



# MEETING AGENDA

## CUSTOMER AND COMMUNITY ADVISORY GROUP (CCAG)

<b>Date</b>	<b>Wednesday 28 June 2023</b>
<b>Time</b>	9.30am to 12noon
<b>Location</b>	<b>In Person: Hunter Water's Burwood Beach Wastewater Treatment Works Theatre</b> Located off 129 Scenic Drive, Merewether GPS directions available: <a href="#">129 Scenic Drive</a>
<b>What to bring</b>	The meeting will include a site tour of the Burwood Beach Wastewater Treatment Works. Please wear enclosed footwear and long-sleeved clothing. PPE will be provided for the site tour (safety vest and goggles)

<b>Purpose</b>	Consistent with its <a href="#">Charter</a> , 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

<b>1</b>	<b>Arrival at the Burwood Wastewater Treatment Works</b>	9.15-9.30 am
<b>2</b>	<b>Meeting open:</b>	9.30-9.35 am
<b>3</b>	<ol style="list-style-type: none"> <li>1. Welcome &amp; Acknowledgement of Country</li> <li>2. Apologies <ol style="list-style-type: none"> <li>a. Mr Bill Lennox (represented by Mr Adam Bowcutt &amp; Mr Graham Jones)</li> <li>b. Mayor John Connors (represented by Cr Jessica Clark)</li> <li>c. Mr David Beins</li> </ol> </li> <li>3. Disclosure and management of actual/perceived conflicts of interest regarding agenda items</li> <li>4. Minutes: <ol style="list-style-type: none"> <li>a. Adoption of <a href="#">February 2023</a> meeting minutes</li> </ol> </li> </ol>	
<b>4</b>	<b>Operational update</b>	9.35am-10am
4.1	<b>Managing Director's report</b> Darren Cleary, Managing Director <ol style="list-style-type: none"> <li>a. Hunter Water operational update</li> <li>b. Water storage update</li> <li>c. Hunter Water pricing from 1 July 2023</li> <li>d. Dam Safety Periodic Assessment update</li> <li>e. LHWSP implementation update</li> <li>f. Customer, Community and Consumer Procedures, including the CCAG's role</li> </ol>	

<b>5</b>	<b>Questions on Notice and General Business</b> Managing Director Darren Cleary needs to depart the meeting after this item	10-10.05am
<b>6</b>	<b>Strategic presentations / Hunter Water focus areas</b>	
6.1	<b>Price Proposal and Regulatory update</b> Ms Emma Turner, Senior Economist Dr Clare Hogue, Senior Community Engagement Advisor  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.	10.05-10.30am
<b>7</b>	<b>Morning tea break</b> and issuing of PPE for site tour	10.30-10.45am
<b>8</b>	<b>Site tour: Burwood Beach WWTW</b> Led by Rahul Chhillar, Group Manager Information Controls and Energy, with Chris White, Team Leader - External Communications  <b>Purpose:</b> Upgrades to our wastewater treatment plants are a major driver of our capital expenditure program. The site tour is to introduce CCAG members to the current operation of the Burwood WWTW, demonstrate how the Plant currently operates, and challenges (including blockages due to wet wipes).	10.45-11.30am
<b>9</b>	<b>Next meeting and meeting close</b>	<b>By 12 noon</b>

## QUESTIONS ON NOTICE

Nil submitted

## FORWARD CALENDAR

- Tuesday 15 August 2023, 9.30am-12noon
- Tuesday 14 November 2023, 9.30am-12noon [Request from Cr Adamczyk to reschedule, as meeting now clashes with LGNSW Conference]