

Sustainability Strategy on a page

Why

Purpose

Being sustainable is good business - it's good for our customers, our community and our planet. Our Sustainability Strategy is our commitment to future generations. It guides our actions and decisions towards a more sustainable, resilient and prosperous future.

Who

Our vision 'Water is life' is for everyone. We're all involved in creating a sustainable water future.

Drivers

Increasing environmental and social challenges

A growing region

A more variable climate

Increasing expectations and regulations

Navigating uncertainty and complexity

What

Objectives and SDG alignment	<div><div>Improve water security</div><div><div><div>6 CLEAN WATER AND SANITATION</div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div></div></div></div>	<div><div>Care for our environment</div><div><div><div>3 GOOD HEALTH AND WELL-BEING</div><div>6 CLEAN WATER AND SANITATION</div><div>11 SUSTAINABLE CITIES AND COMMUNITIES</div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div><div>14 LIFE BELOW WATER</div><div>15 LIFE ON LAND</div></div></div></div>	<div><div>Respond to climate change</div><div><div><div>7 AFFORDABLE AND CLEAN ENERGY</div><div>9 INDUSTRY INNOVATION AND INFRASTRUCTURE</div><div>13 CLIMATE ACTION</div></div></div></div>	<div><div>Contribute to our community</div><div><div><div>6 CLEAN WATER AND SANITATION</div><div>8 DECENT WORK AND ECONOMIC GROWTH</div><div>11 SUSTAINABLE CITIES AND COMMUNITIES</div><div>12 RESPONSIBLE CONSUMPTION AND PRODUCTION</div></div></div></div>
	<div>We are leaders in water resilience. We innovate, make the most of what we've got and ensure we have a robust system that can adapt and respond to future uncertainties to meet our region's future water needs.</div>	<div>We partner with others to achieve a nature positive impact on the environment and our community.</div>	<div>Our services, operations, and assets are resilient to a changing climate. We are active leaders in contributing to our community's climate resilience. We have achieved net zero emissions and are champions for a low-carbon future.</div>	<div>We actively partner with and support our community to make a positive impact on everyone's wellbeing and build regional prosperity and resilience.</div>
	<div><div> We meet community water needs in the long term and during drought.</div><div> We have healthy waterways in our drinking water catchments.</div></div>	<div><div> We reduce, reuse, recover and recycle all non-hazardous solid waste.</div><div> We achieve net zero nutrient discharge into inland waterways by 2050.</div></div>	<div><div> We achieve net zero scope 1 and 2 GHG emissions in our operations by 2035.³</div><div> We achieve net zero GHG emissions across our supply chain by 2050.</div></div>	<div><div> We enhance the liveability and wellbeing for everyone in our community.</div><div> We enable regional prosperity and resilience.</div></div>
	<div><div> Reduce drinking water consumption by 13% compared to water use behaviour in 2016-18.</div><div> Reduce leakage from Hunter Water network to ≤ 50L/connection/day.</div><div> Key milestones met in the delivery of the Belmont Desalination Plant.</div></div>	<div><div> Achieve annual net biodiversity gain as a result of Hunter Water activities (ha).</div><div> Beachwatch grading - no degradation due to Hunter Water activities.¹</div><div> Biosolids reuse -100%.²</div><div> Diversion of all solid waste from landfill - 80%.</div></div>	<div><div> Climate risk maturity - achieve 'embedded' maturity score.⁴</div><div> Reduce operational scope 1 and 2 GHG emissions by 80% compared to 2020-21 levels.</div><div> Renewable energy installed capacity ≥13 MW.</div></div>	<div><div> Community trust - 85%.⁵</div><div> Payment Times Reporting Scheme - 95%.⁵</div><div> Supplier Partnership Principles (supplier performance for high threshold contract \$250K) - 'Progressing level' year on year improvement.⁶</div></div>
	<div><div> Catchment Improvement Program</div><div> Water Conservation Program</div><div> Leakage Program</div><div> Recycled Water Program</div><div> Source Augmentation Planning</div><div> Drought Response Planning</div><div> Community Engagement on all options PRW (Purified Recycled Water)</div></div>	<div><div> Biodiversity Protection</div><div> Waterways Program</div><div> Resource Recovery (biosolids)</div><div> Waste Management</div></div>	<div><div> Climate Change Adaptation</div><div> Climate Change Mitigation</div><div> Renewable Energy Generation</div></div>	<div><div> Community Partnerships (Grants, Sponsorships, Events, Recreation)</div><div> Enable Regional Economic Development</div><div> Support Our Local Economy</div></div>

Foundations

Water services (public health and wellbeing)

Wastewater services (public health and environmental protection)

Affordable services for all

Robust governance and transparent reporting

¹ Defined by NSW Government Beachwatch State of the Beaches report gradings, achieving good/very good.

² The Burwood Beach Wastewater Treatment Works sludge management facility is scheduled to be delivered in the pricing period 2030-35.

³ We are cognisant of the affordability pressures for our customers. The affordability of our net zero target will continue to be tested through our customer's willingness to pay within the context of Hunter Water's broader investment program.

⁴ Defined by NSW Government Climate Risk Ready Guide (Department of Planning, Industry and Environment, 2020).

⁵ Metric and target to be reviewed in year one.

⁶ Defined by Hunter Water Supplier Partnership Principles which has three levels – Minimum, Progressing, and Leading.

How

Guid rails

Delivering commercial value

Trusted relationships

Learning with First Nations wisdom

Planning for future generations

Listening and doing

Digital transformation