



# MEETING AGENDA

## CUSTOMER AND COMMUNITY ADVISORY GROUP (CCAG)

<b>Date</b>	<b>Tuesday 26 September 2023</b>
<b>Time</b>	9.30am to 12noon
<b>Location</b>	<b>In Person: Hunter Water Boardroom</b> 36 Honeysuckle Drive, Newcastle West  <b>Online:</b> Via MS Teams (link in calendar invite)
<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.

## AGENDA TOPICS

<b>1</b>	<b>Arrival at Hunter Water</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 (Sue Johns)</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="#">August 2023</a> meeting minutes</li> </ol> </li> </ol>	
<b>4</b>	<b>Strategic Presentations</b>	
<b>4.1</b>	<p><b>Hunter River Estuary Coastal Management Plan</b></p> <ul style="list-style-type: none"> <li>• Catherine Pepper, Manager Environment and Sustainability, Maitland City Council</li> <li>• Deanne Nelson-Pritchard, Principal Estuary Officer, Maitland City Council</li> </ul> <p>Maitland City Council is leading the development of the Hunter River Estuary Coastal Management Plan (CMP) alongside the City of Newcastle, Port Stephens Council, Dungog Shire Council, Hunter Local Land Services and Hunter Water. The project involves 27 stakeholder groups across 5 Council areas.</p> <p>The Hunter Estuary Scoping Study is the first stage of preparing a CMP. This document was endorsed by Councils and published in July 2023, and is available on MCC's website <a href="#">here</a>.</p> <p>Catherine and Deanne will present to the CCAG on behalf of the HEAL group. This presentation was requested by the CCAG at its August meeting.</p>	9.35-10.30 am

	<p><b>Hunter River Estuary Wastewater Masterplan</b></p> <ul style="list-style-type: none"> <li>David Derkenne, Group Manager Sustainability &amp; Waterways, Hunter Water</li> </ul> <p>Alongside the Hunter River Estuary CMP, Hunter Water has been leading the development and implementation of the <a href="#">Hunter River Estuary Wastewater Masterplan</a>.</p>	
	<i>Morning tea break</i>	10.30-10.40 am
4.2	<p><b>Sustainability Strategy - ESG Materiality Assessment</b></p> <ul style="list-style-type: none"> <li>James Willing, Team Leader Sustainability and Climate Change, Hunter Water</li> <li>Jackie Spiteri, Managing Director, Sustainable ESG</li> </ul> <p>Hunter Water is currently updating its Sustainability Strategy. To support this work, Sustainable ESG has been engaged to undertake a ESG Materiality Assessment with key internal and external stakeholders, including the CCAG. James Willing presented an update on the Sustainability Strategy at the CCAG's August 2023 meeting.</p> <p>Jackie Spiteri from Sustainable ESG will be leading an interactive workshop with the CCAG.</p> <p>CCAG members are asked to bring a mobile or iPad device to participate in the interactive workshop.</p>	10.40-11.25 am
4.3	<p><b>Lower Hunter Water Security Plan: Glennies-Lostock Project update</b></p> <ul style="list-style-type: none"> <li>Nick Bates, Program Lead - Paterson River Scheme, Hunter Water</li> <li>Jennifer Pritchard, Senior Community Engagement Advisor, Hunter Water</li> </ul> <p>Hunter Water is working with the NSW Government to investigate a pipeline connection between the Glennies Creek and Lostock Dams. The connection supports us in optimising existing infrastructure and taking advantage of variations in rainfall distributions and dam storage capacity across the region.</p> <p>The presentation will provide members with an update on investigations. Further detail is available on the NSW Government's website <a href="#">here</a>.</p>	11.25-11.55 am
5	<p><b>General Business and Questions on Notice</b></p> <p>Nil QONs submitted</p>	11.55-12noon
6	<b>Next meeting and meeting close</b>	<b>By 12 noon</b>

## QUESTIONS ON NOTICE

Nil submitted

## FORWARD CALENDAR

The September CCAG is our final scheduled meeting of 2023.