



# CUSTOMER AND COMMUNITY ADVISORY GROUP (CCAG) MEETING AGENDA

Date:	<b>Tuesday 9 March 2021</b>
Time:	9.30am – 12noon
Location:	<b>In Person: Hunter Water Board Room, 36 Honeysuckle Drive, Newcastle West</b> <b>Online: Via Webex</b> [email <a href="mailto:declan.clausen@hunterwater.com.au">declan.clausen@hunterwater.com.au</a> for details]
Chairperson:	<b>Councillor Paul Le Mottee</b>

## AGENDA TOPICS

<b>Early login available with IT assistance</b>	9.15-9.30 am
<b>Meeting open:</b> <b>Operational Matters</b>	9.30-9.45 am
<ol style="list-style-type: none"> <li>1. Acknowledgement of Country</li> <li>2. Apologies             <ol style="list-style-type: none"> <li>a. Councillor Melanie Dagg</li> <li>b. A/Professor Troy Gaston</li> <li>c. Ms Sue Johns</li> </ol> </li> <li>3. Disclosure of interests (if any)</li> <li>4. Minutes:             <ol style="list-style-type: none"> <li>a. <a href="#">Adoption of December 2020 minutes</a></li> </ol> </li> </ol>	
<b>Operational update</b>	9.45am-10.15am
<ol style="list-style-type: none"> <li>5. Managing Director's report Darren Cleary, Managing Director             <ol style="list-style-type: none"> <li>a. Towards 2024 Strategy</li> <li>b. Water storage update</li> <li>c. Hunter Water Corporate Scorecard Update</li> <li>d. CCAG 2021 forward plan</li> <li>e. National Performance Report</li> </ol> </li> </ol>	
<b>10 min break</b>	10.15-10.25am
<b>Strategic presentations / Hunter Water focus areas</b>	
<ol style="list-style-type: none"> <li>1. <b>Biosolids workshop</b> External facilitator: Kelly Lofberg, Mara Consulting</li> </ol>	10.25am-11.15am
<ol style="list-style-type: none"> <li>2. <b>Lower Hunter Water Security Plan Update – Phase 3 Community Engagement outcomes</b> David Derkenne, A/Program Director, Water Resilience</li> </ol>	11.15am-11.50am
<b>Questions on Notice and General Business</b>	11.50-11.00am
<ol style="list-style-type: none"> <li>a. <a href="#">Responses to outstanding questions from Ms Linda Bowden</a></li> </ol>	
<b>Next meeting</b> TBC – July 2021 – to align with public exhibition of draft Lower Hunter Water Security Plan	<b>12noon</b>



# 2021 CCAG Forward Plan

CCAG meeting	Date and location	Meeting focus area(s)
CCAG session #1	Tuesday 9 March 2021 Hunter Water Boardroom and online via WebEx	<ul style="list-style-type: none"><li>• Lower Hunter Water Security Plan Phase 3 community engagement outcomes</li><li>• Biosolids Management Strategy – focus group</li></ul>
CCAG session #2	TBC – July 2021 Mayfield West Recycled Water Plant, Centre for Education	<ul style="list-style-type: none"><li>• Draft exhibition of the Lower Hunter Water Security Plan</li><li>• Catchment Management Plan</li><li>• Recycled water plant tour</li></ul>
CCAG/Hunter Water Board joint session #3	Wednesday 29 September 2021	<ul style="list-style-type: none"><li>• Joint meeting with Hunter Water Board of Directors</li><li>• Customer expectations on service levels, Hunter Water Operating Licence review</li></ul>
CCAG session #4	Tuesday 7 December 2021	<ul style="list-style-type: none"><li>• Purified and recycled water community engagement strategy</li></ul>