



MEETING MINUTES

Committee Name:	Customer and Community Advisory Group (CCAG)
Venue:	Hunter Water Hunter Street Board Room
Date and Time:	Tuesday 3 March 2020 09:30am to 12:00pm

MEMBERS PRESENT

Cr Paul Le Mottee	Port Stephens Council (Chair)
Cr Brian Adamthwaite	Lake Macquarie City Council
Cr Robert Aitchison	Maitland City Council
Mr David Beins	
Ms Sue Johns	National Seniors Association
Mr Bill Lennox	Maitland Masonic Centre
Ms Jean McGarry	Lake Macquarie Sustainable Neighbourhoods Alliance
Cr Kate Murphy	Dungog Shire Council
Ms Carol Pasenow	Save the Williams River Coalition
Mr Joseph Popov	Community Disability Alliance Hunter (CDAH)

APOLOGIES

Ms Linda Bowden	Save the Williams River Coalition
Mayor John Connors	Dungog Shire Council
Cr Melanie Dagg	Maitland City Council
Dr Troy Gaston	University of Newcastle
Ms Sue Hirsch	Medowie Progress Association
Ms Amy de Lore	Hunter Business Chamber

IN ATTENDANCE

Darren Cleary	Acting Chief Executive Officer
Victor Prasad	Executive Manager Customer Strategy and Retail

Jane Blakeney	Manager, Marketing and Brand, Customer Strategy and Retail
Lisa Warren	Senior Human Resources Business Partner – Diversity and Inclusion
Declan Clausen	Executive Officer (CCAG Secretary)

WELCOME

Cr Le Mottee, CCAG Chair, opened the meeting at 9.38am, and acknowledged the traditional owners of the country.

Apologies were noted and received

AGENDA OVERVIEW AND CONFLICTS OF INTEREST

No Conflicts of Interest were declared.

MEMBERSHIP MATTERS

The Secretary advised of the voluntary ‘suspension’ of membership – Ms Amy De Lore – Hunter Business Chamber (Ms De Lore has been appointed to the Lower Hunter Water Plan Community Liaison Group, and has requested to suspend her CCAG membership during this appointment).

The Secretary noted the passing of long-term CCAG member Geoff Dingle. The CCAG acknowledged Mr Dingle’s contribution, and noted that Hunter Water had written to his wife on behalf of the Group.

MINUTES OF PREVIOUS MEETING

The minutes for the November CCAG 2019 meeting were adopted.

MANAGING DIRECTOR’S REPORT

The Chair invited Hunter Water’s Acting CEO, Darren Cleary, to provide a report.

Mr Cleary provided an update on the recruitment of a permanent Managing Director, noting that Mr Wood has presented at the last CCAG meeting.

Mr Cleary provided an update on the Hunter’s water storages, and restrictions, including the BOM outlook.

Members queried pumping volumes to Grahamstown Dam during rainfall, and Hunter Water’s educative approach to water restrictions.

Mr Cleary provided members with an update on planning works for the Belmont Drought Response Desalination Plant, including consideration being given to increasing its capacity.

Mr Cleary provided an update on Hunter Water’s Corporate Scorecard including safety, culture scores, corporate reputation and the service index, Values, Business Plan and Price Path process.

A copy of Mr Cleary’s presentation is available on the Your Voice page [here](#).

UPDATE: RESTRICTIONS, DROUGHT RESPONSE, AND LOWER HUNTER WATER SECURITY PLAN

Darren Cleary, Chief Investment Officer, Hunter Water

Mr Cleary provided an update on Hunter Water's approach to the Lower Hunter Water Security Plan:

- Timeline of investigations
- Work underway to assess option types, and specific options
- The importance of water conservation, including that it will be central to all portfolios under consideration

Members queried Hunter Water's approach to recycled water and education. It was agreed that a presentation on recycled water would occur at a future meeting.

Mr Cleary's presentation is available [here](#).

LOVE WATER UPDATE

Jane Blakeney, Manager, Marketing and Brand, Customer Strategy and Retail

Ms Blakeney provided members with an update on Love Water, including works at the Waste Water Pump Station on Industrial Drive, the success of different communication channels, the 21% reduction in community water usage, and novel forms of engagement including the lifts at Charlestown Square shopping centre over summer.

Ms Blakeney provided an overview of the Save Your 4 campaign, and the installations at community events.

Ms Blakeney's presentation is available [here](#).

STRATEGIC PRESENTATION OUR PEOPLE

Victor Prasad, Executive Manager Customer Strategy and Retail

Lisa Warren, Senior Human Resources Business Partner – Diversity and Inclusion

Mr Prasad introduced Hunter Water's Business Plan themes, and introduced the Our People theme.

Ms Warren provided a presentation on Hunter Water's Reconciliation Action Plan (RAP), including the importance of closing the gap.

Ms Warren's presentation is available [here](#) [including links to the videos].

QUESTIONS ON NOTICE

Questions on Notice were received by Ms Linda Bowden regarding the Lower Hunter Water Security Plan. As the related to the LHWSP, Hunter Water will respond via the LHWSP Community Liaison Group. [Responses are available [here](#)].

MEETING CLOSE

Meeting closed at 12:02pm

APPROVAL OF MINUTES

Draft minutes to be considered by CCAG at meeting on 12 May 2020.