



MEETING AGENDA

CUSTOMER AND COMMUNITY ADVISORY GROUP (CCAG)

Date	Tuesday 9 April 2024
Time	9.30am to 12noon
Location	In Person: Hunter Water Boardroom 36 Honeysuckle Drive, Newcastle West Online: Via MS Teams (link in calendar invite)
Purpose	Consistent with its Charter , the Customer and Community Advisory Group (CCAG) provides advice on the interests of customers and consumers of Hunter Water, the Customer Contract and other key issues related to Hunter Water's planning and operations.

AGENDA TOPICS

1	Arrival at Hunter Water	9.15-9.30 am
2	Meeting open:	9.30-9.35 am
3	<ol style="list-style-type: none"> 1. Welcome & Acknowledgement of Country 2. Apologies 3. Disclosure and management of actual/perceived conflicts of interest regarding agenda items 4. Minutes: <ol style="list-style-type: none"> a. Adoption of September 2023 meeting minutes 	
4	Operational update	
	<p>Managing Director's report</p> <ul style="list-style-type: none"> • Darren Cleary, Managing Director, Hunter Water <ol style="list-style-type: none"> a. Hunter Water operational updates b. Water storage update c. National Performance Report highlights <p>National Performance Report 2022-23 data highlights The National performance report (NPR) 2022–23: urban water utilities was released on 29 March 2024 and compares the performance of 81 utilities and councils and 5 bulk water authorities providing urban water services to over 25 million people across Australia. The 2023 Urban NPR is published by the Bureau of Meteorology with information provided by utilities across Australia's states and territories. Hunter Water will share highlights from the latest data and report.</p>	9:35 – 10:15 am
	<i>Morning tea break</i>	10.15-10.30 am

5	Strategic Presentations	
5.2	<p>Belmont Desalination Plant update</p> <ul style="list-style-type: none"> Duncan Rayward, Business Lead, Belmont Desalination Plant, Hunter Water <p>The Planning Approval Modification Report for a permanent desalination plant at Belmont was placed on public exhibition between 24 January and 20 February 2024 through the Department of Planning, Housing and Infrastructure (DPHI). Nine submissions were received. Engagement with the local community continues on issues such as traffic, and we are responding to the formal submissions received through Planning. Duncan Rayward will provide an overview of the Plant's proposal and an update on progress.</p> <p>Further information is available on the Hunter Water website.</p>	10.30 –11:00 am
5.1	<p>Update on pricing and community forums</p> <ul style="list-style-type: none"> Emma Berry, Executive Director Strategy and Engagement, Hunter Water <p>Hunter Water is preparing its price submission to IPART for the next five-year pricing period 2025-2030.</p> <p>We have just completed stage 3 of the pricing project, in which we convened a community panel of randomly-selected community members who came together to deliberate on costs and investment in services across five deliberative forum sessions. Hunter Water is now considering the panel's recommendations, to incorporate into our pricing submission, which is due for submission to the IPART in September 2024.</p> <p>Emma's division is leading the engagement from Hunter Water on the pricing proposal.</p>	11:00 – 11:40 am
6	<p>General Business and Questions on Notice</p> <ul style="list-style-type: none"> BBQ Facilities at Grahamstown Dam Questions submitted by Linda Bowden 	11.40 -12noon
7	<p>Next meeting and meeting close Next meeting 18 June 2024</p>	By 12 noon

QUESTIONS ON NOTICE

Questions submitted by Linda Bowden:

Desalination

Q: Are you on track for implementation of the desal plant?

A: Hunter Water is progressing the Belmont Desalination Plant. We anticipate that the plant will commence operations in 2028, providing up to 30 million litres of rainfall-independent drinking water capacity to our system. A detailed update will be provided at the April 2024 CCAG Meeting.

Recycling for potable use

Q: What percentage of water is now being recycled?

A: Hunter Water publishes a detailed water conservation report each year. The most recent report was published in September 2023, and is available on [our website](#). Hunter Water supplied a total of 68.9 gigalitres of water in 2022-23. Of this, 3.2 gigalitres of recycled water was provided for non-potable end uses, and a further 3.5 gigalitres was supplied by the Kooragang Recycled Water Scheme.

Hunter Water operates 19 wastewater treatment plants and two recycled water treatment plants across our region. Hunter Water has 16 separate recycled water schemes which provide water for irrigation, agriculture and industry. About 11 per cent of effluent is treated to a recycled water standard and supplied to recycled water customers.

Hunter Water continues to engage with stakeholders, including council and the community, about how we value the social, environmental and resilience benefits that recycled water provides. Reflecting the true value that recycled water provides will ensure that beneficial recycled water opportunities are not overlooked.

Q: Where is HWC up to in terms of educating the community in recycling of wastewater for drinking water (e.g. Demonstration Plant) as early community feedback was positive?

A: Hunter Water is committed to working with our communities to explore purified recycled water for drinking as a potential future option to augment our drinking water supply. We are developing our approach to community and stakeholder engagement, and are working through options to provide an education facility to help our community understand the water cycle and the potential role of purified recycled water. We will continue to update the CCAG as this work progresses.

Sustainability – Recent Achievements – Water conservation

Q: Is the 10.9% reduction in water consumption as at June 2023 weather corrected?

A: Our water conservation performance is detailed in our Water Conservation Annual Report. At the end of the reporting year, customer usage was 10.1% lower than predicted (when considering weather-corrected per capita demand). This equates to an equivalent reduction of 6,306 ML. The reporting methodology, and further detail, can be found in the Water Conservation Annual Report.

Gennies – Lostock Project

Q: Is it proposed that the Paterson/Maitland pipeline be constructed once government approval is obtained (estimated 2024) – at the same time or after the Glennies-Lostock pipe line is complete?

A: A detailed update on the Glennies-Lostock project was provided at our September 2023 meeting. Hunter Water is working with the NSW Government to support the development of a business case for the project. The final business case is due to be completed in late 2024, for consideration by Government. No investment decisions have been made at this point. More information on the project and timings is available on the NSW Government's website: <https://water.dpie.nsw.gov.au/our-work/water-infrastructure-nsw/regional-projects/lostock-glennies-creek-pipeline>

Reporting on Chichester Dam safety

Q: The process of delivering leaflets to report on Dam safety, why has this not been done in the past?

A: A new regulatory approach commenced in NSW in March 2022. The Chichester Dam Risk Assessment is undertaken once every 15-years, and the 2023 assessment was the first time it has been undertaken applying the new methodology.

The assessment report confirms that Chichester Dam remains safe for day-to-day operations and continues to operate as it has for almost 100 years under normal conditions. The report also assesses

how the dam responds to rare, very rare and extreme events, such as extreme flooding and major earthquakes. This new information helps us assess the risk that extreme events may pose to downstream communities and provides our engineers and independent expert review panel with new insights on the dams. The cumulative result of the likelihood and consequence of these events has been identified as being above the regulatory safety threshold in our recent five-yearly risk assessment.

The results are of interest to members of the community who live near the Dam. Hunter Water presented the findings to Dungog Shire Council, held community drop-in sessions, and provided a short executive-summary to downstream residents.

This approach is consistent with best practice, with the recommendations of the regulator Dams Safety NSW, and commitments made by Hunter Water in our [community engagement strategy](#).

Further details on the dam safety risk assessment report is available on our website: <https://www.hunterwater.com.au/our-water/water-supply/dams-and-catchments/chichester-dam/chichester-dam-risk-assessment>

FORWARD CALENDAR

Our next meeting is the last for the 2023-24 financial year, and is scheduled for 18 June 2024