



Hunter Water Customer and Community Advisory Group

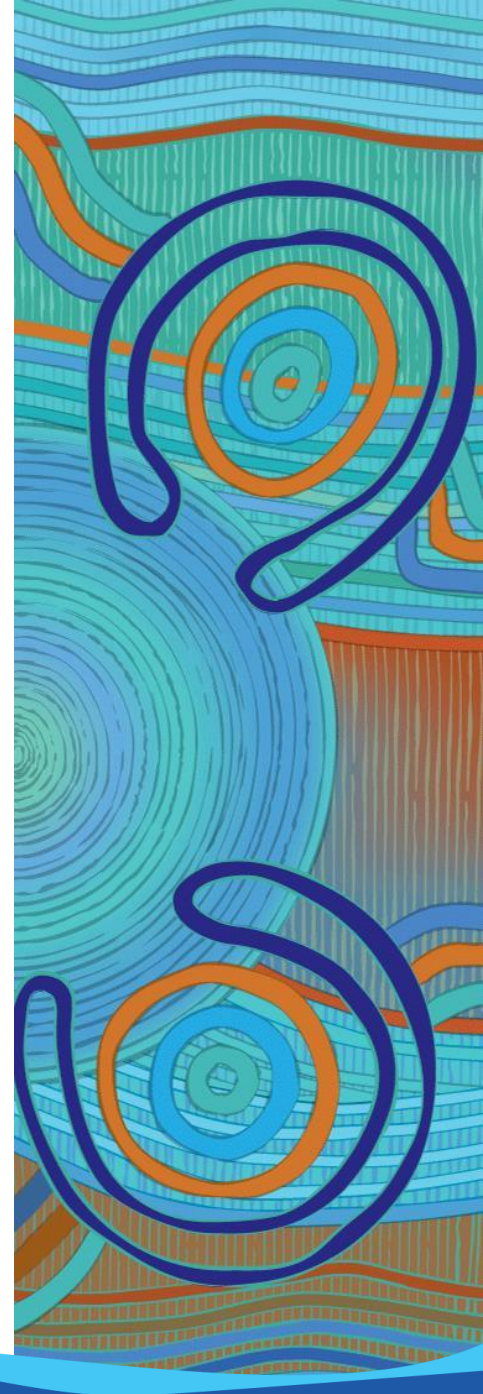
Tuesday 15 August 2023



ACKNOWLEDGEMENT OF COUNTRY

Hunter Water acknowledges the Traditional Countries of the Awabakal, Geawegal, Darkinjung, Wonnarua and Worimi peoples on which we operate and the Countries beyond where our water flows.

We recognise and respect the cultural heritage, beliefs and continuing connection to the lands and waters of our Traditional Custodians and pay respect to their Elders past, present and emerging.





Operational update



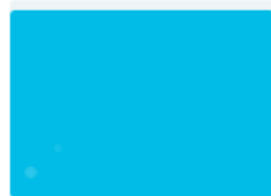
Water Storage Levels

TOTAL STORAGE

93.8%



INDIVIDUAL STORAGE LEVELS



GRAHAMSTOWN

94.7%



TOMAGO

89.7%



CHICHESTER

93.2%

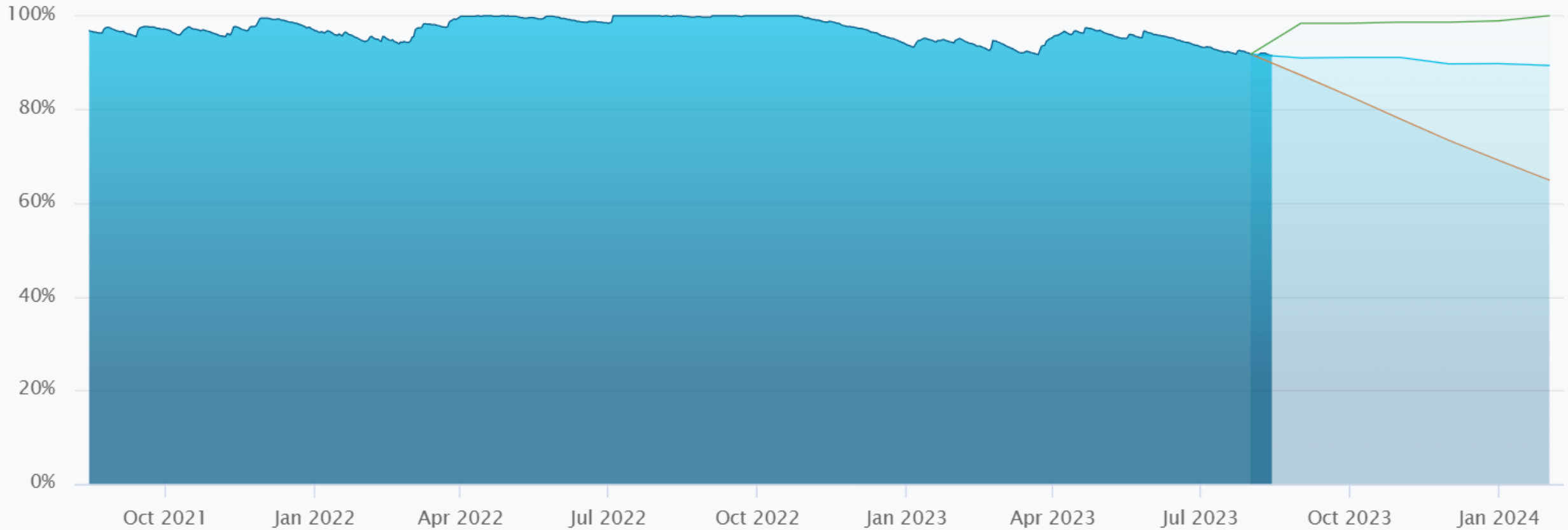


ANNA BAY

98.0%



Historical storage levels and outlook





27 July 2023

Pumping up progress: Upgrading our 110-year-old asset



Work has commenced on upgrades to the Newcastle West 1 Wastewater Pump Station located next to Marketown Shopping Centre car park, following successful preparatory work completed late last year.

The upgrade will reduce future maintenance, improve the existing pump station fixtures, improve amenity and support population growth in the area.

The site has been set up in recent weeks and construction has started which will continue until early next year, assuming the weather is fine and we experience no major issues.

We're installing a permanent odour control unit (OCU), having had an interim unit in place since last year, as well as remediating existing concrete, and some pipework, covers and hatches at the pump station.



6 July 2023

Love is all around: 2023 Love Water Grants announced



Hunter Water has announced 15 recipients of its Love Water Grants program, totalling more than \$100,000, following the highest number of applications ever received.

The one-off grants valued at up to \$10,000 primarily support water conservation and efficiency initiatives, as well as projects with an education, environmental and sustainability focus.

Minister for Water, Housing and Homelessness, Rose Jackson, said the Lower Hunter community proposed innovative water-saving approaches.

“It’s clear from the 76 applications, a record number, that the local community is committed to providing innovative solutions to help save our most precious resource however they can.”

Minister for Water, Housing and Homelessness, Rose Jackson
“In the current economic climate, we’re seeing now more than ever how important it is to support our community. The diverse range of projects from amenities upgrades to irrigation systems to community gardens all promote water conservation and will make a significant difference to the people of the Lower Hunter.”

The Love Water Grants program opens each year on Valentine’s Day (14 February).



Taking care of business at Raymond Terrace



We're upgrading Raymond Terrace Wastewater Treatment Works to improve the quality of the treated effluent discharged from the site and provide for future growth in the area.

The plant currently treats 6.4 megalitres per day and handles wastewater from around 35,000 people within the communities of Raymond Terrace, Medowie and some parts of Heatherbrae.

The upgrade will modernise processes that will ensure wastewater is treated to a consistent standard within the plant with overall treated wastewater quality improvement. The upgrade will also ensure we meet regulatory compliance.

A range of improvements, such as installation of jet aerators in the carousel system, will increase capacity to service peak loads. Concrete remediation and sludge lagoon relining will improve asset condition and modifications to the inlet works will rectify risks associated with manual handling.



Stormwater rehabilitation



Hunter Water is investing \$20 million to give our stormwater network a much-needed makeover through until the end of 2024. With 96-kilometres of channel to manage, mainly across the City of Newcastle, Lake Macquarie and Cessnock, the network plays a vital role in preventing floods and keeping the community dry during heavy rainfall.

With work already complete at Turton Road, Lambton and work at Macquarie Street, Mayfield (pictured) finishing this November, we are now turning our attention to Christo Road in Georgetown and Platt Street in Waratah.

Enter our culvert crusaders – Abergeldie – who last week started on geotechnical investigations to help us plan for construction. They aim to begin construction at the last two sites by the end of the year, so we can ensure these areas stay high and dry in the face of stormy weather.



Lake Mac Business Excellence Awards



We're proud to have been a sponsor of the Lake Mac Business Excellence Awards!

The Hunter Water Excellence in Sustainability Award, recognises a business that has demonstrated its commitment to sustainable business practices and is working to reduce the impact of its operations on the environment.

The winner was **Imaginelle** – 'Australia's first and only carbon neutral cosmetic and skincare manufacturer located in Cardiff.

We're happy to have been involved in the awards and to have witnessed the sense of community and strength of the Lake Macquarie business community.



Transition Tuesdays



Over the past six months, Hunter Water has supported **Transition Tuesdays**.

Born out of the 2022 Hunter Innovation Festival, the meetings are a collaboration between forward-thinking business leaders in Newcastle, sharing knowledge about emissions reduction strategies, power purchase agreements, and energy efficiency.

This collaboration will form the basis of a knowledge-sharing resource, in the form of a website, which will be freely available to businesses and individuals as they embark or continue on their own transition journeys. We were very pleased to host the group here at Honeysuckle to celebrate the works to date and look to the next steps. Our own Justin Bryde presented some of the Hunter Water journey to leaders of the participating businesses including Tomago Aluminium, Hunter New England Local Health District, Newcastle Permanent (NGM Group), Port of Newcastle and City of Newcastle.



Questions on Notice

Voice referendum – deferred discussion on QoN from David Beins:



Q: Will Hunter Water publicly advocate for the YES vote in the Voice referendum?

A: Hunter Water supports and is committed to reconciliation with First Nations people. We are on our own reconciliation journey, currently implementing our Innovate Reconciliation Action Plan (RAP). Our second RAP includes a range of actions to support meaningful reconciliation, including increasing our First Nations supplier diversity to support improved economic and social outcomes. We are currently working with Adam Goodes and the Indigenous Defence and Infrastructure Consortium (iDiC) to develop our First Nations Procurement Strategy.

The Voice is an important constitutional step towards reconciliation, and has been supported by both the Commonwealth and NSW Governments.

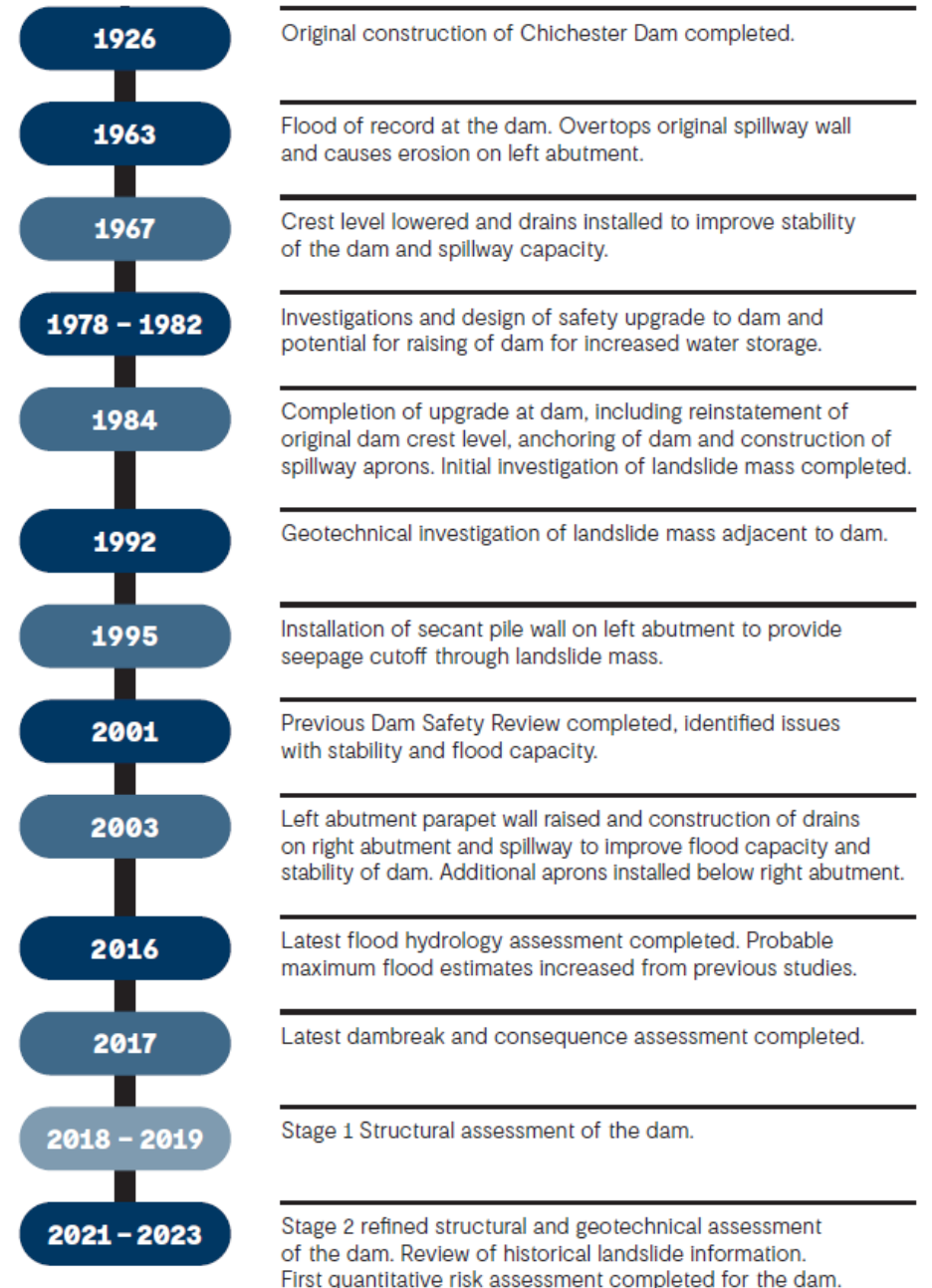
As a State Owned Corporation, it is important that Hunter Water remains politically neutral, and it wouldn't be appropriate for us to directly advocate in the referendum campaign. We will certainly continue to share the positive experiences of our reconciliation journey, and the value it is providing to our organisation, customers and communities.



Chichester Dam Safety Review

Chichester Dam safety upgrades over the years

Since its construction between 1915 and 1926, Chichester Dam has been extensively upgraded and modified to meet changing demands and to ensure safety and reliability of the water supply.



Chichester Dam Safety Program

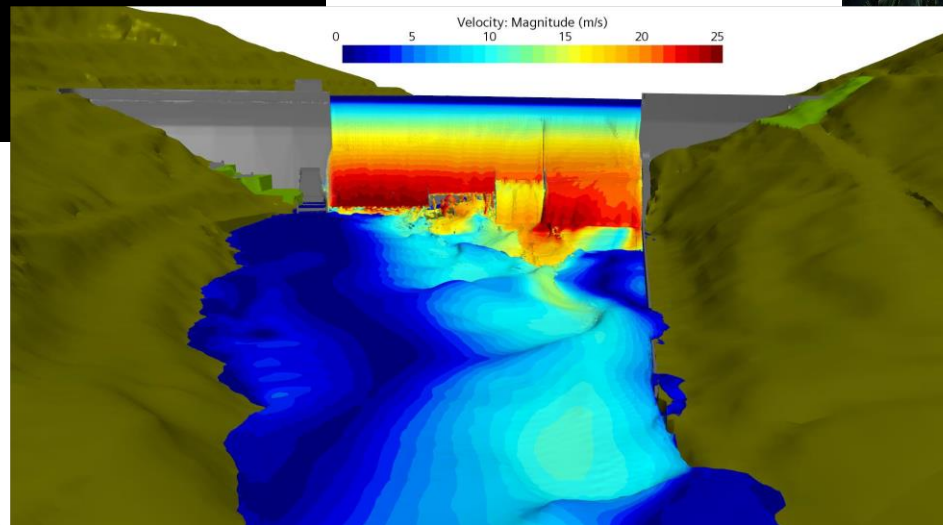
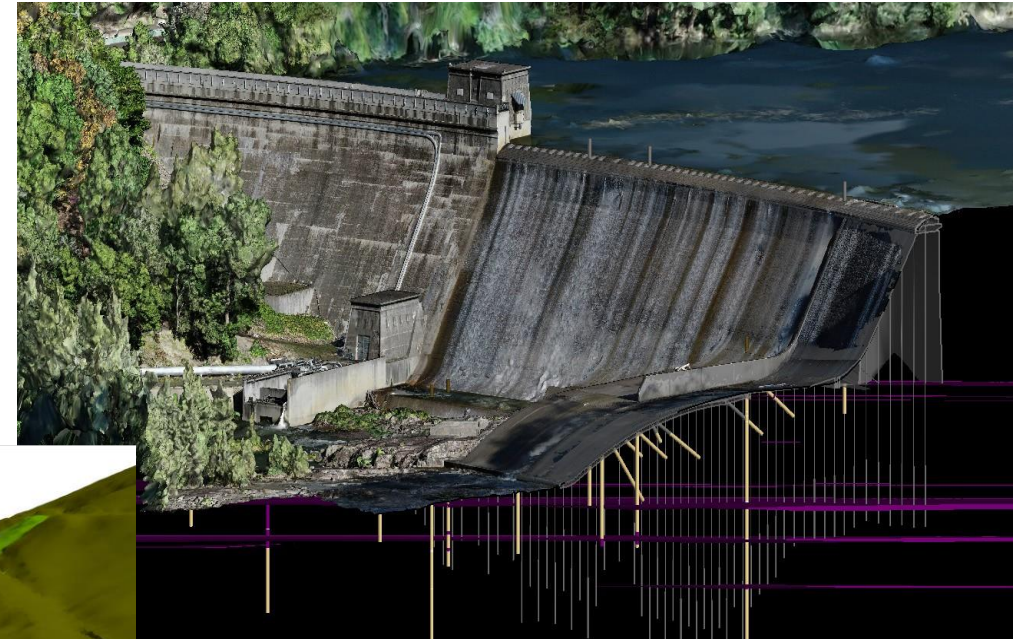
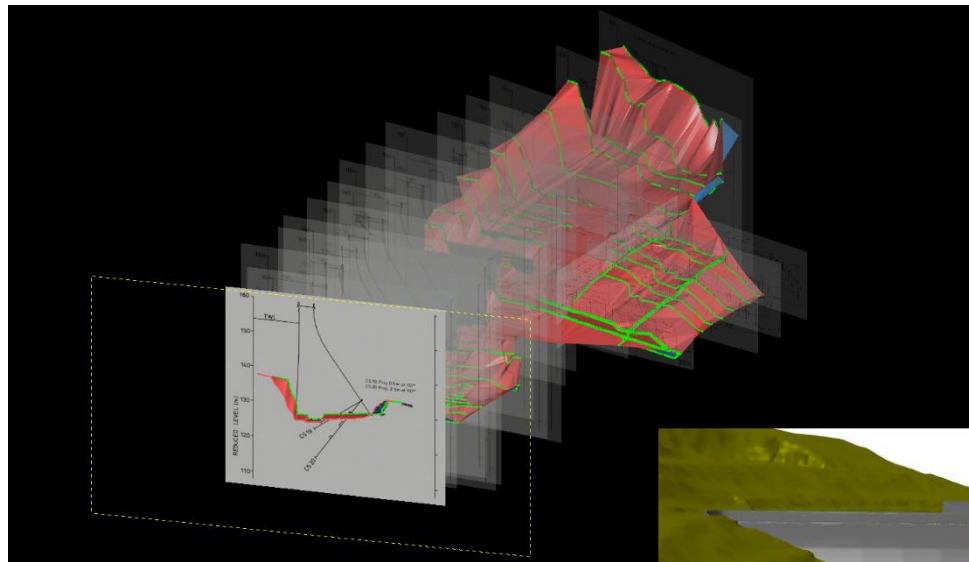
As part of our commitment as a responsible dam owner, Hunter Water has completed its five-yearly risk assessment to inform our 15-yearly dam safety review.

	Our monitoring and assessment program includes:	New Dam Safety Regulations require:
Annually	In addition to daily inspections, detailed inspections are carried out annually by internal and external engineers.	Annual Dam Safety Management System audits to be completed by both Hunter Water and the Dams Safety Regulator.
Every 5 years	Surveillance inspections carried out by external engineers and experts.	Risk assessments by an independent review team of engineers and experts.
Every 15 years	Safety reviews completed to assess the safety of the dam using a standards-based approach in accordance with the most current engineering and scientific techniques.	15-yearly safety reviews will take place with every third five-yearly risk assessment or when there is a change to the accepted technology or methods used in the design criteria for dams.

The Chichester Dam Safety Program is completed in line with the *Dams Safety Regulation 2019*.

Advancements in engineering standards

Over time our industry's understandings of dams under extreme conditions such as major flooding events and major earthquakes has improved.



Risk assessment report

Undertaken in accordance with the NSW Dams Safety regulations.

Assessment undertaken by Hunter Water's Dam Safety Engineers, and external consultants GHD.

Reviewed by an independent Expert Panel, and lodged with the regulator, Dams Safety NSW, on 10 August 2023.

The Dam Safety Risk Assessment Report is available at
www.hunterwater.com.au/chichester



Chichester Dam

Risk Assessment Summary Report

Hunter Water Corporation

10 August 2023

→ The Power of Commitment



The background of the slide is a blue-tinted photograph of a large-scale construction project, likely a dam. In the foreground on the left, a person wearing a hard hat and safety gear is visible, looking towards the construction site. The background shows extensive scaffolding, concrete structures, and heavy machinery across a wide area.

Risk assessment conclusion

“There is no cause for alarm.

The risks of failure have not significantly changed in recent years, especially considering the ongoing monitoring and the additional works that Hunter Water have been undertaking for decades.

Our understanding of these risks has improved as a result of new technology and techniques.”

GHD, 2023, Risk Assessment Summary

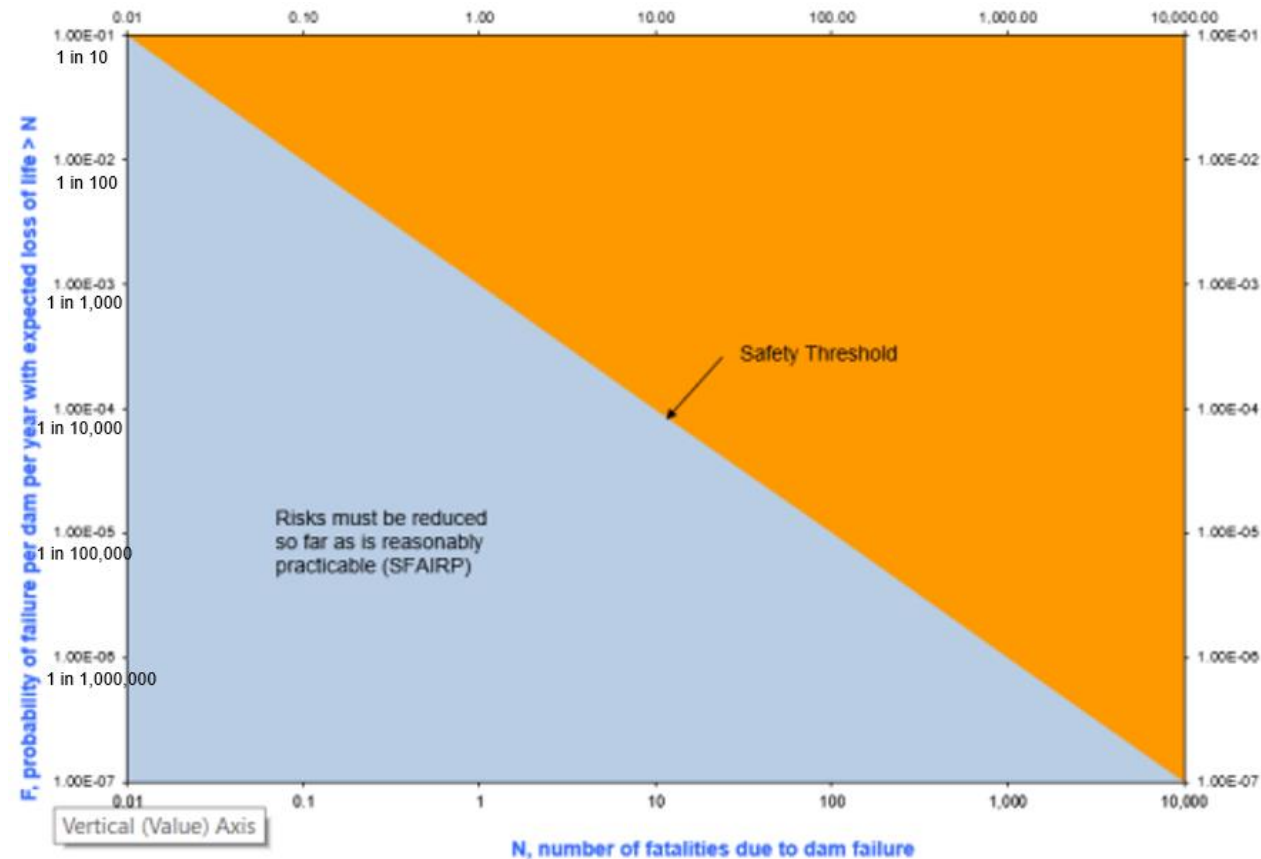
Risk assessment report

To ensure dam owners are prepared for all foreseeable hazards that may compromise the safety of the dam, the five-yearly risk assessment considers two aspects, that is the **likelihood** of an event occurring and the **consequence** if it were to occur.

Failure Mode Number	Description	Approximate annual probability of failure
1	The historical landslide area is reactivated after extended heavy rainfall. The landslide damages the northern portion of the dam and leads to complete breach.	1 in 10,000
2	Extreme flood occurs, causing sliding of the dam on a rock defect beneath the dam in the northern abutment.	1 in 600
3	Extreme flood occurs. Northern portion of the dam structure fails leading to a breach	1 in 10,000
4	Extreme earthquake occurs, which leads to damage of anchors and drainage and subsequent failure of the dam due to sliding of the northern portion of the dam.	1 in 40,000
5	Extreme flood event occurs, causing sliding of the dam on a rock defect in the foundation beneath the spillway	1 in 5,000
6	Extreme flood occurs. Part of the dam structure around the spillway fails leading to a breach	1 in 5,000
7	Extreme flood event occurs, causing extensive downstream erosion and undercutting of the dam leading to failure on a rock defect in the foundation beneath the spillway	1 in 5,000
8	Extreme earthquake occurs, which leads to damage of anchors and drainage and subsequent failure of the dam due to sliding of the spillway portion of the dam.	1 in 40,000
9	Extreme flood occurs, causing sliding of the dam on a rock defect beneath the dam in the southern abutment.	1 in 500
10	Extreme flood occurs. Southern portion of the dam structure fails leading to a breach.	1 in 7,000
11	Extreme earthquake occurs, which leads to damage of anchors and drainage and subsequent failure of the dam due to sliding of the southern portion of the dam.	1 in 40,000

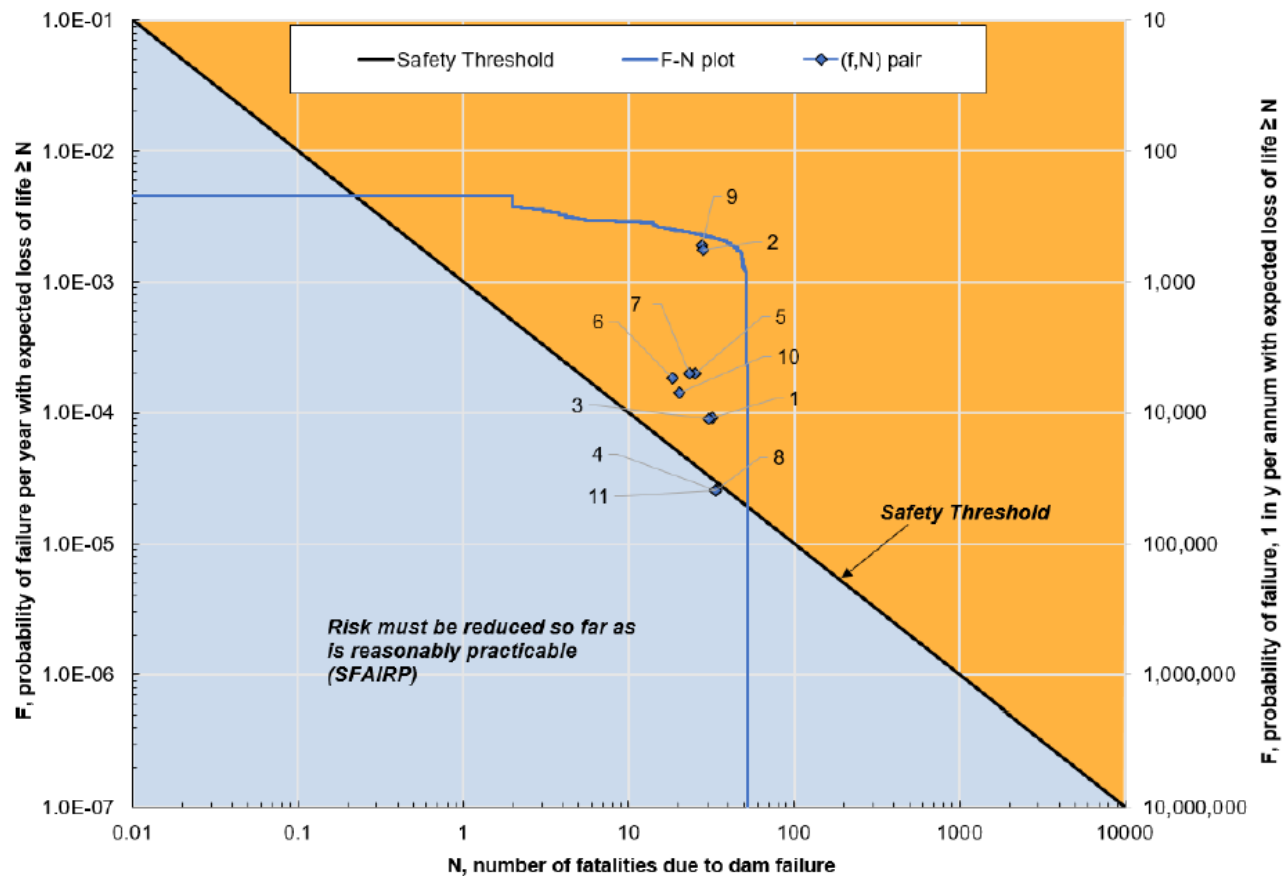
Risk assessment report

The modelling conducted considers how Chichester Dam responds to rare, very rare and extreme events, such as extreme flooding or earthquakes, larger than any experienced since the dam was built.




Risk assessment report

The cumulative result of the likelihood and consequence of these events has been identified as being above the regulatory safety threshold in this assessment.



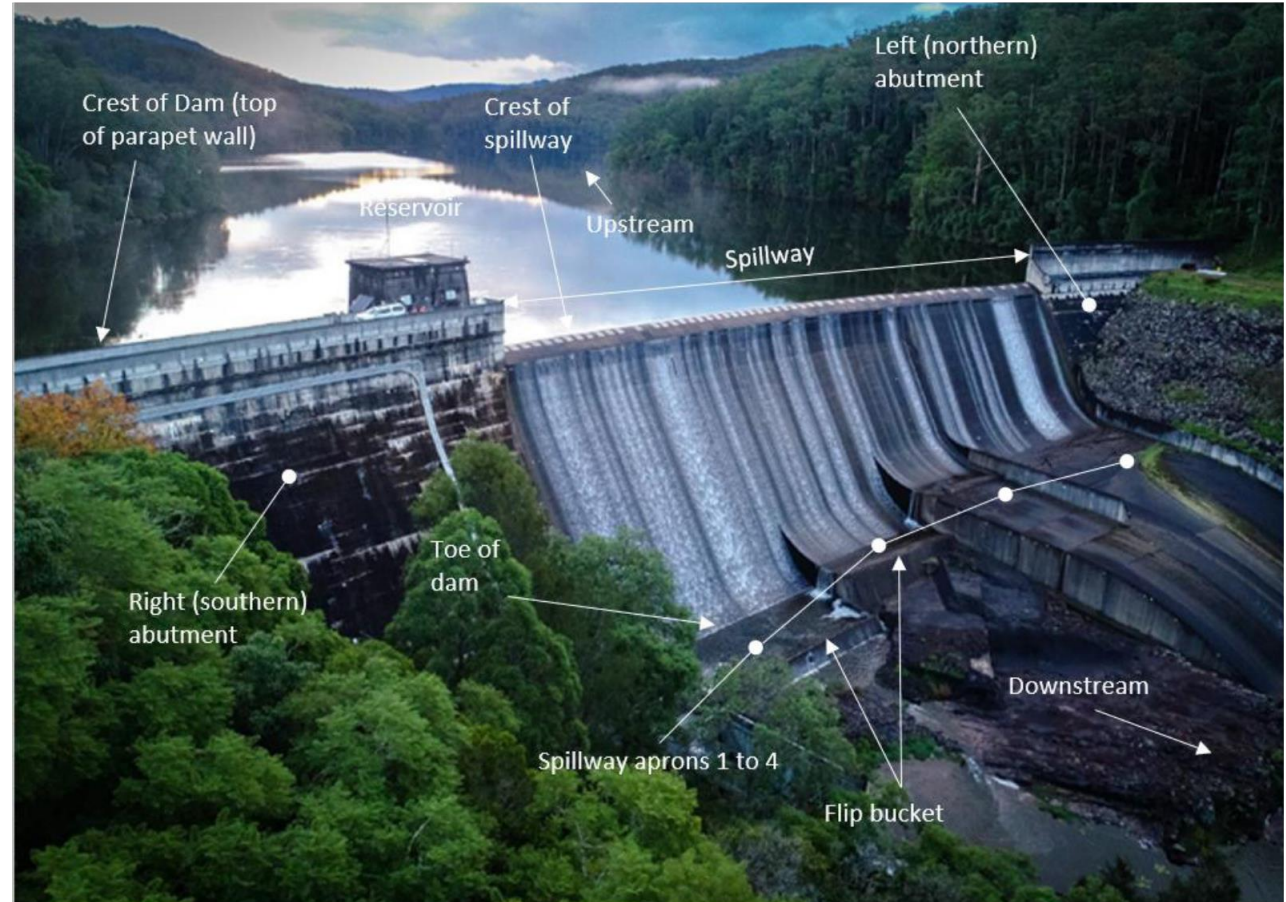
In summary

- Hunter Water has completed its five-yearly risk assessment to inform our 15-yearly dam safety review.
 - This work is part of our commitment as a responsible dam owner to ensure we meet modern engineering and safety standards, and our commitment to meet regulatory obligations.
 - Chichester Dam continues to operate under normal conditions safely, as it has done for almost 100 years. It poses no immediate threat to our community.
 - Given the age of Chichester Dam, the impact of climate change, advances in dam technology over time and the appropriate thorough nature of the risk assessment and safety review, it is not unexpected that actions are needed to ensure the dam operates safely for many decades to come.
- 

Next steps

Interim works

- Review Dam Safety Emergency Plan with SES and Police
- Upgrading concrete on spillway aprons
- Increasing flushing frequency of pressure relief drains and enhanced monitoring
- Installing additional modern monitoring equipment
- Hydrologic and hydraulic modelling
- Site surveys and geotechnical investigations




Risk assessment recommendations


Short term options (0-5years)

- Reducing reservoir storage level
- Inspection frequency
- Instrumentation
- Ferndale Park temporary closure
- Further studies and investigations

Long term options (5-10 years)

- A new downstream concrete buttress
 - Post tensioned anchoring
 - Landslide treatment
- 

Community engagement

- Monday 14 August – briefing with Dungog Shire Councillors
 - Monday 14 August – letterbox drop and phone conversations with landowners/occupants downstream of the Chichester Dam
 - Tuesday 15 August – public release of report, executive summary and media release
 - **Wednesday 16 August & Saturday 19 August – community drop-in sessions at Bandon Grove**
Representatives from Dams Safety NSW attending the Wednesday session
- 

Supporting our communities

We understand some in our community may be experiencing various pressures and we appreciate that receiving this information may be complicated and stressful.

If you require support, Hunter Water has made available free and confidential counselling through NewPsych, our Employee Assistance Program (EAP) provider.

For more information visit NewPsych's website www.newpsych.com.au or please contact NewPsych on 4926 5005 (reference Hunter Water – Chichester Dam).

Questions & further information

W: www.hunterwater.com.au/chichester

E: chichester.dam@hunterwater.com.au

P: 1300 657 657





Sustainability Strategy

CCAG

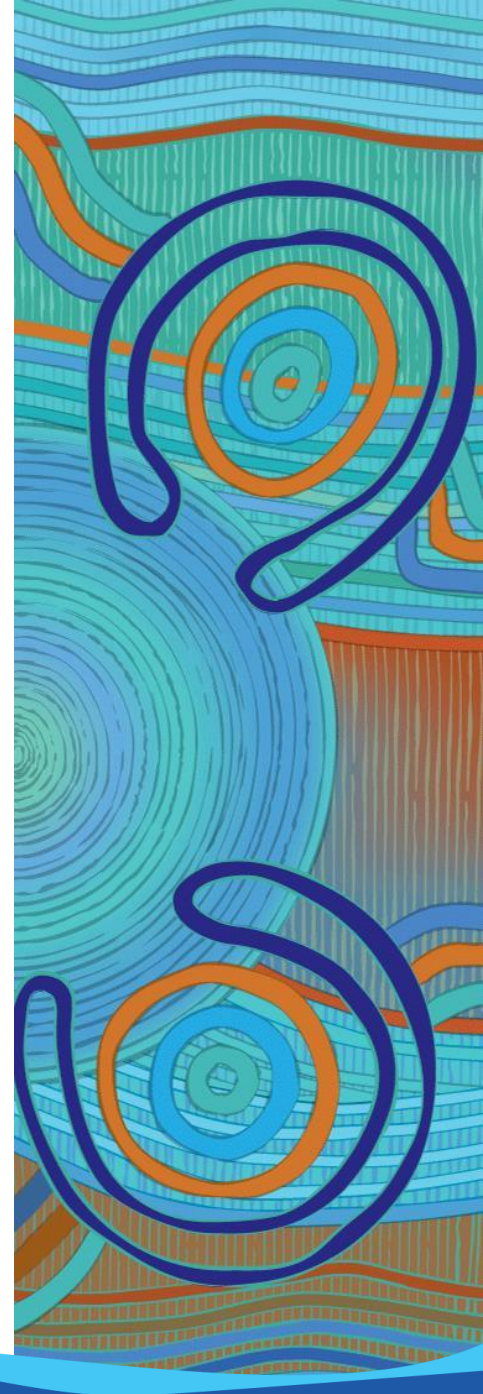
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Our current Sustainability Strategy

- From our customers, we are expected to;
 - Enhance the liveability of our region
 - Respond to climate change challenges
 - Minimise impacts to the environment
 - Recycle more wastewater
 - Support economic wellbeing



Our current Sustainability Strategy

Key initiatives;

- Love water grants
- Embedding sustainability in our decision making
- Improve catchment management outcomes
- Improve biodiversity outcomes
- Increase use of renewable energy
- Reduce water leakage from the network
- Reducing our greenhouse gas emissions



Recent achievements

Our Net Zero journey

- GHG emissions down 11% from 2005 (~72k tonnes as at June 2023)

Water conservation

- 10.9% reduction in potable water consumption as at June 2023 (12 month rolling average)
- Water loss (litres/connection/day) is 79 litres (down from 104L in 2015/16)



Drivers to refresh

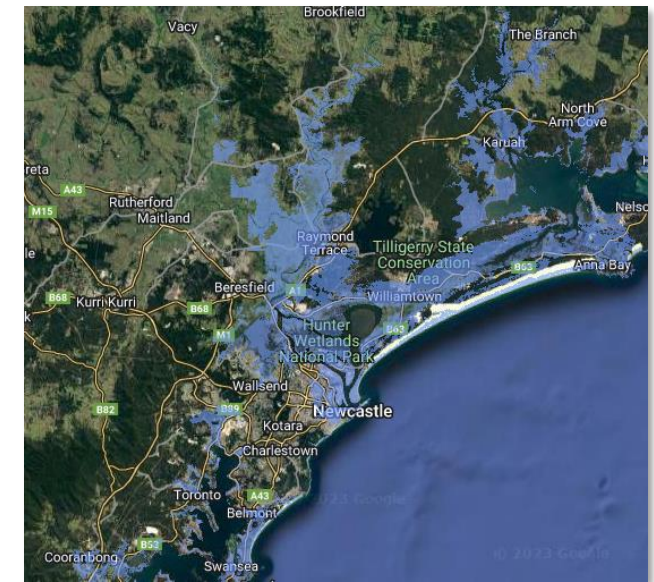
- Recently launched the Miromaliko Baato Corporate Strategy
 - Sustainability a key feature
- Sustainability is only becoming more important to us...
 - Growing community expectations
 - Growing shareholder expectations
 - Increased transparency and disclosure requirements (for example TCFD)
 - Forthcoming Taskforce for Nature Related Financial Disclosures (TNFD) expectations
- Playing our role in a growing region





Drivers to refresh

- Sustainability matters will continue to impact our operations and our region...



July was world's hottest month on record, climate scientists confirm

Global average temperature exceeded previous record by substantial margin

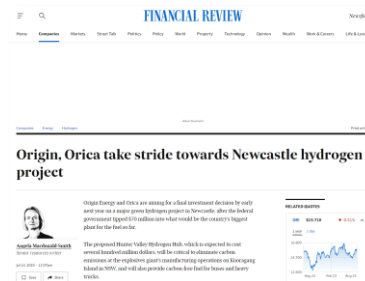


Firefighter battles blaze in Posada, Sardinia. Wildfires raged across Europe throughout July. Photograph: Emanuele Perrone/Getty Images

Sydney's drinking water quality under threat from climate crisis, report finds

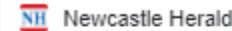
Exclusive: Audit says substantial effort to reduce emissions and limit climate change impacts needed to ensure catchment health

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- Get our morning and afternoon news emails, free app or daily news podcast



CBA tightens screw on oil and gas lending

Australia's biggest lender, Commonwealth Bank, will no longer provide any project financing to new or expanded oil and gas extraction...



Oceanex says planning for a Newcastle-based offshore wind manufacturing facility must start immediately

The clock is already ticking on the need to start work on a Newcastle-based offshore wind turbine manufacturing facility in order to...



Research shows climate risk to global food production

United Nations World Food Program's Cindy McCain says Pacific Islands are being affected by climate change which impacts the ability to grow...



MCi Carbon's mineral carbonation demonstration plant will be built at Orica's Kooragang manufacturing plant

MCi carbon was recently awarded a National Banksia Sustainability Award in recognition of its work to decarbonise global...





What will consultation involve?

- We're asking our communities and stakeholders... what is important to you?
 - Not just CCAG. Also our civic stakeholders, business to business customers, our workforce and our First Nations representatives.
- We do this via a Materiality Assessment workshop
 - A 45-50 minute session where we ask questions on a range of sustainability issues that relate to our operations
- When?
 - The next CCAG in September





How will the materiality assessment inform the strategy?

- Your insights will be one of a range of important inputs that will define the sustainability issues, challenges and opportunities that Hunter Water will focus on through to 2030
- We'll be setting goals and developing programs of work that address these issues
- The issues, goals and programs of work (at a high level) will form the sustainability strategy





Questions?



Customer and Community Engagement for Price Proposal _ Customer Outcomes overview

CCAG meeting - August 2023





Customer outcomes – IPART requirements

Figure 1.1 The 3Cs framework and guiding principles



The 3Cs framework is centred around pricing proposals that promote customer value. To apply the guiding principles, **each business will actively involve and engage with its customers to develop a set of outcomes aligned to their preferences.** Involving customers to set the priorities and outcomes that matter most is essential if water businesses are to identify better ways of delivering services.



Customer outcome expectations - IPART

Hunter Water's commitment to our customers on *what* we will deliver in terms of the desired change or benefit, while maintaining flexibility on *how*

- Propose outcomes, based on customer engagement, that capture what customers want you to deliver
- Link proposed expenditure to those outcomes
- Outcomes are concise, specific, measurable and written from customers' perspective
- They are clearly aligned to customer preferences and proposed expenditure.



Overview of approach

Examples of previous and ongoing engagement 2018-2023



Customer experience monitoring



Quarterly community survey



Vulnerability



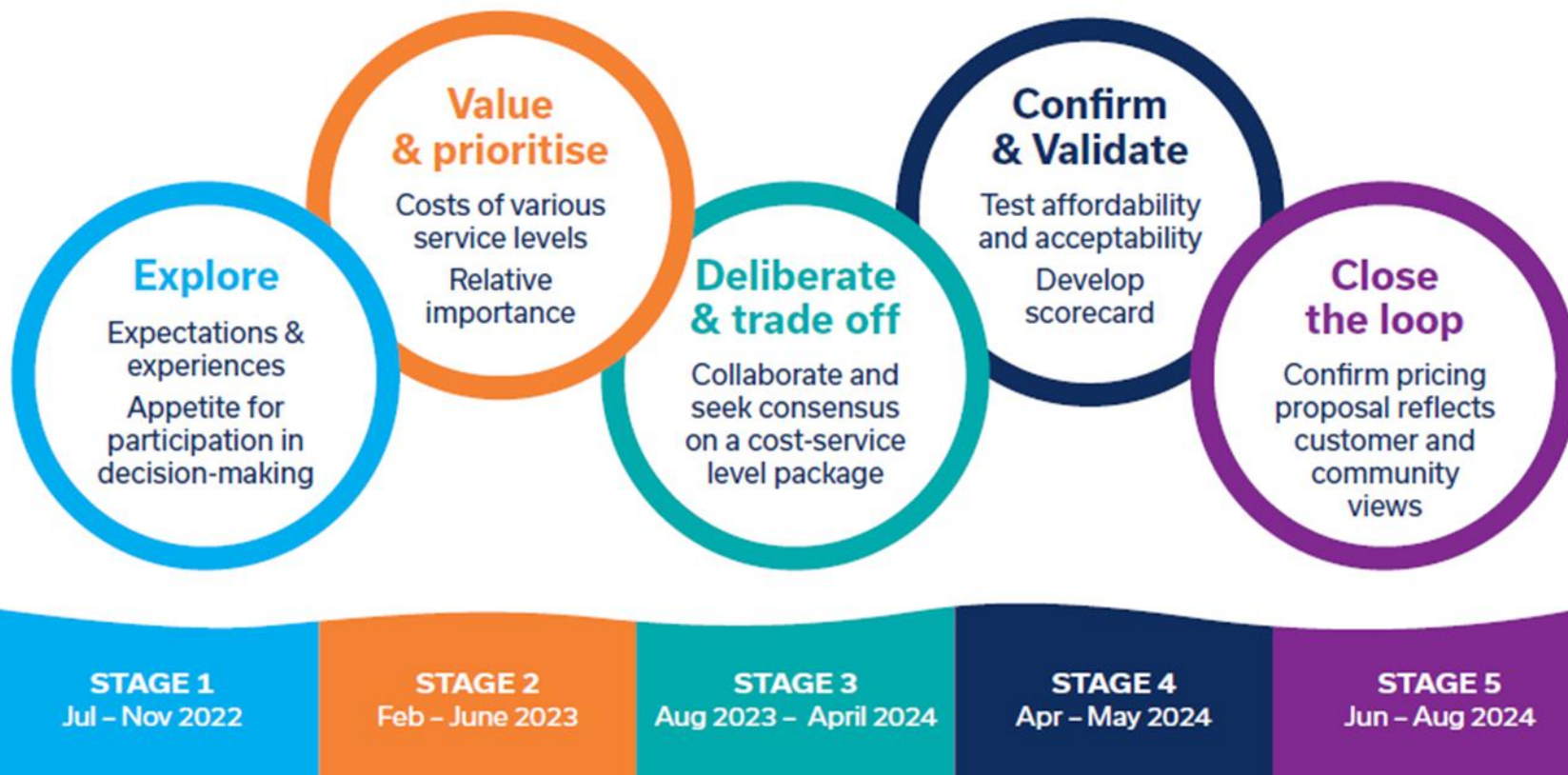
Performance standards & rebates



Lower Hunter Water Security Plan



Customer journey mapping



Submit pricing proposal to IPART September 2024



Further refinement

As a customer I expect Hunter Water to provide HIGH QUALITY WATER SERVICES

Customers expect the water to be clean, transparent and without a noticeable odour or taste. Water and wastewater services should be reliable, infrequently interrupted so that they can do what needs to be done during all weather conditions.

As a customer I expect Hunter Water to provide VALUE FOR MONEY, and be AFFORDABLE

Customers expect us to keep bills as low as possible by being efficient and looking for ways to save money. They want us to treat consumers experiencing vulnerability with dignity, and make it easy for them to get appropriate assistance.

As a customer I expect Hunter Water to provide WATER SECURITY

Customers want us to plan ahead and use water resources wisely so that we have enough water to support the health and prosperity of our region, now and in the future, no matter the weather.

As a customer I expect Hunter Water to provide GREAT CUSTOMER EXPERIENCE

Customers want to be able to access clear, accurate information via their preferred channel, which would help them resolve their issue themselves. They want their issue resolved quickly and to be kept informed.

As a customer I expect Hunter Water to be SUSTAINABLE

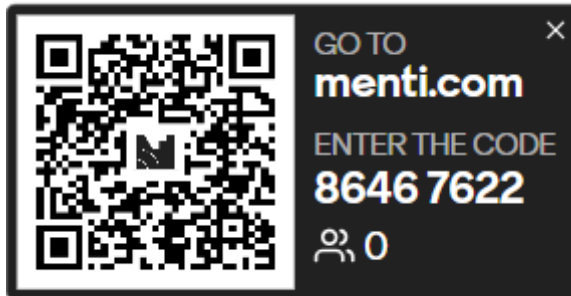
Customers expect us to care for the environment: protecting it during our current operations (e.g. not harming waterways when we discharge treated wastewater), 'treading lightly on the planet' and being fair to future generations by acting on big challenges like climate change.


As a customer I expect Hunter Water to be COMMUNITY-FOCUSED

Customers want us to provide water to keep our area liveable and green, raise awareness about the water cycle, support community groups and be open to feedback.




Menti poll





Hunter Water – Quarterly Community Survey – August 2023



Which would you **most** like to see Hunter Water focus on between now and 2030?

- ☐ Providing clear and clean water, and reliable wastewater services
- ☐ Keeping bills affordable and looking after customers in need
- ☒ Planning ahead for a future with more people and a more variable climate
- ☐ Improving customer service experiences
- ☐ Caring for the environment
- ☐ Keeping public spaces green, providing education, sponsorship and events

Which of the following needs the **least** focus from Hunter Water between now and 2030?

- ☒ Providing clear and clean water, and reliable wastewater services
- ☐ Keeping bills affordable and looking after customers in need
- ☐ Planning ahead for a future with more people and a more variable climate
- ☐ Improving customer service experiences
- ☐ Caring for the environment
- ☐ Keeping public spaces green, providing education, sponsorship and events

[◀ Save and Go Back](#)[Save and Finish ▶](#)



General discussion