



# CUSTOMER AND COMMUNITY ADVISORY GROUP (CCAG) MEETING AGENDA

Date:	<b>Tuesday 14 June 2022</b>
Time:	Meeting: 9.30am – 12noon
Location:	<b>In Person: Hunter Water Board Room, 36 Honeysuckle Drive, Newcastle West</b> <b>Online: Via Teams</b> [email <a href="mailto:declan.clausen@hunterwater.com.au">declan.clausen@hunterwater.com.au</a> for details]

## AGENDA TOPICS

<b>Early login available with IT assistance</b>	9.15-9.30 am
<b>Meeting open:</b>	9.30-9.50 am
<ol style="list-style-type: none"> <li>1. Welcome &amp; Acknowledgement of Country</li> <li>2. Introductions and apologies</li> <li>3. Disclosure of interests (if any)</li> <li>4. Minutes:             <ol style="list-style-type: none"> <li>a. Adoption of 30 March 2022 &amp; 17 May 2022 minutes</li> </ol> </li> </ol>	
<b>Operational update</b>	9.50am-10.10am
<b>5. Managing Director's report</b> Darren Cleary, Managing Director <ol style="list-style-type: none"> <li>a. Water storage update</li> <li>b. COVID-19 update</li> <li>c. Hunter Water Corporate Scorecard Update</li> </ol>	
<b>Strategic presentations / Hunter Water focus areas</b>	
<b>6. Lower Hunter Water Security Plan implementation, water conservation and leakage update</b> <b>Presenter:</b> Emma Berry, Executive Manager Strategy and Engagement and Kirsty Jones, Program Lead Water Conservation and Integrated Water Management <b>Purpose:</b> To update members on the adoption of the Lower Hunter Water Security Plan and next steps for implementation, and update members on Hunter Water's water conservation and leakage targets and programs <b>Additional background:</b> The LHWSP is available here: <a href="http://hunterwater.com.au/waterfuture">hunterwater.com.au/waterfuture</a>	10.10am-10.45am
<b>Morning tea break</b>	10.45am-11am
<b>7. Sustainability Strategy</b> <b>Presenter:</b> Kerry Brown, Sustainability Lead <b>Purpose:</b> To discuss Hunter Water's sustainability strategy, goals and objectives, including carbon reduction goals <b>Additional background:</b> Hunter Water's Sustainability Strategy is available here: <a href="http://hunterwater.com.au/our-water/sustainability">hunterwater.com.au/our-water/sustainability</a>	11-11.30am
<b>8. Regulatory update</b> <b>Presenter:</b> Emma Turner, Senior Economist <b>Purpose:</b> To provide an update on Hunter Water's Operating Licence and next Price Path	11.30-11.45am

<p><b>Additional background:</b> IPART’s website contains further information on their review of Hunter Water’s Operating Licence:  <a href="https://www.ipart.nsw.gov.au/Home/Industries/Water/Reviews/Licensing-Hunter-Water-Corporation/Hunter-Water-Operating-Licence-Review-2021">https://www.ipart.nsw.gov.au/Home/Industries/Water/Reviews/Licensing-Hunter-Water-Corporation/Hunter-Water-Operating-Licence-Review-2021</a></p>	
<p><b>Questions on Notice and General Business</b></p>	<p>11.45-12noon</p>
<p><b>Next meetings:</b></p> <ul style="list-style-type: none"> <li>• Hunter Water 130<sup>th</sup> year stakeholder event with Hunter Water’s Chair, Board of Directors and Executive Leadership Team – Wednesday 29 June 2022 from 5.30pm (please RSVP to <a href="mailto:officeofd@hunterwater.com.au">officeofd@hunterwater.com.au</a>)</li> <li>• September CCAG meeting – 9.30am Tuesday 13 September 2022</li> <li>• December CCAG meeting – 9.30am Wednesday 7 December 2022</li> </ul>	<p><b>12noon</b></p>