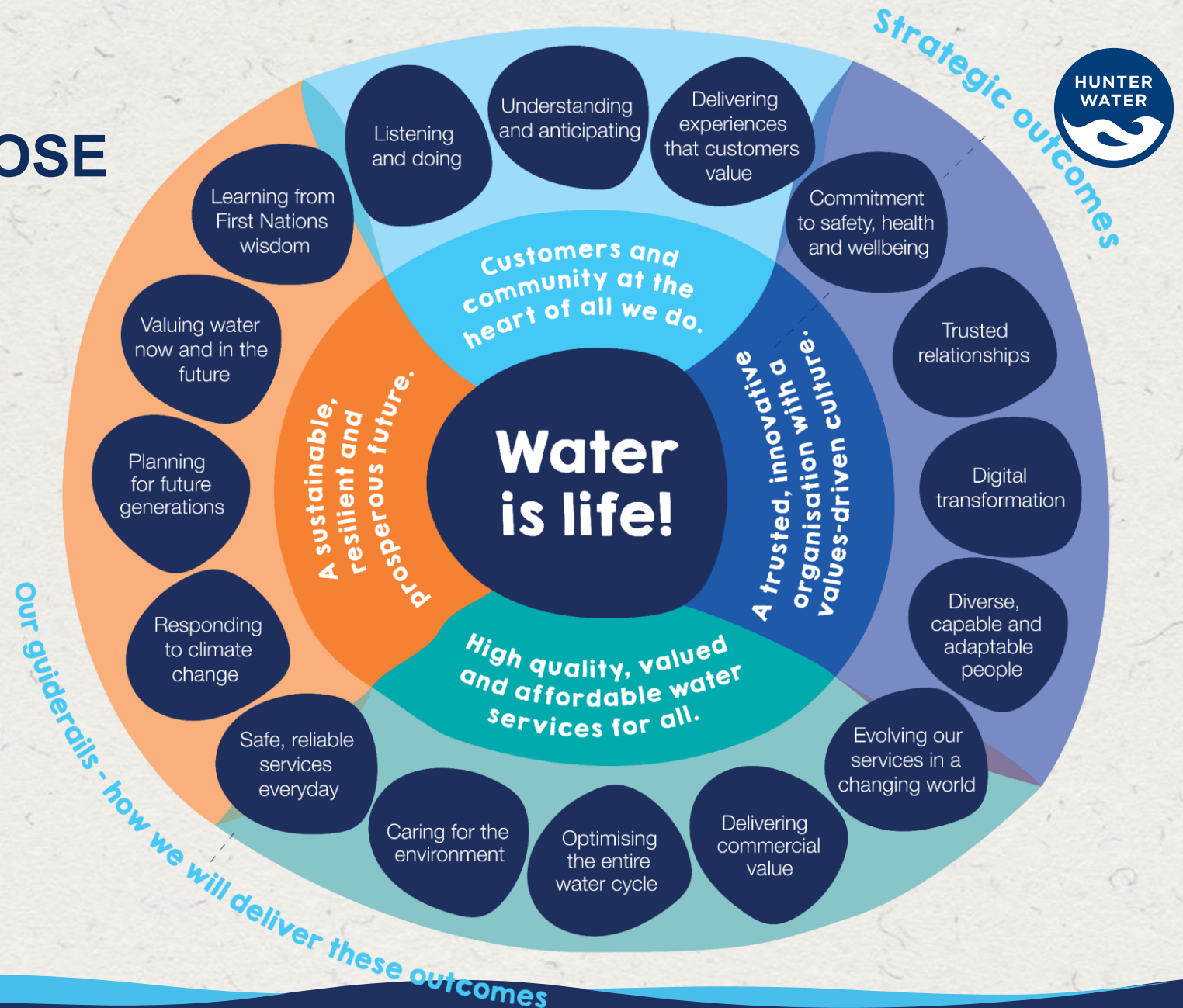
We are **passionate about water**

We **care about our people**

We aspire to be **trusted partners**

We are champions for a **sustainable future**

Advice from the SAF can help us deliver these outcomes.



ROLE OF THE STAKEHOLDER ADVISORY FORUM (SAF)



Purpose:

The SAF provides independent, representative advice from a cross-section of Hunter Water's stakeholders on matters relating to strategy, planning, operations, and the Hunter Water Customer Contract.



CCAG's site visit to the Grahamstown Water Treatment Plant, June 2025.

SAF objectives are to:

- provide a forum where members can share and discuss advice on strategy, policy, planning and service decision-making processes relevant to Hunter Water
- disseminate information from meetings to constituents/organisation's members
- invite stakeholder engagement in decision-making
- make recommendations for consideration by Hunter Water as appropriate
- foster trusting relationships between SAF members and Hunter Water.

The SAF Charter is located on our website, along with agendas, presentations and meeting minutes.

www.hunterwater.com.au/SAF

SAF MEETINGS

We will have 3-4 meetings per year – approx. once every quarter.

We will include occasional **field trips** to learn about Hunter Water assets – such as the Belmont Desalination Plant construction site.



Members are encouraged to:

- suggest topics of interest for us to cover
- pose questions from yourself or your group/organisation
- communicate with your organisation/group on any relevant information from SAF meetings
- provide feedback, analysis or alternative ideas during SAF meetings that consider the interests of your group/organisation.

Hunter Water will:

- keep members informed on topical issues concerning Hunter Water
- listen to and acknowledge your ideas and concerns raised, and provide feedback on how your input has influenced our decision-making
- provide open and honest answers to questions raised by SAF members
- provide responses to questions taken on notice
- produce accurate and factual minutes of SAF meetings
- incorporate agenda items suggested by members.

WHAT WE DO

- Hunter Water provides:
 - **drinking water**
 - **wastewater**
 - **recycled water**
 - **some stormwater services**
 - **services for development and population growth**
- We serve over **600,000 people** in homes and businesses across the Lower Hunter.
- Hunter Water is a monopoly service provider, owned by the State Government. It was the first State Owned Corporation listed in the New South Wales under the *State Owned Corporations Act 1989*.



Water



Wastewater



Development services



Some stormwater

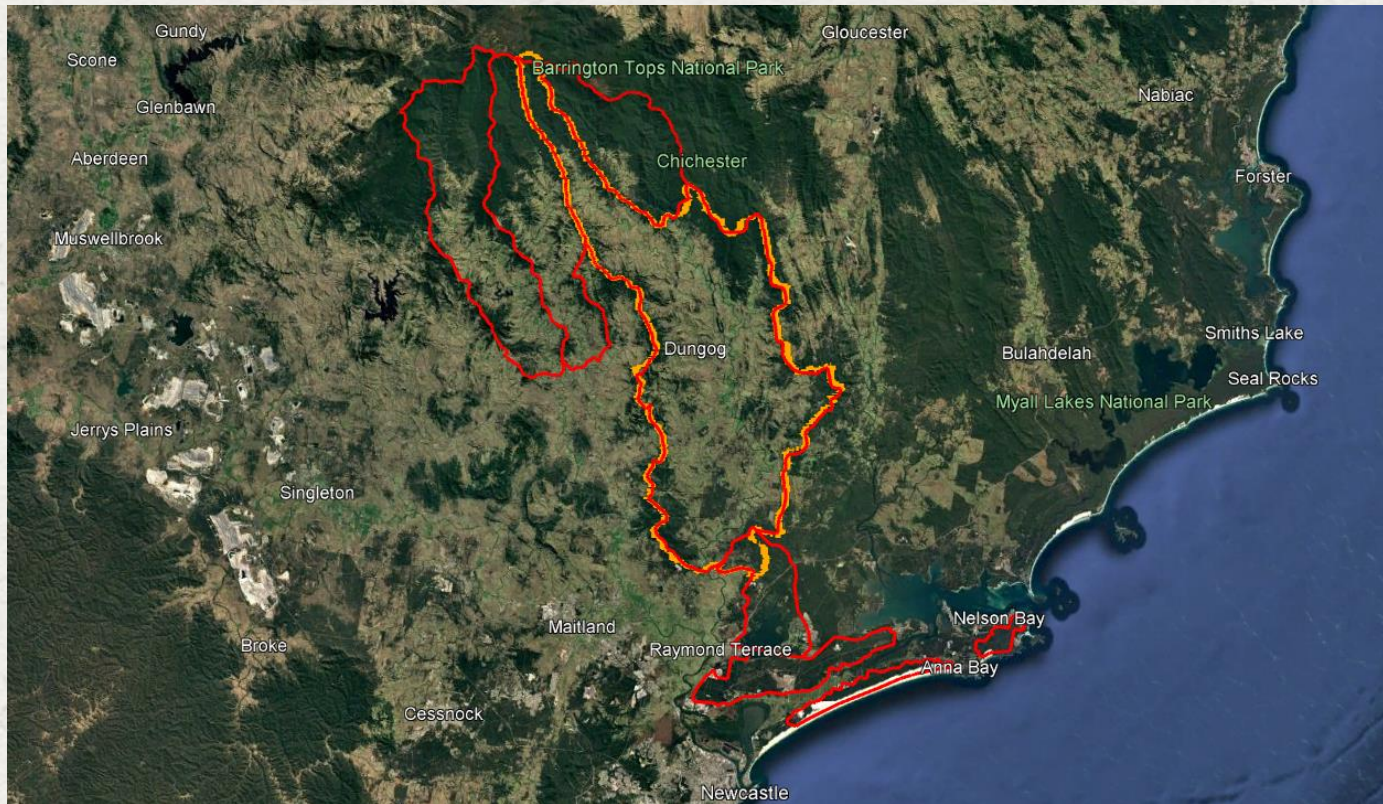


Recycled water

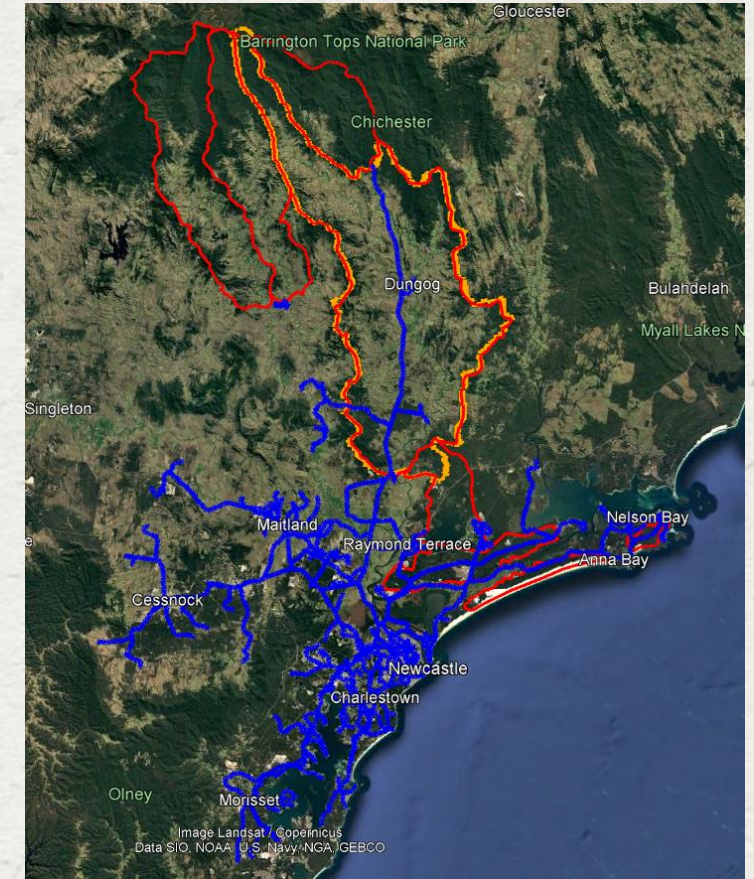
SAFE AND RELIABLE DRINKING WATER

Safe drinking water is our top priority. We invest in catchment management and protection to maintain a multiple-barrier approach to the supply of safe drinking water.

Special areas are designated to protect water quality (red)



We maintain over 5,000 km of **water mains (blue)**



CURRENT DRINKING WATER STORAGES

86.8%
AS AT 7 OCT 25



Grahamstown
Dam



STORAGE LEVEL
80.5%
146,740 ML

↓ 0.5% 1 WEEK AGO
↓ 0.5% 1 MONTH AGO
↓ 1.8% 1 YEAR AGO

MAXIMUM CAPACITY
182,305 ML

Tomago
Sandbeds



STORAGE LEVEL
100.0%
54,000 ML

0.0% 1 WEEK AGO
0.0% 1 MONTH AGO
↑ 1.6% 1 YEAR AGO

MAXIMUM CAPACITY
54,000 ML

Chichester
Dam



STORAGE LEVEL
99.6%
18,279 ML

↓ 0.4% 1 WEEK AGO
↓ 0.4% 1 MONTH AGO
↓ 0.4% 1 YEAR AGO

MAXIMUM CAPACITY
18,356 ML

Anna Bay
Sandbeds



STORAGE LEVEL
100.0%
14,537 ML

0.0% 1 WEEK AGO
0.0% 1 MONTH AGO
↑ 7.7% 1 YEAR AGO

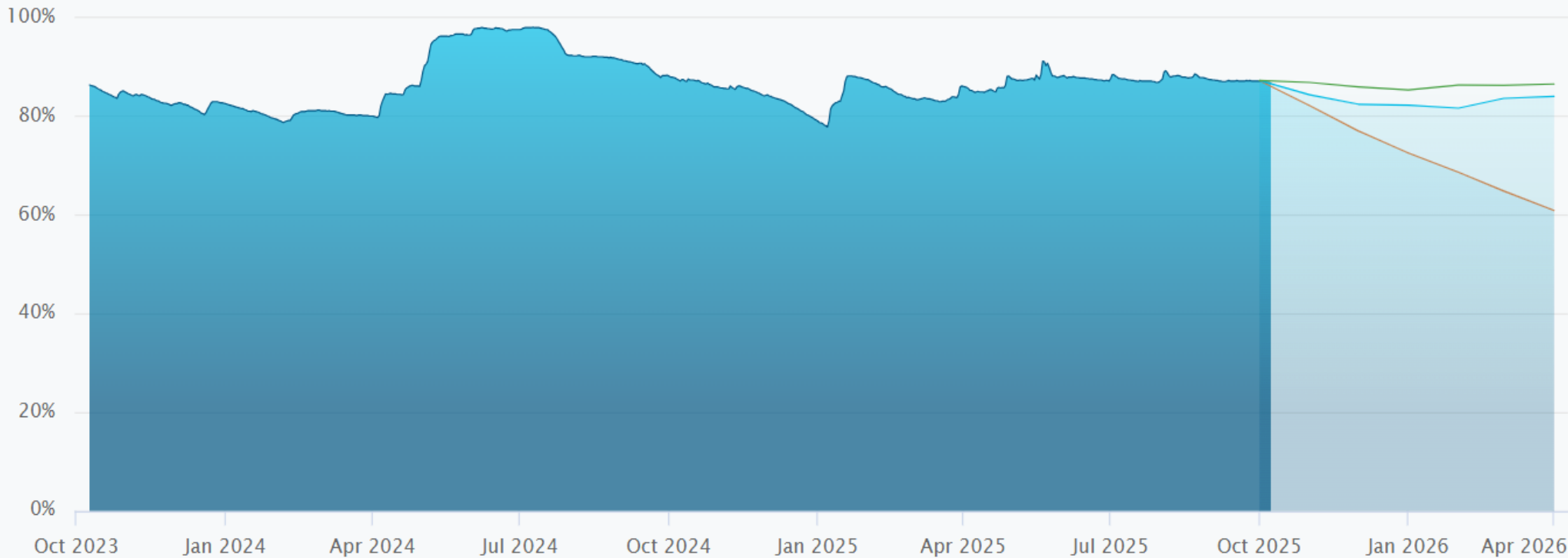
MAXIMUM CAPACITY
14,537 ML

HISTORICAL STORAGE LEVELS AND OUTLOOK



Historical water storage levels

AS AT 7 OCTOBER 2025



MANAGING WASTEWATER

- We maintain a growing network of over **5,000km of wastewater pipes**
- We take wastewater from **households, commercial premises, schools, hospitals and industry**
- We treat wastewater at **19 wastewater treatment works** throughout the Lower Hunter.



OUR ROLE IN STORMWATER

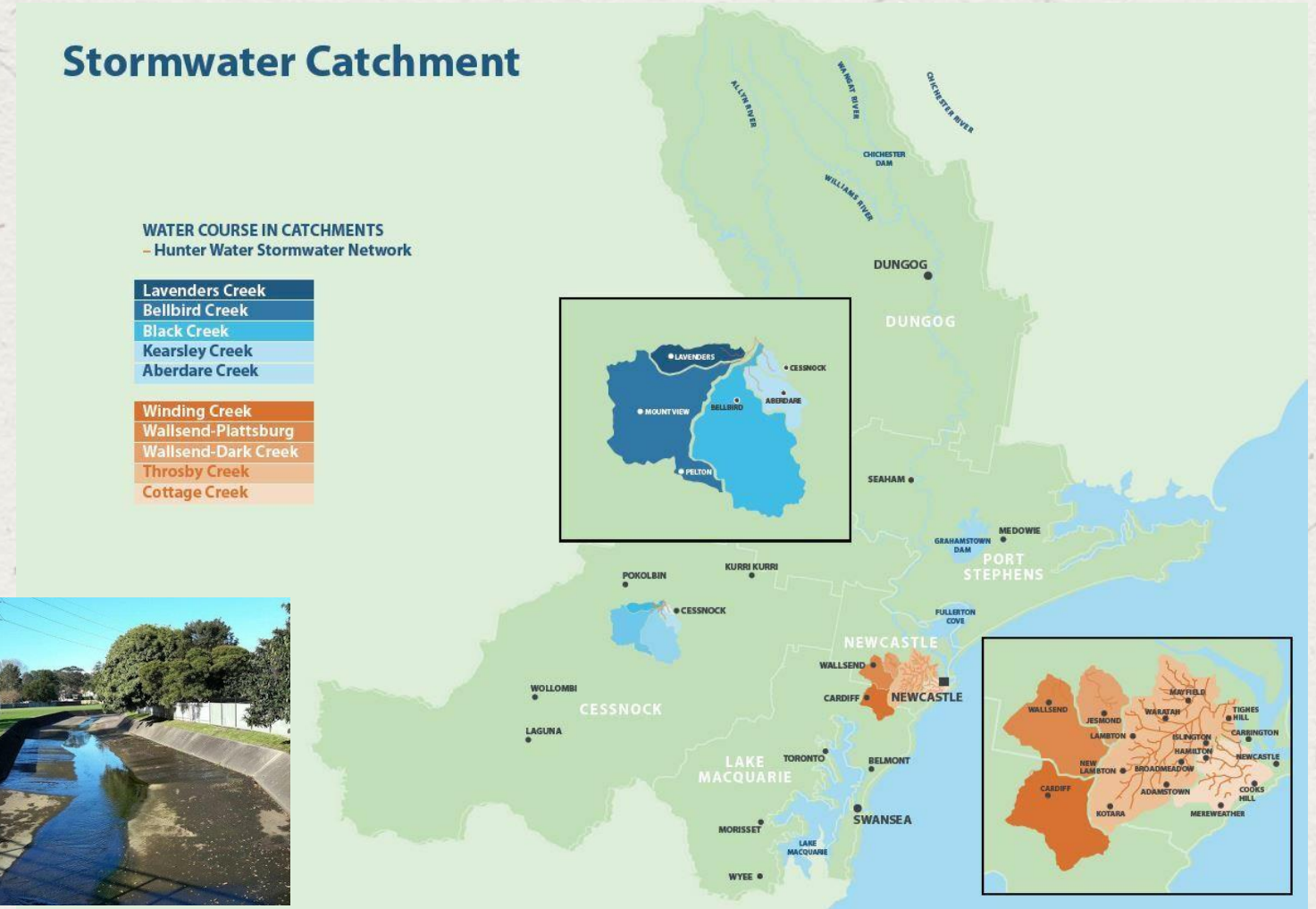


We are responsible for:

- approx. **92 kilometres of stormwater culverts, pipes and open channels**
- **two detention basins**
- a range of **stormwater treatment devices, floating booms and tidal gates**

These are located in Newcastle, Lake Macquarie and Cessnock local government areas.

- Generally, **we own the large, concrete stormwater drains**, while the relevant Councils own and are responsible for the smaller drains and more-natural channels.



RECYCLED WATER SERVICES



- We currently have **15 recycled water schemes** linked to our system, which produce a total of around six billion litres of recycled water each year.
- The main uses of recycled water in the Lower Hunter are **open space, industrial, agricultural** and **residential**.
- We're using recycled water as **one approach** in the long-term management of our water supply. Further details are included in our *Lower Hunter Water Security Plan*.



Open space



Industrial



Residential



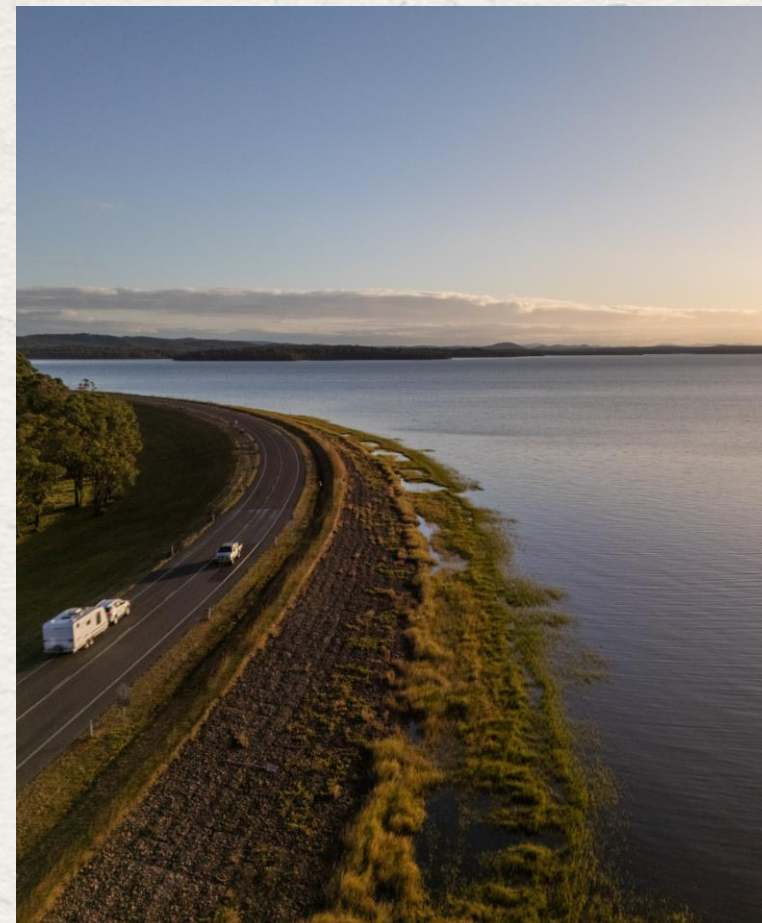
Agriculture

KEY CHALLENGES AT HUNTER WATER



Key challenges we are currently addressing include:

- delivering on the **customer outcomes** in our current **Pricing Proposal** (2025-2030).
- supporting **growth** across our region
- **maintaining & renewing an ageing network** – water leaks, sewer breaks and unplanned service interruptions
- addressing water security risks by delivering the **Belmont Desalination Plant**, reducing **leakage** & encouraging **water conservation**
- improving **dam safety** at Chichester and Grahamstown dams.
- addressing contaminants such as PFAS
- Responding to and managing the impacts of **climate variability & change**
- reducing our **environmental impacts**, creating nature-positive impact



Grahamstown Dam's main embankment – a focus of dam safety upgrades.



OPERATIONAL UPDATE

Darren Cleary, Managing Director

OCTOBER 2025

APPOINTMENT OF HUNTER WATER CHAIR



29 August 2025

Hunter Water welcomes appointment of Elizabeth Crouch AM as Chair



Hunter Water has welcomed the appointment of Elizabeth Crouch AM as Chair of its Board of Directors for a three-year term.

Elizabeth brings extensive experience across the public, private and not-for-profit sectors, with a distinguished career in governance, infrastructure and public policy.

She currently chairs the boards of the Customer Owned Banking Association, the Sydney Children's Hospital Network, Hearing Australia, Ochre Health and Catholic Schools Parramatta Diocese Ltd, and is the Emerita Deputy Chancellor of Macquarie University.

She also serves on the boards of the University of Newcastle and the NSW Institute of Sport and has been a Non-Executive Director of Hunter Water since April 2024.

APPOINTMENT TO SYDNEY WATER



Hunter Water congratulates Darren Cleary on appointment to lead Sydney Water



Hunter Water's Managing Director, Darren Cleary, has been appointed as the new Managing Director of Sydney Water.

Chair of Hunter Water's Board, Elizabeth Crouch AM, said Mr Cleary's appointment is fitting recognition by the Government of his leadership in the water industry in NSW.

Mr Cleary will conclude his role at Hunter Water on Friday 24 October, and commence with Sydney Water in November 2025.

Hunter Water's Board of Directors has initiated a recruitment process for a new Managing Director and has appointed **Jennifer Hayes** as the organisation's Acting Chief Executive Officer.

BLUE GREEN ALGAE DETECTION



Drinking water safe, following blue green algae detection



Hunter Water's drinking water remains safe, and robust be effective, following a high detection of blue green algae in a sample collected from Grahamstown Dam in **early September 2025**

The sample was collected from **raw untreated water** in the middle of Grahamstown Dam and contained high numbers of cyanobacteria (Microcystis), also known as blue green algae.

Concentrations were much lower in samples collected on the same day from the northern and southern ends of the dam, including near the offtake to our water treatment plant.

The sample collected in the raw untreated water at Grahamstown Water Treatment Plant (WTP) also had low levels.

Algal alert levels have since been downgraded.

CHICHESTER DAM COMMUNITY ENGAGEMENT



Six community engagement sessions were undertaken in September at Bandon Grove, Dungog and Clarence Town to discuss emergency preparedness for Chichester Dam.

The sessions were led by the Dungog Local Emergency Management Committee (LEMC) and included representation from Hunter Water, NSW SES and NSW Police.

The sessions focused on planning for flood and other dam emergency events, with Hunter Water sharing recently updated flood and inundation modelling for areas downstream of Chichester Dam.

We also shared general information about the dam's operation and emergency plan, the dam's effect on river flows and floods, and safety upgrades.

More than 90 people attended the sessions. A range of questions and concerns were raised, with key themes being around communication processes, infrastructure and safety concerns, and river information during floods

UPDATED DRINKING WATER GUIDELINES



26 June 2025

Hunter Water continues to supply safe drinking water to Lower Hunter



In June we welcomed the release of revised Australian Drinking Water Guidelines, which include more stringent guidelines for PFAS.

Hunter Water routinely tests for PFAS in all drinking water supply zones, including at 83 verification sampling points across our water distribution network.

The testing program confirms that drinking water supplied by Hunter Water is safe and meets the **revised** Australian Drinking Water Guidelines.

This is based on the results of more than 4,000 samples collected from our water quality verification sampling points.

STORMWATER UPGRADE WORKS



Hunter Water completes stormwater rehabilitation across key sites, Waratah works set to begin



Hunter Water has completed major stormwater rehabilitation works at **Platt Street in Waratah**, **Macquarie Street in Mayfield**, and **Christo Road in Georgetown**.

These upgrades are part of an ongoing commitment to ensure the long-term reliability of our stormwater infrastructure.

The final phase of this program will commence shortly at **Station Street in Waratah**, with construction scheduled to begin in the coming months.

By replacing ageing culverts and channels, we're ensuring the system continues to **meet the needs of our growing community**.

We appreciate that the upgrades have at times, been disruptive, and we're grateful to residents and businesses for their patience and cooperation.

WATER MONITORING IN THROSBY CREEK



2 September 2025

Caring for Throsby Creek: Monitoring program provides new insights



Microbial water quality testing is being undertaken along Throsby Creek near the Newcastle Rowing Club to help the community make informed decisions about using the waterway.

Key findings so far include:

Variable water quality: Results are highly variable. Based on national guidelines for recreational water, water quality results indicate that interacting with Throsby Creek carries a higher risk of contracting gastroenteritis or acute febrile respiratory illness, particularly after rainfall. Further assessment is underway to better characterise this risk.

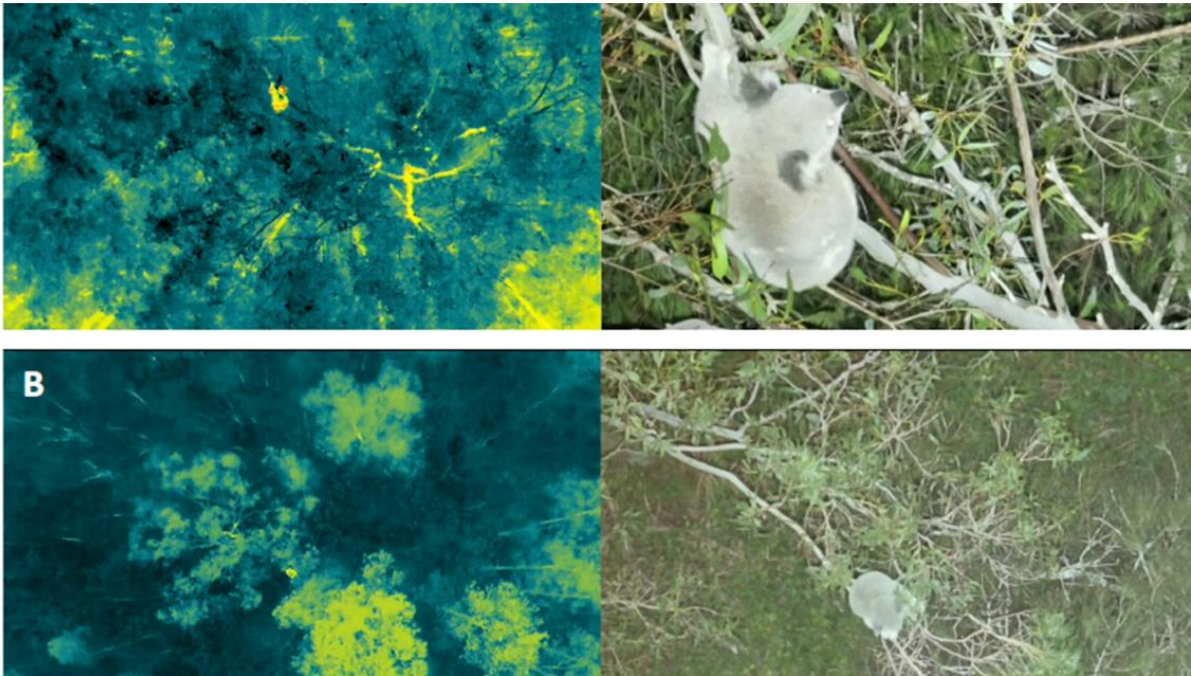
Catchment impacts: The results are consistent with the urbanised nature of the Throsby Creek catchment, where stormwater runoff from roads, rooftops, backyards, industrial sites, and wet-weather wastewater overflows enter the creek via Newcastle's stormwater network.

Public health advice: Consistent with long-standing advice, the community is encouraged to **exercise caution** whenever swimming or recreating in urban waterways, including secondary contact activities such as rowing, canoeing etc.

MONITORING KOALAS AT GRAHAMSTOWN DAM



Drones detect koalas in Hunter Water's backyard



Hunter Water and the University of Newcastle have completed an innovative drone-based survey that **confirms a population of endangered koalas continues to live around Grahamstown Dam** in Port Stephens.

Using drones fitted with thermal cameras and spotlight technology, the project surveyed more than 2,000 hectares across Hunter Water-managed land as part of Australia's **most comprehensive drone fauna survey** ever undertaken within a single local government area.

The partnership aims to improve knowledge of koala abundance and habitat use while testing new technologies that offer safer, faster and more efficient ways to monitor threatened wildlife.



QUESTIONS AND DISCUSSION



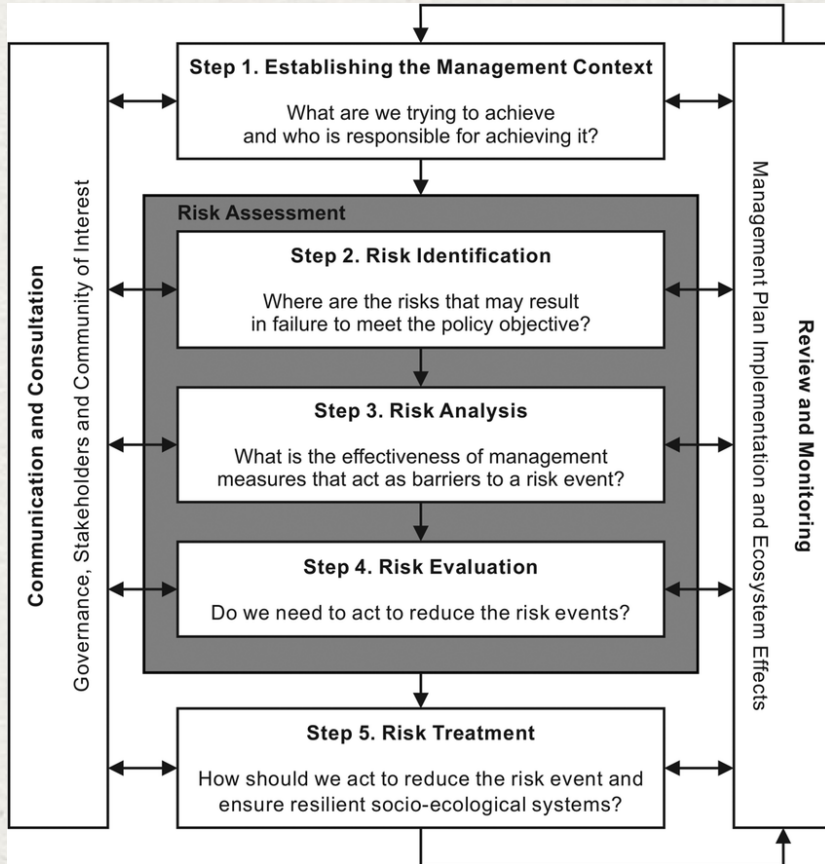
RISK & BUSINESS CONTINUITY

Stakeholder Advisory Forum

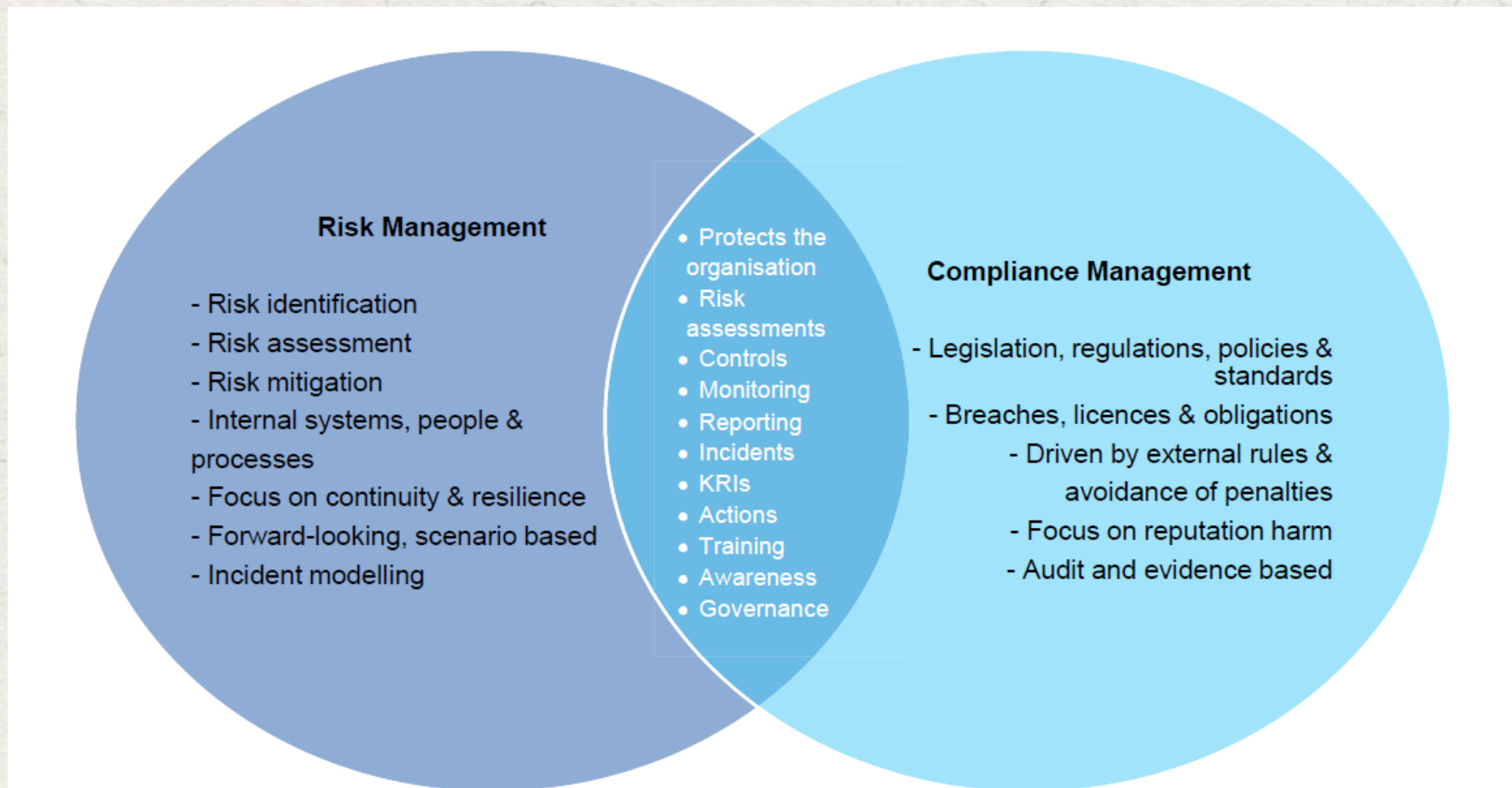
OCTOBER 2025

RISK AT HUNTER WATER

ISO31000:2018 – International Standard for Risk Management



RELATIONSHIP BETWEEN RISK & COMPLIANCE MANAGEMENT



ENTERPRISE RISK MANAGEMENT – LINKING IT TOGETHER



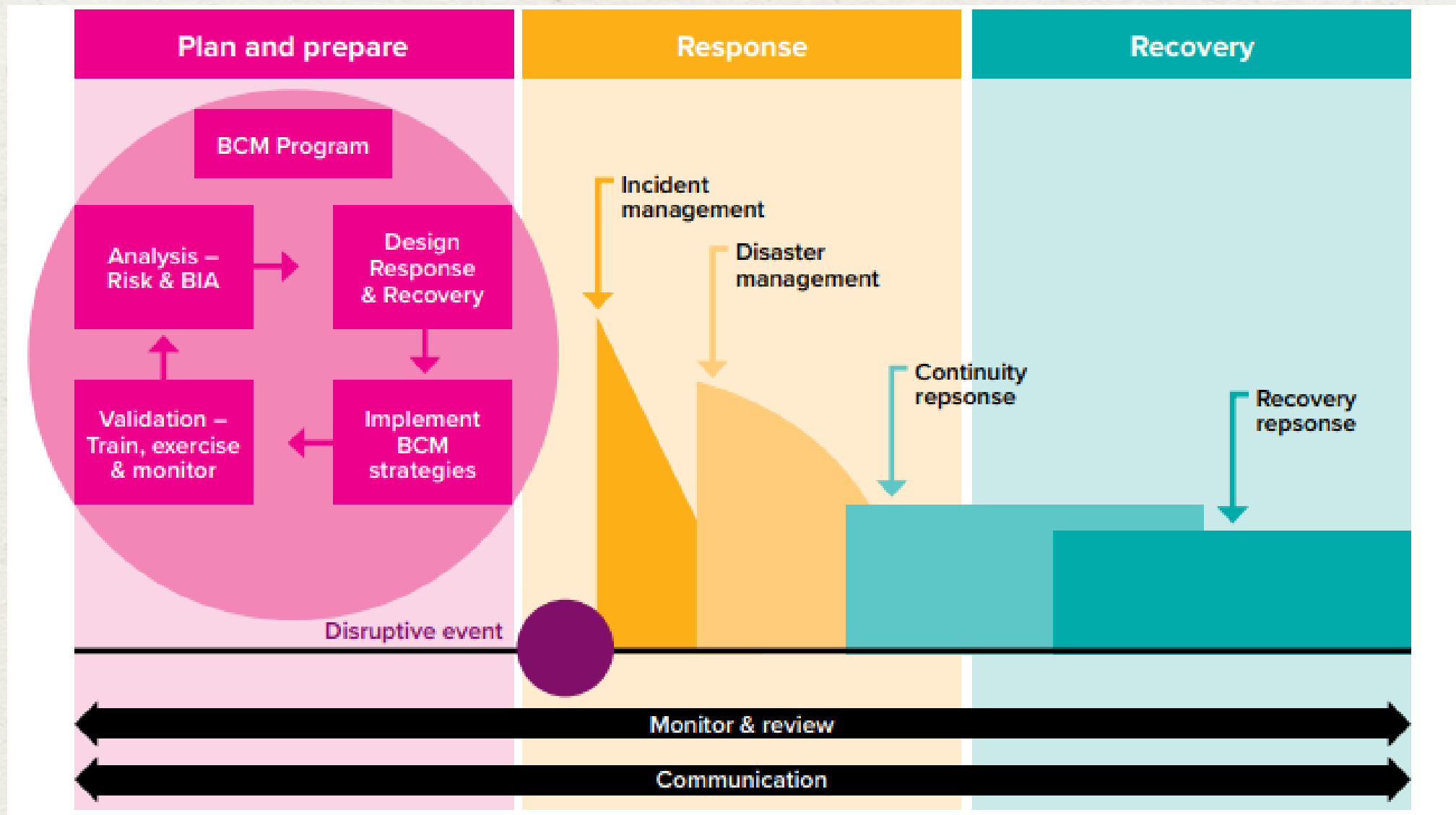
ENTERPRISE RISK & BUSINESS CONTINUITY – LINKING IT TOGETHER



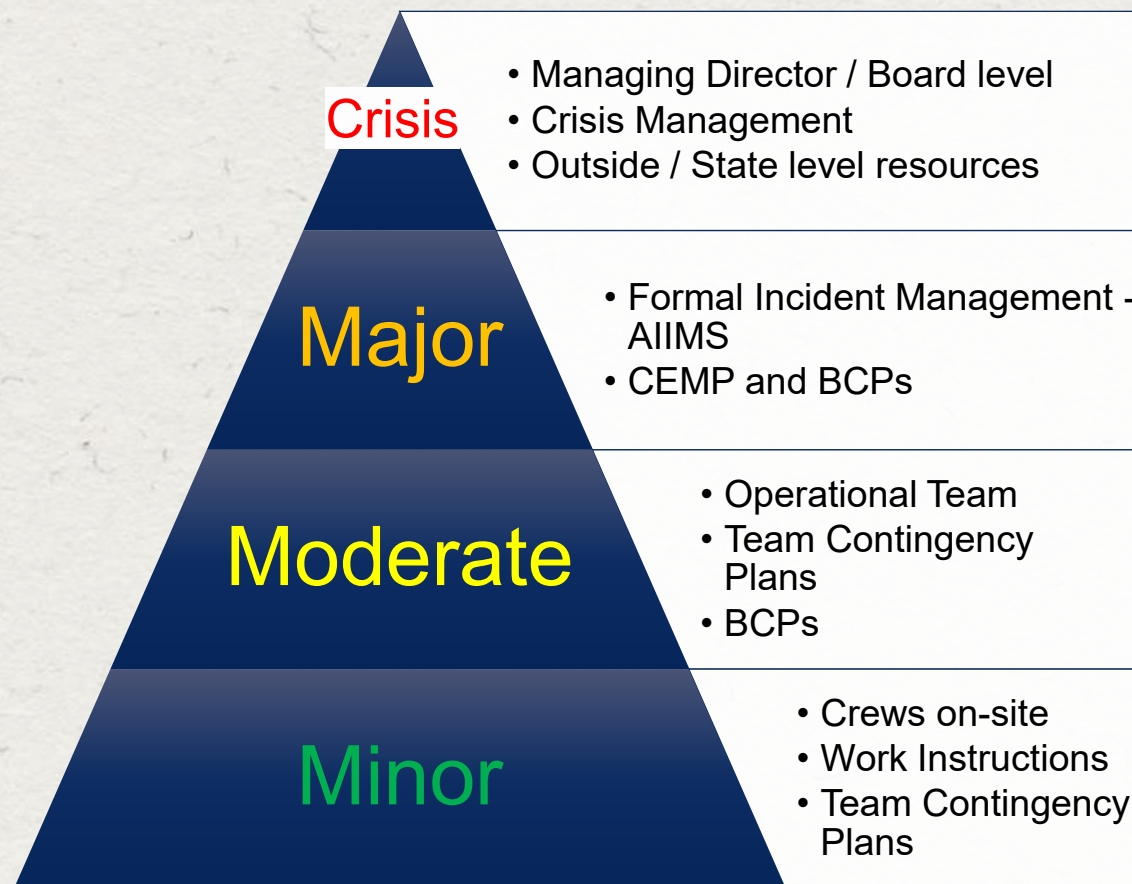
How ERM and BCP Work Together to Build Resilience



Together, ERM and BCP ensure that risks are not only understood but also effectively managed when disruptions occur.



ESCALATION PROCESS AND ASSOCIATED PROCEDURES



RESILIENCE PARTNERS



THANK YOU

Any questions?



Call

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