



# MEETING MINUTES

Committee Name:	Customer and Community Advisory Group (CCAG)
Venue:	Online via Zoom
Date and Time:	Tuesday 15 November 2022 9.30am – 11.30am

## MEMBERS PRESENT

Cr Dr Elizabeth Adamczyk	City of Newcastle
Mr David Beins	
Ms Sue Johns	National Seniors Association
Mr Bill Lennox	Maitland Masonic Hall
Ms Jean McGarry	Lake Macquarie Sustainable Neighbourhoods Alliance
Mr Douglas McCloskey	Public Interest Advocacy Centre

## APOLOGIES

Cr Brian Adamthwaite	Lake Macquarie City Council
Mayor John Connors	Dungog Shire Council
Ms Linda Bowden	Save the Williams River Coalition
A/Prof Troy Gaston	University of Newcastle
Cr Karen Jackson	Cessnock City Council
Cr Sally Halliday	Maitland City Council

## MEETING SUMMARY

Darren Cleary opened the meeting and introduced the team from InSync. The session was externally facilitated.

The CCAG participated in a focus group supporting Hunter Water in the development of its next pricing proposal. Feedback provided will be used along with insights Hunter Water has been hearing from our customers and community to guide the engagement activities we will undertake over the next 18 months to inform our pricing proposal to IPART.

A copy of the slides presented are **attached** to these notes. Outcomes from the session will be published on Hunter Water's website here:

<https://www.hunterwater.com.au/haveyoursay/2025-2030-price-submission>

## APPROVAL OF MINUTES

Minutes were approved by the CCAG on 7 December 2022.