



CUSTOMER AND COMMUNITY ADVISORY GROUP (CCAG) MEETING AGENDA

Date:	Wednesday 30 March 2022
Time:	Meeting: 9.30am – 12noon
Location:	In Person: Hunter Water Board Room, 36 Honeysuckle Drive, Newcastle West Online: Via Teams [email declan.clausen@hunterwater.com.au for details]

AGENDA TOPICS

Early login available with IT assistance	9.15-9.30 am
Meeting open:	9.30-9.50 am
<ol style="list-style-type: none"> 1. Welcome & Acknowledgement of Country 2. Introduction of new members and apologies 3. Disclosure of interests (if any) 4. Minutes: <ol style="list-style-type: none"> a. Adoption of 10 August 2021 minutes 	
Operational update	9.50am-10.30am
5. Managing Director's report Darren Cleary, Managing Director <ol style="list-style-type: none"> a. Hunter Water introduction b. CCAG 2022 forward plan and Chairperson c. Lower Hunter Water Security Plan update d. COVID update e. Water storage update f. Hunter Water Corporate Scorecard Update 	
10 min break	10.30-10.40am
Strategic presentations / Hunter Water focus areas	
6. National Performance Report Presenter: Darren Cleary, Managing Director Purpose: To brief members on Hunter Water's performance in the recent National Performance Report of Australian water utilities. Additional background: Hunter Water's performance summary and complete NPR report	10.40am-11.10am
7. Regulatory update – Operating Licence Presenter: Emma Turner, Senior Economist Purpose: To brief members on the proposed Hunter Water Operating Licence system performance, rebates, customer protections and customer engagement) Additional background: IPART draft Operating Licence	11.10am-11.50am
Questions on Notice and General Business	11.50-11.00am
Next meetings: <ul style="list-style-type: none"> • Site visit and briefing: Tuesday 17 May 2022 (TBC, 9.30-12noon) • Tuesday 14 June 2022 (9.30-12noon) 	12noon