



MEETING AGENDA

CUSTOMER AND COMMUNITY ADVISORY GROUP (CCAG)

Date	Tuesday 15 August 2023
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 June 2023 meeting minutes 	
4	Operational update	9.35am-10am
4.1	Managing Director's report Darren Cleary, Managing Director <ol style="list-style-type: none"> a. Hunter Water operational update b. Water storage update 	
6	Strategic presentations / Hunter Water focus areas	
6.1	Dam Safety Review – Chichester Dam Rob Main, Group Manager Planning & Engineering Daniel Turnbull, Dam Safety Engineer Hunter Water has completed its five yearly risk assessment to inform the 15 yearly safety review for Chichester Dam. This presentation will provide members with a detailed briefing on the findings of the risk assessment, which was finalised in August 2023.	10-11am
	Morning tea break	11-11.10am
6.2	Sustainability Strategy Update David Derkenne, Group Manager Sustainability and Waterways James Willing, Team Leader Sustainability and Climate Change	11.10-11.30am

6.3	Regulatory and Pricing Proposal Update Emma Turner, Senior Economist Dr Clare Hogue, Program Lead Customer Research & Insight	11.30-11.45am
7	General Business and Questions on Notice Nil QONs submitted	11.45-12noon
8	Next meeting and meeting close	By 12 noon

QUESTIONS ON NOTICE

Nil submitted

FORWARD CALENDAR

- Tuesday 14 November 2023, 9.30am-12noon [Request from Cr Adamczyk to reschedule, as meeting now clashes with LGNSW Conference]
 - Proposed to reschedule to late September 2023, to enable an ESG focus group