

Media Release

25 February 2022

Changes proposed to Hunter Water's operating licence

The Independent Pricing and Regulatory Tribunal (IPART) is seeking feedback on draft recommendations for a new operating licence for Hunter Water, due to commence on 1 July 2022.

The licence sets the terms under which Hunter Water must provide water and sewerage services for the Lower Hunter region. It sets quality and performance standards that Hunter Water must comply with.

"Our recommendations include terms and conditions requiring Hunter Water to undertake water conservation and planning, for protecting and consulting customers and, for managing Hunter Water's assets and environmental activities," said IPART Chair Carmel Donnelly.

Significant reforms to water management across NSW are under way, and some impact our recommended changes to Hunter Water's Licence.

"IPART is seeking feedback on a broad range of proposed amendments to Hunter Water's operating licence, from maintaining drinking water quality to new measures to protect the private information of customers experiencing family violence,

"Our focus is on setting regulation at the right level to ensure that health, environmental, customer and business objectives are met without inappropriately increasing the burden and cost of regulation which must ultimately be paid for by customers," Ms Donnelly said.

We are seeking feedback from all stakeholders, including Hunter Water's customers and consumers who use Hunter Water's services, on our draft recommendations and anything else that matters to them.

Details about the review are included in the Draft Report released today. We invite public and stakeholder comment on these by **8 April 2022**. The draft report, operating licence, customer contract and reporting manuals are available on our [website](#).

We will hold an online public forum to discuss the draft recommendations on **Tuesday 22 March 2022**. Have your say at the forum and register your attendance [here](#).

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