



MEETING AGENDA

CUSTOMER AND COMMUNITY ADVISORY GROUP (CCAG)

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| Date | Tuesday 28 February 2023 |
| Time | 9.30am to 12noon |
| Location | In Person: Hunter Water Board Room , 36 Honeysuckle Drive, Newcastle West Online: Via Teams [see calendar invite or email declan.clausen@hunterwater.com.au for details] |

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| 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. |
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AGENDA TOPICS

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| 1 | Early login available with IT assistance | 9.15-9.30 am |
| 2 | Meeting open: | 9.30-9.40 am |
| 3 | <ol style="list-style-type: none">1. Welcome & Acknowledgement of Country2. Membership and apologies<ol style="list-style-type: none">a. Membership: resignation of Ms Sue Hirsch, representative of the Medowie Progress Association since 2020. Ms Hirsch has moved out of the Hunter Water Area of Operationsb. Apologies: Mr David Beins, Mr Bill Lennox3. Disclosure and management of actual/perceived conflicts of interest regarding agenda items4. Minutes:<ol style="list-style-type: none">a. Adoption of December 2022 meeting minutes | |
| 4 | Operational update | 9.40am-10am |
| 4.1 | Managing Director's report Darren Cleary, Managing Director <ol style="list-style-type: none">a. Hunter Water operational updateb. Water storage updatec. Hunter Water Corporate Scorecard Updated. Dam Safety Periodic Assessment | |
| 5 | Strategic presentations / Hunter Water focus areas | |
| 5.1 | Survey & member discussion - feedback on the operation of CCAG Ahead of the meeting, Hunter Water distributed a feedback survey seeking input from members on the operation of the CCAG. Results will be collated for discussion at the CCAG meeting. | 10-10.30am |

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| | Hunter Water has an Operating Licence obligation to review its Community Consultation Procedure before 1 July 2023, which includes the role and operation of the CCAG. The survey and discussion will assist Hunter Water in informing this review. | |
| | Morning tea break | 10.30-10.45am |
| 5.2 | <p>Customers at the Heart Mr Matt Hingston, Executive Manager Customer Service Ms Carla McEntyre, Group Manager Customer Experience</p> <p>Mr Hingston and Ms McEntyre will provide the CCAG with an update on Hunter Water's recent work to understand our customers and their journeys. We will provide an update on work to support vulnerable customers.</p> | 10.45-11.15am |
| 5.3 | <p>Price Proposal and Regulatory update Ms Emma Turner, Senior Economist Dr Clare Hogue, Senior Community Engagement Advisor</p> <p>The presentation builds on previous updates to the CCAG on the development of Hunter Water's next pricing proposal to the Independent Pricing and Regulatory Tribunal. The presentation will update members on current community and customer engagement activities, as well as the reforms to pricing regulation from IPART.</p> | 11.15-11.45am |
| 6 | <p>Questions on Notice and General Business</p> <p>Question on notice from David Beins regarding the Voice Referendum [Request from Mr Beins that discussion be delayed until the May 2023 meeting]</p> | 11.45-12noon |
| 7 | Next meeting and meeting close | 12 noon |

QUESTIONS ON NOTICE

Q: Will Hunter Water publicly advocate for the YES vote in the Voice referendum?

A: Hunter Water supports and is committed to reconciliation with First Nations people. We are on our own reconciliation journey, currently implementing our [Innovate Reconciliation Action Plan \(RAP\)](#). Our second RAP includes a range of actions to support meaningful reconciliation, including increasing our First Nations supplier diversity to support improved economic and social outcomes. We are currently working with Adam Goodes and the Indigenous Defence and Infrastructure Consortium (iDiC) to develop our First Nations Procurement Strategy.

The Voice is an important constitutional step towards reconciliation, and has been supported by both the Commonwealth and [NSW](#) Governments.

As a State Owned Corporation, it is important that Hunter Water remains politically neutral, and it wouldn't be appropriate for us to directly advocate in the referendum campaign. We will certainly continue to share the positive experiences of our reconciliation journey, and the value it is providing to our organisation, customers and communities.

FORWARD CALENDAR

- Tuesday 30 May 2023, 9.30am-12noon [intention is to include a site tour]
- Tuesday 15 August 2023, 9.30am-12noon
- Tuesday 14 November 2023, 9.30am-12noon [intention is to include a site tour]