

Hunter Water



2024 Pricing Proposal customer summary

Prices for water, wastewater and related services to apply from 1 July 2025



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Acknowledgement of Country

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

Providing essential services at a reasonable cost

A message from the Hunter Water Board of Directors



Geoff Crowe
Chair



Darren Cleary
Managing Director

Welcome to our 2025-30 pricing proposal, which sets out how we'll deliver on the expectations and priorities of our customers, community, and stakeholders to create a sustainable water future for all.

We aspire to keep our customers and community at the heart of all we do. Our proposal is grounded in recent insights about what matters most to you. Our proposal reflects input from nearly 9,000 customers, community members and stakeholders, gathered through a comprehensive engagement program spanning several years.

We understand that many of our customers are struggling with cost-of-living pressures. Between a quarter and a third of our community have told us that they have struggled to pay their water bill, or another bill, on time over the last year. This has roughly doubled since 2021.

Customers want us to keep bills as low as possible. To do this we are proposing to:

- ♦ focus on the outcomes that are most important to customers
- ♦ invest where it's essential to meet our statutory and regulatory obligations
- ♦ dig deep and challenge ourselves to be as efficient as possible.

However, it's a challenging time for our business.

We are experiencing similar rising costs to our customers. This means our prices will need to rise substantially, even for us to deliver the same quality of service that we currently do.

For many years we have operated with a water supply system that is highly susceptible to drought. Water storages could fall from typical operating levels to critically low levels in around three years during a severe drought. This is due to our current water supply system having small storages relative to demand, high natural losses and a complete reliance on rainfall.

The 2017-20 drought was one of the worst on record and demonstrated we need a better plan that provides us time to respond in a severe ongoing drought.

We have heard loud and clear that providing safe and reliable water supply is our most important job. Reflecting our community's preference, we are putting additional effort into reducing leakage from our system and helping our customers save water. We are also tackling this challenge by investing in a new permanent desalination plant to reduce our reliance on rainfall and help secure our region's water supply for generations to come as the climate changes.

We are also responding to a range of other challenges. Population growth, ageing assets, and climate change are driving investment needed to continue to provide safe water, protect the environment, and meet our compliance obligations.

To keep bills as affordable as possible, we have prioritised expenditure, and deferred some projects, which means we are taking on additional risks rather than asking you to pay more. We will remain agile and adapt our plans as needed during this pricing period to make sure our service quality and environmental performance does not suffer.

We are also improving several aspects of our services.

Our community believes in fairness and supports our efforts to address systemic service failures affecting customers who repeatedly experience low water pressure, or encounter issues with wastewater overflows in wet weather, or odours from our wastewater system.

We will continue to do our part to mitigate climate change, and transition towards net zero carbon emissions.

Although we are proposing price increases, these will vary across our services. To give customers more control over their bills, we

plan to recover most of the increased costs via water usage charges, which make up the variable part of bills. We'll implement these price increases gradually in five small steps instead of one large increase. This phased approach allows time for adjustment, though we understand some customers may find it challenging to pay.

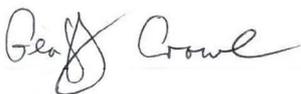
We're committed to helping customers who are struggling with their water bills and ensuring everyone has access to affordable, safe water and wastewater services. To fulfill this commitment, we'll increase our assistance programs by about 25% and stay flexible to meet evolving needs.

We worked closely with our community to set clear, measurable customer outcomes for the upcoming pricing period. These are our commitments to you, and we'll openly share our progress to remain accountable. The outcomes are included in [Miromaliko Baato: our corporate strategy](#), to help ensure we maintain your trust by delivering what we say and what matters most to you.¹

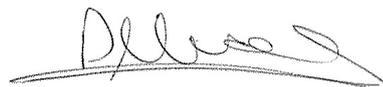
We believe this proposal is in the best long-term interests of our community. We have tried to strike the right balance between meeting the expectations of our community and keeping bills as low as possible. And we have pushed Hunter Water to be as efficient as possible.

We sincerely thank everyone who participated in our community engagement program to help us make this pricing proposal. Moving forward, we'll apply these insights across all our activities, maintaining our focus on your priorities and principles over the next five years. We'll continue to engage and listen as your perspectives evolve.

We encourage you to stay involved by registering for future engagements focused on specific areas and projects.



Geoff Crowe
Chair



Darren Cleary
Managing Director

¹Miromaliko Baato: Our Corporate Strategy is available on our website at <https://www.hunterwater.com.au/about-us/our-commitment-to-you/strategic-priorities>

About this document



This is a summary of our pricing proposal. It sets out the service levels we propose to provide to customers, the costs of providing those services, and the prices we will need to charge customers.

The Independent Pricing and Regulatory Tribunal (IPART), an independent authority, will conduct a transparent, impartial review of our pricing proposal before setting the prices we can charge from 1 July 2025 to 30 June 2030.

IPART's decisions are binding, and their mission is to help the people of New South Wales get safe and reliable services at fair prices. Given that water and wastewater services are essential, and customers typically have no choice in their service provider, IPART plays a crucial role in regulating these services.

What happens in a price review

Hunter Water

Hunter Water develops a pricing proposal to submit to IPART every five years that reflects the efficient cost of providing our services. We ensure customer and community views are integrated into our proposal through community engagement.

Customers and community

Customers and the community are the end users of the services we provide. They engage with Hunter Water and IPART to ensure their values and priorities are well understood and reflected in the pricing proposal.

IPART

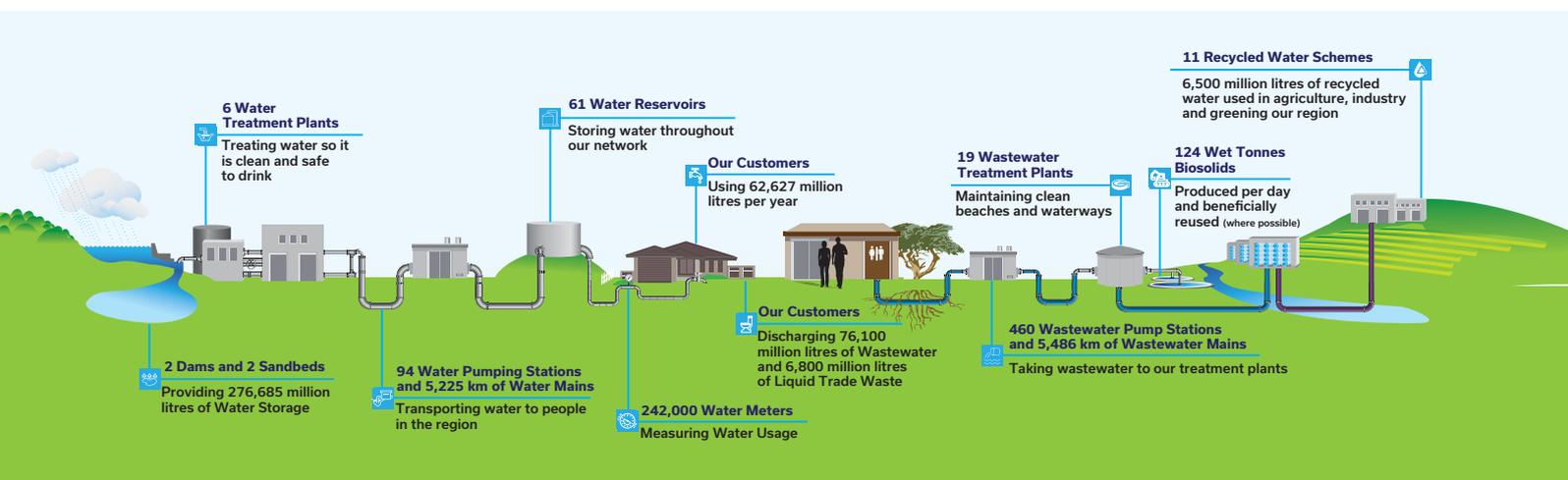
IPART sets the framework for the pricing review. They also scrutinise pricing proposals and hold final say in setting maximum prices every five years.

What we do and what we deliver

We are a regulated provider of essential services. Our main job is to provide water, wastewater and stormwater services. We also provide recycled water and liquid trade wastewater services to some customers.

We operate under a set of rules and regulations from government agencies, including the NSW Environment Protection Authority, NSW Health, and IPART, to ensure public health and safety, protect consumers, and care for the environment.

We own and manage a range of water and wastewater assets as shown in the graphic below. Our pricing is partly based on the value of these assets, which is about \$3.6 billion.



Our region

We provide our services to customers across Cessnock, Dungog, Lake Macquarie, Maitland, Newcastle and Port Stephens local government areas, and a small part of Singleton.

The Lower Hunter is a vibrant, diverse and growing community. From a thriving metropolis to small towns, from new arrivals to the most ancient culture of all. From some of the world's biggest companies to our smallest sporting clubs and community groups – everyone relies on water.



Our relationship with Aboriginal and Torres Strait Islander Peoples

Our business operates within the traditional Country of the Awabakal, Birpai, Darkinjung, Wonnarua, Worimi and Geawegal peoples. We recognise and deeply value their cultural heritage and beliefs.

We are committed to taking tangible steps towards reconciliation, building respect and connection with Aboriginal and Torres Strait Islander communities and applying their wisdom to help solve complex problems.

Our customers and community



We provide services to **630,000 people** in **272,088 properties**



95% of properties served are households



5% are businesses or industry



Home owners



Renting



87% live in freestanding houses



13% live in apartments, flats and units

7% speak a language other than English at home



Identify as Aboriginal and/or Torres Strait Islander



75,000 properties receiving stormwater drainage services. Around one third of our water and wastewater customers



2,330 industrial and commercial trade wastewater customers



1,100 households are provided with recycled water for non-drinking purposes at two residential dual reticulation schemes

Cost-of-living challenges are hitting our community hard



We help around **1,300** customers each year who are experiencing temporary or permanent financial vulnerability and need assistance with their bills



43% identified their financial situation as just meeting basic expenses or don't have enough to meet basic expenses



31% of customers told us they struggled to pay either their water bill or another bill (electricity, gas, phone/internet, mortgage or rent) on time over the past year



26% of our community receive government benefits, compared with 17% in the Greater Sydney region

We developed our proposed services and prices with our customers and community

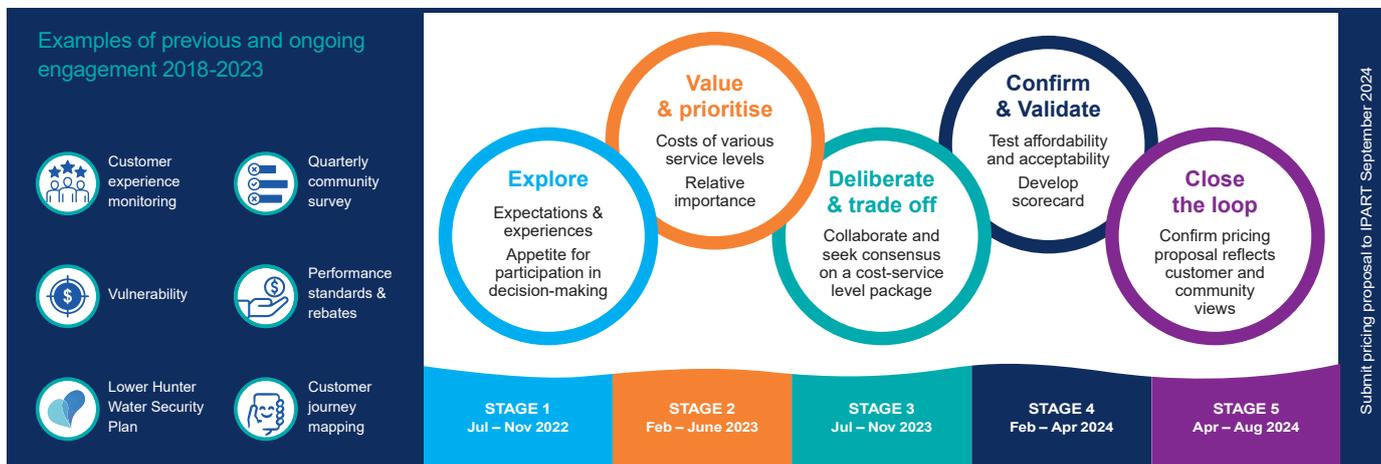
We value the input of our customers and community. This pricing proposal is based on a thorough understanding of what matters most to our customers – their values, needs, and priorities.

Our multi-stage engagement program started with insights from our regular interactions with customers, followed by extensive, in-depth engagement to inform our proposal.

We offered a range of ways to get involved over five stages, allowing people to engage in the manner that suited them best. This approach ensured the feedback we received was unbiased by our methods of engagement. We found it challenging to recruit business customers, young people and Aboriginal and/or Torres Strait Islander people. We will focus on improving representation from these areas in the future.

Early on, we identified topics of interest to customers, where their input could directly influence material investment decisions and bill impacts. Stage 2 onwards focused on these key topics. In Stage 3, we asked a Community Panel made up of a diverse and representative group of everyday people to help us tackle our challenge.

We provided extensive information and opportunities for in-depth, deliberative engagement spanning over five and a half days. Our promise was to collaborate – incorporating the community’s recommendations to the maximum extent possible and transparently explaining any constraints where we couldn’t.



Hunter Water’s costs of providing water services are increasing. These higher costs will be passed on to customers through increased prices. We are also faced with some important decisions that will impact customer bills.

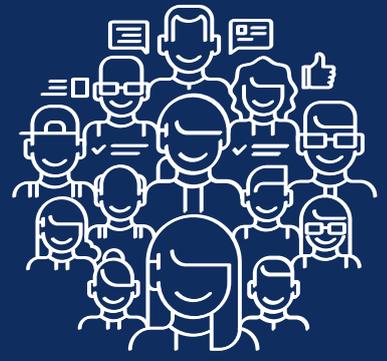
Our Challenge

How do we balance providing reliable, high-quality services while protecting the environment, and creating a positive legacy for future generations, and keeping prices affordable?

8,623 customers, community members and stakeholders helped to shape our pricing proposal over 26 months

Across all stages, our customers told us that they're concerned about affordability and want us to keep any increases in bills as low as possible.

However, they're also worried about the future and don't want us to just 'kick problems down the road' for future customers or future generations to deal with.



We heard the most preferred focus areas are

Keeping bills affordable



Looking after customers in need



Providing clear, clean water



Providing reliable wastewater services



6
Community Panel deliberative sessions

21
Focus groups

8
Quarterly community surveys

1
In-person community workshop

42
Interviews with business customers

12
In depth stakeholder interviews

6
Online community workshops

3
Targeted surveys

The insights we've gained from conversations with our customers, our community and stakeholders have directly shaped our five-year pricing proposal and ten-year corporate strategy.

Some examples of tangible ways we've incorporated feedback:



Proposed water price increases are partly in the fixed charge and mostly in the variable charge. We heard this was a balanced, fair and equitable approach, providing customers the best opportunity to reduce the impact on their bills.



Introducing price increases as five small steps, rather than one big step, to give customers time to adjust to changes.



We have promised to deliver the outcomes that best reflect our customers' and community's expectations. Our outcome measures are designed with community input. We will provide annual progress reports on these outcomes and include a mechanism for community participation in assessing our performance through our Customer Report Card.



Prioritising and deferring expenditure and investment in our services to minimise bill increases

\$30.7 million to help the small group of customers affected by ongoing problems on their properties.



\$23 million to reduce leaks from our water system

Committing to save as much money, and be as efficient as possible



\$12.5 million to encourage customers to use less water and help reduce their leaks (water efficiency)



\$1.2 million to run the Belmont desalination plant on renewable energy, which will reduce our carbon emissions.



Adding \$0.9 million to help customers experiencing financial vulnerability to manage their bills

What you get, for what you pay



Our pricing proposal will deliver six key outcomes for customers. These reflect the expectations and priorities of our customers and community.

We will improve our performance across three of these outcomes, reflecting our community's desire for us to keep bill increases as low as possible while focusing on improvements in targeted areas.

01

HIGH QUALITY
WATER
SERVICES



04

GREAT CUSTOMER
SERVICE



02

VALUE FOR
MONEY AND
AFFORDABLE



05

ENVIRONMENTALLY
SUSTAINABLE



03

WATER
SECURITY



06

COMMUNITY-
FOCUSED



In this section we outline

What the outcome means



Examples of ongoing and new actions, we intend to take to achieve the outcomes



Challenging yet achievable performance targets



Our total proposed spend per outcome (including capital and operating expenditure)





High Quality Water Services

\$896 million spend

We Heard

- ◆ I expect my water to be safe and clean. My water and wastewater services should be reliable so that I can depend on them year-round.

Clean, safe water	Reliable water services	Reliable wastewater services
<p>Examples of what we plan to do</p> <ul style="list-style-type: none"> ◆ Maintain a robust multiple-barrier approach to managing water quality risks ◆ Operate six water treatment plants (WTP) ◆ Immediately investigate any sampling, alarms or complaints that indicate a possible risk to water quality, rectifying and reporting to NSW Health where required ◆ Upgrade our largest WTP at Grahamstown, and continue to renew assets at our WTPs as their condition deteriorates over time as they get older ◆ Plan management strategies and monitor for emerging contaminants. ◆ Protect raw water quality by helping to improve the management of our water catchments in built areas ◆ Maintain effective disinfection and integrity in our distribution system to ensure water quality ◆ Maintain backflow prevention to stop substances entering (or re-entering) the water network at the point of water supply 	<p>Examples of what we plan to do</p> <ul style="list-style-type: none"> ◆ Undertake ongoing preventative maintenance for mechanical and electrical assets across the water supply network ◆ Repair or renew water pipes and reservoirs where they no longer provide a reliable service to customers ◆ Reduce the risk of critical water pipes failing and causing widespread water outages for customers ◆ Maintain hydrants, valves and pump stations that could impact water availability for customers ◆ Increase the capacity of our water network as growth occurs to continue to meet our Operating Licence requirements relating to water pressure and water continuity ◆ Improve water flows available for urban firefighting in areas where our pipes are older or no longer meet modern pressure standards ◆ Address localised and severe persistent low-pressure issues that disproportionately impact a small group of customers 	<p>Examples of what we plan to do</p> <ul style="list-style-type: none"> ◆ Undertake a proactive wastewater pipe cleaning program to reduce the chance of repeat blockages that could cause overflows onto customers' properties ◆ Repair or renew wastewater pipes where they no longer provide a reliable service to customers ◆ Fix overflows as quickly as possible and clean up customers' properties when affected ◆ Operate 19 wastewater treatment works (WWTW) – one large, 12 moderate-sized and six small ◆ Address persistent wastewater odours affecting a small group of customers ◆ Address persistent wastewater overflows onto customers' properties odours affecting a small group of customers in wet weather ◆ Continue to renew assets at our WWTWs as their condition deteriorates over time ◆ Increase capacity to service growth
<p>Our measures of success:</p>	<p>Our measures of success:</p>	<p>Our measures of success:</p>
<p>≥99.75% compliance with Australian Drinking Water Guidelines (ADWG)</p>	<p>>88% of service delivery issues raised by customers addressed within target timeframes</p> <p>See also “reliable wastewater services”</p>	<p>>1,000 customers removed from our repeat service issue register (low pressure, odour or wastewater overflow issues)</p> <p>See also “reliable wastewater services”</p>



\$ Value for Money, and Affordable

We Heard

- ◆ I expect Hunter Water to treat consumers experiencing vulnerability with dignity and make it easy for them to get assistance.
- ◆ I expect Hunter Water to keep bills as low as possible by being efficient and looking for ways to save money.
- ◆ I want Hunter Water to deliver valued services.

\$41 million spend

\$78 million savings

Bills as low as possible

Examples of what we plan to do

- ◆ Prioritise our expenditure to focus on: protecting people (e.g. public health, worker and community safety, and our customers' data), regulatory compliance and the outcomes that are most important to our customers, community and stakeholders
- ◆ Defer investments and take on more risk as a business, rather than asking customers to pay now to prevent performance issues that may occur in the future
- ◆ Continue robust internal investment processes to make sure we deliver value for money
- ◆ Publish and deliver our cost efficiency strategy setting out how we plan to make your money go further. This includes:
 - ◆ \$8.4m of savings from things we've already put in place or committed to do, such as:
 - ◆ Energy efficiencies
 - ◆ Best practice maintenance job assessment
 - ◆ Using technology to automate processes and identify problems
 - ◆ Implementing a new billing system including eBilling
 - ◆ Improving our developer self-service portal to automate processes
 - ◆ Competitive procurement resulting in favourable pricing for banking and financial services, telecommunications, postage, energy and concrete products
 - ◆ Almost \$78m in additional savings (cost reductions, avoided costs and productivity improvements)

Our measures of success:

Maintain the percentage favourable (agree or strongly agree) responses to Quarterly Community Survey question: "How strongly do you agree or disagree that Hunter Water delivers value for money?"

Support for vulnerable customers

Examples of what we plan to do

- ◆ Continue to provide a range of support programs for customers experiencing financial hardship, such as:
 - ◆ Easy Pay (bill smoothing instalments)
 - ◆ Payment extensions
 - ◆ Payment Assistance Scheme (PAS) credit
 - ◆ Easy English documents
 - ◆ Application for assistance with limited eligibility requirements
 - ◆ Home visits
 - ◆ Attending targeted events across the region to promote accessibility and inclusion for support options
- ◆ Make it easy for our customers to access short term payment support across digital and non-digital channels
- ◆ More frequent home visits to help our customers potentially experiencing vulnerability get help with their bill
- ◆ Almost double the number of water audits to help find leaks and provide advice on ways to save water, providing support to customers earlier and reducing the potential for bill shock
- ◆ Additional outreach and other awareness raising activities, to ensure vulnerable customers are aware of our support offerings

Our measures of success:

Maintain the percentage of customers who, having accessed our support programs, believe we help customers experiencing difficulty paying for their water and wastewater services



Water Security

\$537 million spend

We Heard

- ◆ I expect Hunter Water to plan ahead and ensure water resources are used wisely so we have enough water to support the health and prosperity of our region, now and in the future, no matter the weather.

Water resources used wisely

Examples of what we plan to do

- ◆ Help customers to save water and reduce leaks on their property. Together we could save around four billion litres of precious drinking-quality water over the five years
- ◆ Reduce leakage in our water system, which we estimate could save around two billion litres of precious drinking-quality water over the five years and place us amongst the best in the water industry at this type of water conservation
- ◆ Continue to supply around five billion litres of recycled wastewater each year for non-drinking purposes
- ◆ Invest in new recycled wastewater or recycled stormwater projects for non-drinking purposes if it saves precious drinking water for less than the cost of increasing the drinking water supply, or if it helps dispose of treated wastewater in a way that protects the environment, or if it is fully paid for by the end user
- ◆ Continue to advise and support industrial customers to implement recycled water supply options

Our measures of success:

Reduce real losses - the average volume of leakage and overflow from our supply mains and service reservoirs - from 71 to ≤50 L/connection/day by 2030

Water in drought and for the future

Examples of what we plan to do

- ◆ Build a new desalination plant at Belmont, providing a rainfall-independent water supply that can help us withstand a prolonged and severe drought
- ◆ Continue to explore alternative and additional supply options as described in our Lower Hunter Water Security Plan¹

Our measures of success:

Construct the Belmont desalination plant by 2028²

¹ Hunter Water, April 2022, Lower Hunter Water Security Plan

² This measure is not included on the customer report card



Environmentally Sustainable

We Heard

- ◆ I expect Hunter Water to care for the environment: protecting it during our operations, ‘treading lightly on the planet’ and being fair to future generations by acting on big challenges like climate change.

**\$455
million
spend**

Care for the environment

Examples of what we plan to do

- ◆ Comply with 17 licences issued by the Environment Protection Authority that set environmental standards for our wastewater network and treatment works (WWTW)
- ◆ Continue to renew assets at our treatment plants, pump stations and pipe network for reliable operation
- ◆ Upgrade our largest WWTW at Burwood Beach, to reduce the impact of our discharges on the environment
- ◆ Progress towards stopping discharge of treatment process waste to the ocean off Burwood Beach
- ◆ Reduce wastewater overflows to the environment
- ◆ Land restoration at sites we own at Shortland and Stockton

Our measures of success:

100% existing regional Beachwatch sites graded good or grading unaffected by Hunter Water activities

Be sustainable for future generations

Examples of what we plan to do

- ◆ Long-term planning for sustainability, including reducing our impacts on waterways that may occur from problems with our infrastructure
- ◆ Reuse or recycle spoil from construction activities
- ◆ Divert solid waste from landfill (reduce, reuse, recover or recycle where possible and net beneficial)
- ◆ Reuse the biosolids produced by our wastewater treatment plants
- ◆ Actively protect and rehabilitate ecosystem biodiversity on property we own

Our measures of success:

See “respond to climate change”

Respond to climate change

Examples of what we plan to do

- ◆ Continue to install solar panels at our treatment plants and pump stations where it is economically viable to do so. The program is projected to supply around 20-25% of our energy demands by 2030
- ◆ Continue to transition towards net zero carbon emissions by using green energy, including to power our new desalination plant at Belmont
- ◆ Continue to actively investigate new technologies and keep abreast of market trends to reduce or offset carbon emissions
- ◆ N.B. Climate change adaptation activities are included under the outcome High quality water services. The actions enable us to remain resilient to the future impacts of climate change in providing our primary services

Our measures of success:

80% reduction in Scope 1 (including fuel and wastewater treatment fugitives) and, Scope 2 (electricity) carbon emission (CO₂e) compared with 2020-21 levels, by 2030



Great Customer Service

\$82 million spend

We Heard

- ◆ I expect to be able to use Hunter Water’s services and interact with Hunter Water easily, in the channel I choose. I want to be treated with respect, kept informed with clear and timely communication, and I trust Hunter Water will always try to resolve my issue first time, and in a timely manner.

Make it easy for me	Respect my time, respect me	Resolve the situation
<p>Examples of what we plan to do</p> <ul style="list-style-type: none"> ◆ Continue to provide a contact centre with local, knowledgeable and friendly staff, supported by various telephone and online methods of contact ◆ Continue to provide a range of bill payment options and channels ◆ Maintain a customer-friendly website that has the typical functionality customers expect of any business ◆ Maintain our self-service portal that makes life easier for our customers when they need to interact with us ◆ Continue trialling digital water meters, which will inform whether we proceed with a full-scale rollout to all customers ◆ Periodically refresh our bill design to ensure it provides clear and accessible information 	<p>Examples of what we plan to do</p> <ul style="list-style-type: none"> ◆ Minimise customer inconvenience by providing residential customers with two days’ notice and non-residential customers with seven days’ notice of a planned interruption to services (e.g. to connect a new customer or planned maintenance of our infrastructure) ◆ Continue to provide an interpreter service for people from non-English speaking backgrounds; and teletypewriters, Speak and Listen, and internet relay for customers who have a hearing or speech impairment ◆ Focus on customer privacy and cyber security ◆ Rollout additional customer centricity training for our people 	<p>Examples of what we plan to do</p> <ul style="list-style-type: none"> ◆ Continue our 24-hour emergency assistance phone line for a suspected leak or burst water main, a wastewater overflow, an unplanned interruption, a water quality or low drinking water pressure problem ◆ Provide an online faults map, providing real time information about water outages ◆ Continue to offer ways for customers to easily provide feedback and have their complaints addressed ◆ Establish the technological foundations for proactive notifications and alerts ◆ Centralise customer interaction records, enabling seamless and personalised responses
<p>Our measures of success:</p>	<p>Our measures of success:</p>	<p>Our measures of success:</p>
<p>See “respect me, respect my time”</p>	<p>Maintain the % surveyed customers who are satisfied with their most recent interaction with us</p>	<p>See “respect me, respect my time”</p>



Community-Focused

We Heard

- ◆ I expect Hunter Water to listen and use community feedback in its decision making, support the community through grants and partnerships, deliver educational activities and participate in community events.

**\$11
million
spend**

Listen and learn
Examples of what we plan to do
<ul style="list-style-type: none"> ◆ Continue to take an ‘always on’ approach to engagement by continuing to listen to our customers through a variety of channels, including targeted surveys, events and feedback provided by customers to our staff and Have Your Say section of our website ◆ Provide engagement sessions for specific projects or initiatives, to ensure two-way communication opportunities are available for our customers and community ◆ Regularly consult with customer and community groups on key issues, including our Customer and Community Advisory Group (CCAG) and our new Community Committee ◆ Embed the voice of customers in decision-making, to ensure customers are at the heart of all we do ◆ Continue education, literacy and behavioural change programs, such as: <ul style="list-style-type: none"> ◆ Love Water and Smart Water Choices to raise awareness of our region’s permanent water conservation measures and help our community continue to save water for future dry periods ◆ Respect the Throne, which encourages customers to only flush the three Ps - poo, pee and (toilet) paper – because non-flushables clog pipes and cause problems with our wastewater system
Our measures of success:
Maintain % favourable responses to Quarterly Community Survey question “I trust Hunter Water”

Contribute to our community
Examples of what we plan to do
<ul style="list-style-type: none"> ◆ Ongoing delivery of education programs in pre-schools and schools ◆ Love Water community grants program: water conservation, sustainability and liveability projects are eligible ◆ Continue to sponsor and contribute to local community events ◆ Provide free water bottle refill stations throughout our area of operations and at community events ◆ Provide career pathways to our community, through work experience programs and our disability scholarship program and our Aboriginal and/or Torres Strait Islander scholarship program ◆ Implement actions from our Reconciliation Action Plan to meet our commitment to creating improved economic, health and social outcomes for Aboriginal and Torres Strait Islander peoples
Our measures of success:
See “listen and learn”

2025-2030 measures and targets summary

Outcome	What we're measuring	How we're measuring it	Our current performance		Target for					Trend
			2025-26	2026-27	2027-28	2028-29	2029-30			
High-quality water services	Drinking water safety	Percentage compliance with Australian Drinking Water Guidelines	99.95%	≥ 99.75%	≥ 99.75%	≥ 99.75%	≥ 99.75%	≥ 99.75%	≥ 99.75%	Stable
	Our response time to rectifying service issues	Percentage of service delivery issues raised by customers addressed within target timeframes	88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%	≥ 88%	Stable
	Customers who are repeatedly affected by a service issue (low water pressure, bad odour and/or wastewater overflows)	Total number of customers removed from our repeat service issue register (low pressure, odour and wastewater overflow issues) ¹	40 per year	≥ 80	≥ 180	≥ 320	≥ 550	≥ 1,000	Improve	
Value for money, affordable	Value for money	Percentage of survey respondents that agree Hunter Water delivers value for money (via survey)	51%	≥ 51%	≥ 50%	≥ 50%	≥ 50%	≥ 50%	≥ 50%	Stable
	Support for vulnerable customers	Percentage of customers who are accessing, or have accessed, our support programs that agree the program is effective (via survey) ²	TBC	TBC	TBC	TBC	TBC	TBC	TBC	Stable
Water security	Leakage in our supply system	The average volume of leakage and overflow from our supply mains and service reservoirs ¹ Expressed in a daily volume (litres, per service connection, per day)	83 L /connection /day	≤70 L /connection /day	≤65 L /connection /day	≤60 L /connection /day	≤55 L /connection /day	≤50 L /connection /day	Improve	
Environmentally sustainable	The impact of our activities on the swimming quality of beaches	Percentage of Beachwatch sites graded as good or grading unaffected by Hunter Water activities	100%	100%	100%	100%	100%	100%	100%	Stable
	Greenhouse gas emissions	Percentage reduction in carbon dioxide equivalent emissions compared to a 2020-21 baseline ¹	30%	≥ 40%	≥ 50%	≥ 60%	≥ 70%	≥ 80%	Improve	
Great customer service	Customer satisfaction with our customer service	Percentage of customers that are satisfied with their most recent interaction with us (via survey) ²	TBC	TBC	TBC	TBC	TBC	TBC	TBC	Stable
Community-focused	Community trust	Percentage of survey respondents that agree they trust Hunter Water (via survey) ²	TBC	TBC	TBC	TBC	TBC	TBC	TBC	Stable

¹ This measure directly tracks our progress in delivering against a recommendation from our Community Panel

² This is currently shown as 'to be confirmed' (TBC) because we are in the process of introducing new survey methodology and questions and don't yet have enough baseline data. We intend to provide these targets in early 2025.



It's a challenging time to be changing our prices

Several 'big picture' external trends, and local issues are affecting our community, and our business. We are facing cost pressures at a time when our customers can least afford it. This creates a challenging environment for making our pricing proposal – we've had to balance the need to address today's issues, while keeping bills affordable, and ensuring equity for future bill-payers and future generations.



Cost-of-living

Many of our customers are struggling with cost-of-living pressures. It's no surprise they want us to keep bills as low as possible. We have put this view at the heart of our proposal and done all we can to minimise price increases.



An unacceptable risk of running out of water

There's a chance our region runs out of water if there is a long, severe drought. We don't have a climate independent way of supplying water to meet the minimum needs of the community. Building the Belmont desalination plant will improve our resilience.



A growing community

Our population is forecast to grow by more than 20% over the next 20 years. Housing growth and affordability is a key government priority. It's essential we deliver the right water and wastewater solutions at the right time to support this growth.



Climate variability and change

Our services and many of our critical assets are vulnerable to the impacts of a more variable and changing climate.

We need to adapt to this greater climate variability, become more resilient, and reduce our carbon footprint.



Rapidly increasing costs

Asset-intensive businesses are grappling with costs escalating at a faster rate than consumer inflation. The price of materials and labour for construction, energy prices, operations and maintenance contracts have been rising. This may continue.



Changing expectations

We've been talking with our customers, community and stakeholders to understand what's important. Their views are changing, and expectations are increasing.

What we have done to keep bills as low as possible

We have heard our customers are concerned about affordability and want us to keep any bill increases as low as possible.

Some of the steps we have taken are:

- ◆ Focusing on complying with our regulatory and legal obligations and only making the targeted improvements that are most important to our community.
- ◆ Deferring planned projects and programs – we have reduced our proposed capital expenditure by about 25%. This means we are taking on more risk as a business rather than asking customers to pay for these projects now. We are taking risks in areas where we can monitor performance, where we can put contingencies or mitigations in place, and respond and adapt as needed if risks eventuate. We think this approach is in customers' long-term interest, and we are confident we can manage the risks without our service levels reducing.
- ◆ Setting a challenging target for cost savings in the upcoming pricing period. Hunter Water and our shareholder will bear more financial risks, to keep prices as low as possible.

We expect to comply with all regulations and deliver on customer outcomes in the upcoming pricing period.

To succeed, we will need to be flexible and adapt our plans where needed. This means bringing-forward expenditure if issues occur and pushing it back where we can. We will reprioritise regularly to allow for these changes. If needed, we are willing to spend beyond the expenditure allowances set by IPART to safeguard outcomes for customers and the environment.

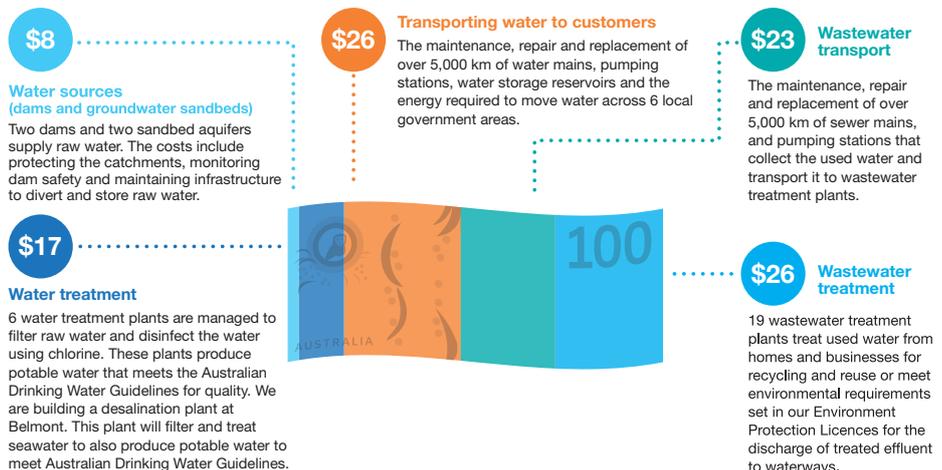
What we propose to spend

We are planning to spend around \$2.5 billion over the next five years. This will help maintain infrastructure and service standards, avoid interruptions or future higher costs from asset failure, and protect environmental outcomes. Our proposed spend strikes a balance between managing the risk of things going wrong, targeted service improvements, and keeping our bills as low as possible for our customers. The spend also covers an expected 1.5% increase each year in the number of customers connected to our services.

What your \$100 pays for

The majority of revenue we receive from customers is used to make sure that safe, clean drinking water comes out of your tap and to taking away the used water that goes down your drains from sinks, toilets, laundries, showers and baths, then treating it to protect the health of beaches and waterways.

For every \$100 we receive from you, here's how we use it.



Operating expenditure

We've found ways to keep our operating costs down, which helps reduce the impact on your bills.

Operating expenditure, or operating costs, include administration, maintenance and other costs necessary to operate our services. It covers things like electricity for pumping, fuel for the cars of maintenance workers to drive to repairs, chemicals like chlorine that keep the water safe to drink, and the salaries and wages for employees.

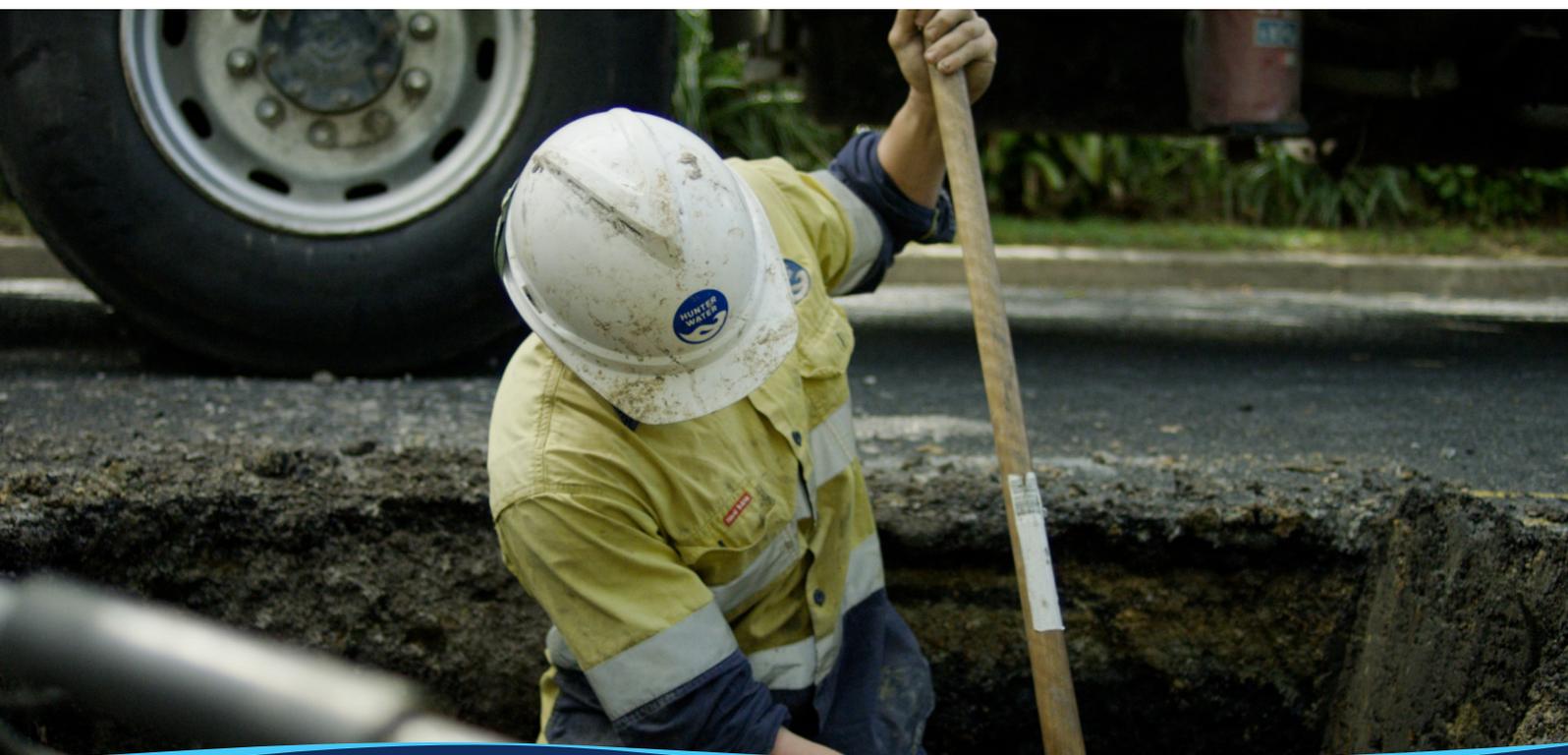
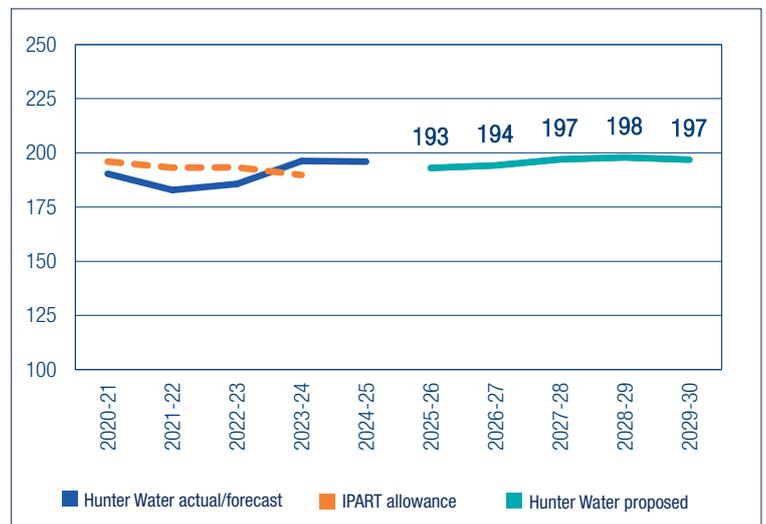
Benchmarking shows that we have always been one of the lowest cost service providers of all major Australian water utilities. We have driven substantial efficiencies over the current period, particularly in maintenance delivery and energy costs. This has helped offset a variety of cost pressures.

We propose operating costs for the upcoming pricing period of \$978.8 million, an average of \$195.8 million per year – this is 1.6% higher than IPART's average allowance for the current period.

Our operating costs will need to increase as our community grows. Like our customers, we are facing additional cost pressures – particularly in energy, chemicals, contracted maintenance activities and our workforce. We also propose step-change increases in operating costs to

manage cybersecurity risks, water quality, improve water security, and continue to maintain our digital platforms and services to enable our water and wastewater operations and customer services.

To help keep bills affordable, we have challenged ourselves by including a savings target of \$36.4 million in operating expenditure over the pricing period, an average of \$7 million each year. We have published a cost efficiency strategy that outlines a credible plan, and explains how we will be accountable, for delivering on this ambitious commitment.



Capital expenditure

Capital expenditure, or *capital costs*, is the money we spend building or renewing our assets. It covers things like replacing pipes that keep bursting, expanding treatment plants so that they can handle wastewater from more customers, or installing new technology to improve water quality.

Our proposed capital expenditure for the upcoming pricing period is \$1.55 billion, which is an average of about \$310.6 million per year. This is more than we spent in the current pricing period.

For many years, our water supply system has been highly vulnerable to drought, with our dams potentially going from full to empty in just three and a half years. The severe 2017-2020 drought highlighted the need for a more robust plan that allows us to respond effectively to prolonged drought conditions.

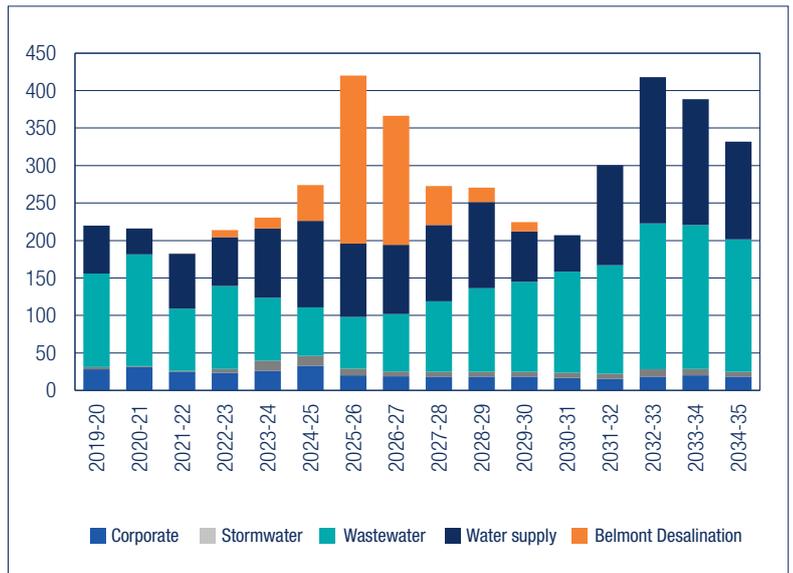
Our customers have made it clear that providing a secure water supply is essential. In response, we are intensifying our efforts to fix leaks in our water system and help our customers save water. We are also investing in a new permanent desalination plant at Belmont to reduce our dependence on rainfall and ensure a secure water supply for our region as the climate continues to change.

We expect to spend \$530 million to design and construct this desalination plant, which is nearly one-third of all our capital expenditure.

Just like you, we are impacted by higher interest rates and rising costs. With our large investment in water security, we have to reduce investment in other areas.

We've focused on ensuring we comply with regulations and legislation and delivering the targeted improvements that our community told us were important to them. Our customers' told us that keeping bills low was a top priority. We have assumed additional risks as a business to achieve this goal.

To help keep bills affordable, we have incorporated a savings target of \$41 million in capital expenditure over the pricing period, an average of \$8.2 million each year.

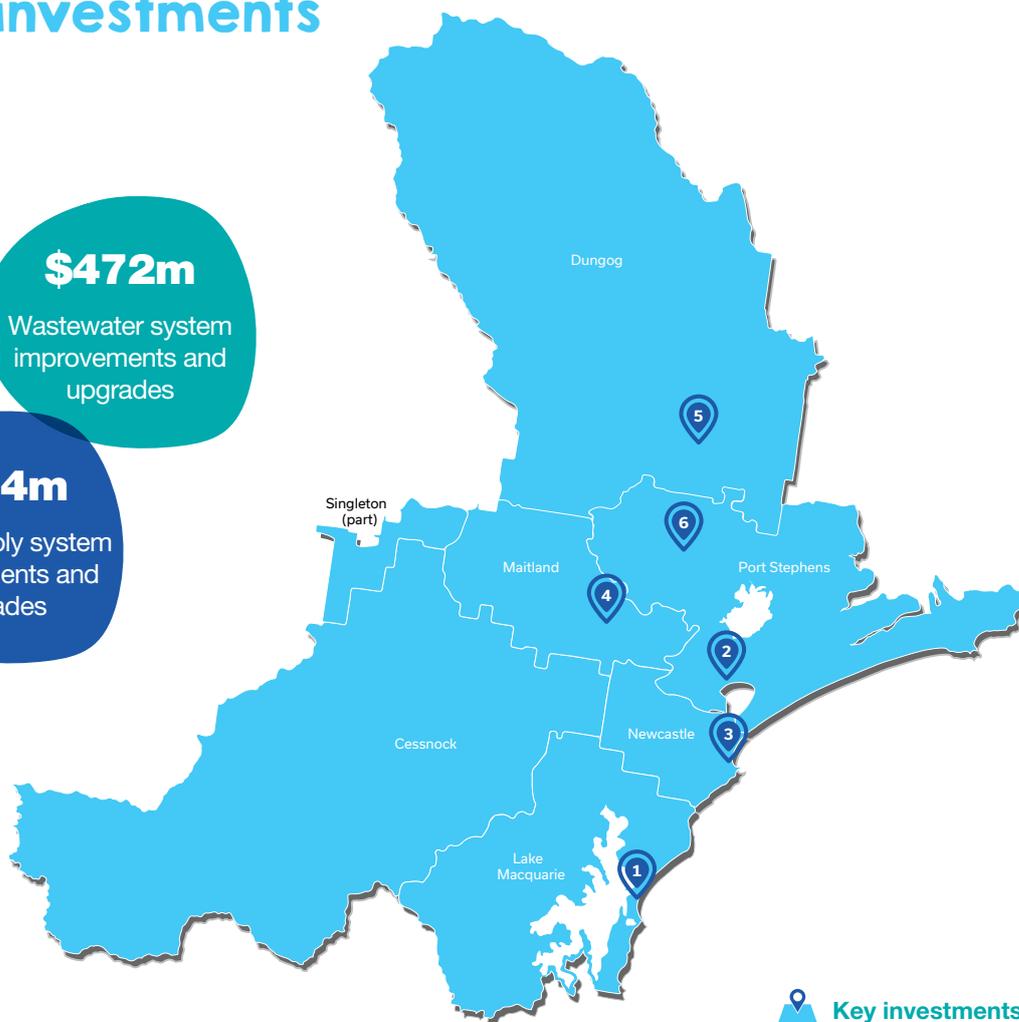


Key capital investments

\$1,554m
Planned Capital Investment

\$472m
Wastewater system improvements and upgrades

\$954m
Water supply system improvements and upgrades



Key investments

<p>1 Belmont Desalination Plant</p> <p>A new 30 million litre per day (ML/day) desalination plant will provide a rainfall-independent water supply that can withstand drought.</p>  <p>First water produced 2027-28, Process Proving Complete: 2029-30</p>	<p>2 Grahamstown water treatment plant upgrade</p> <p>Grahamstown WTP is a major component of the bulk water system, supplying around 60% of the region's drinking-quality water. The upgrade will help keep the treated water safe for drinking, even when there's a problem at Grahamstown Dam (e.g. major algal bloom).</p>  <p>Scheduled Completion: 2030-31</p>	<p>3 Burwood Beach wastewater treatment works upgrade</p> <p>Fix deteriorating infrastructure and provide capacity for growth (services to more houses, businesses and people).</p>  <p>Scheduled Completion: 2028-29</p>
<p>4 Morpeth wastewater treatment works upgrade stage 4</p> <p>Provide enough capacity to treat increasing pollutant loads from immediate growth (more houses, businesses and people), while also making it easier to upgrade to service growth until 2050.</p> <p>The upgrade also provides flexibility at the plant to help improve water quality in the Hunter River Estuary.</p>  <p>Scheduled Completion: 2032-33</p>	<p>5 Chichester Trunk Gravity Main Replacement Brookfield to Burmi</p> <p>Replace 12km section of an 85km large pipe that delivers drinking-quality water to 170,000 people. This will be done in two sections, to maximise the remaining useful life of the existing pipe prior to replacement.</p> <p>The pipe has deteriorated over its 100-year life. This means we've been spending more on maintenance. The pipe is also more likely to burst, interrupting supply to customers for long periods. This 12km section is one of the last to be replaced.</p>  <p>Scheduled Completion: section 1: 2028-29, section 2: 2033-34</p>	<p>6 Seaham Weir Pool Erosion Management Plan</p> <p>Repairs to riverbank erosion through stabilisation measures, alongside riverbank revegetation and livestock fencing.</p> <p>We received a Ministerial Direction to address the longstanding issue of erosion, which impacts on the quality of water subsequently treated to drinking-quality.</p>  <p>Scheduled Completion: 2027-28</p>

Our commitment to delivering customer value

Customer report card

We will publish a customer report card describing our progress against each of the outcomes and measures we have committed to deliver. We will make this report card easy to find and easy to understand.

We will establish a Community Committee to help keep us accountable for the delivery of customer outcomes and to have a say on our annual performance assessment. This is transparent and keeps customers and the community at the heart of all we do throughout the pricing period.

Rebates for customers affected by problems with our services

We aim to provide great services, but some of our customers receive poor services at times. Most customers understand that problems can happen and accept being inconvenienced, occasionally.

We provide a rebate to our customers if they receive poor water or wastewater services. These rebates are set out in our 2022-2027 Customer Contract and range from \$58 to \$1,232.¹

There are also a small number of customers repeatedly affected by a service problem, for example, ongoing wastewater overflows in wet weather, bad wastewater odour or low water pressure. There is no regulatory requirement for us to fix these service problems, and the solutions can be complicated and expensive.

We asked our Community Panel to help us with this challenge. They told us it is important to attempt to resolve these problems because all equal paying customers should receive equal service. They recommended that we improve the experience for the customers worst affected and provide reasonable compensation if we are not able to fix the problems during the upcoming pricing period. We're taking the Panel's advice. By the end of the pricing period we will have implemented a rebate for these customers equal to all the fixed water and wastewater charges for a house.



¹You can see our customer service delivery rebates at <https://www.hunterwater.com.au/home-and-business/managing-your-account/customer-service-delivery-rebates>. Our Customer Contract is available online at <https://www.hunterwater.com.au/about-us/publications/customer-contract> or by telephoning or visiting our Contact Centre.

Our proposed prices

Water prices

Water bills for households and businesses are made up of fixed and variable charges.

Water usage is a variable charge based on the amount of water you use at your home or business.

The service charge is a fixed charge and isn't related to how much water you use.

Our prices will need to increase to match the increasing costs of our current services as well as our investment in water security, including the construction of the Belmont desalination plant.

We consulted over 800 of our customers via a survey and focus groups about whether to put the price increase all in the fixed (service) charge, all in the water usage charge (variable part of the bill) or a combination of both.

Our customers supported putting most of the price increase in the variable charge, and some in the fixed charge.

We heard this was a balanced, fair and equitable approach considering the impacts on different customer groups, and that it provides customers the best opportunity to reduce the impact of higher prices on their bills by using less water. It also encourages the community to use water wisely and efficiently.

The price of water will need to increase substantially, but our fixed water charge will remain one of the lowest in Australia.

We think it is important to retain the ability to increase the water usage charge when the region is in severe drought.

This encourages customers to save more water when it is most valuable. The higher price will help to mitigate the higher costs we face when in a severe drought and from water restrictions. The drought-related price increase has been in place since 2020, but has not yet been used.

One kilolitre = 1,000 litres
Or, the equivalent of

- 25  5 minute showers
- 223  toilet flushes
- 7  top load washing machine cycles
- 13  front load washing machine cycles
- 33  dishwasher cycles

Proposed water prices (\$2024-25, without inflation)	IPART 2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
Water usage (non-drought) - \$ per kL	2.89	3.19	3.49	3.80	4.10	4.40
Water usage (during drought) ^a - \$ per kL	3.39	3.63	3.93	4.24	4.54	4.84
Water service (per dwelling or 20mm meter) ^b - \$ per year	27.58	42.52	57.47	72.41	87.36	102.30

a. Applies after water storage levels fall below 60% and remains in place until after storage levels return to 70%.

b. Businesses with water meters larger than 20mm pay higher water service charges based on their meter size relative to 20mm.

Wastewater prices

The total wastewater charge for a household is made up of a service charge and a usage charge based on an assumed volume of wastewater discharged.

It is not practical to meter wastewater usage – it isn’t done for households by any water utility in Australia. That means we must either estimate the volume used or assume the volume used. Currently, we make an assumption about how much wastewater households discharge.

Many residential customers told us they would prefer we estimate discharge volumes based on a fixed proportion of water usage, as it provides more opportunity for them to influence their bill.

This was also discussed as part of our community consultation, and while there was preference for the change, there was not an overwhelming level of support. Independent stakeholders told us they were concerned a change in approach would make bills more complicated, and it may hurt the types of customers who are least able to afford it.

Our proposal to set a higher water usage charge is a more effective way to meet customers' preference for greater control over their bills.

We propose a small change to the way we charge households for wastewater; that is to assume or ‘deem’ that customers in apartments discharge a smaller volume of wastewater than customers in houses.

Under our proposal, customers in apartments and houses will pay the same wastewater service charge, but by 2030 customers in apartments will pay a little less for wastewater overall than houses because of the assumed smaller volume discharged.

Proposed wastewater prices (\$2024-25, without inflation)	IPART 2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
Houses						
Sewer service charge [A] *	696.78	710.74	724.70	738.65	752.62	766.58
Deemed sewer usage charge [B]	92.40	94.10	91.81	89.57	87.38	85.25
Total sewer charges [A + B]	789.18	804.84	816.51	828.22	840.00	851.83
% increase in total sewer charges	-	2.0%	1.4%	1.4%	1.4%	1.4%
Apartments (multi-premises)						
Sewer service charge [A] *	644.53	710.74	724.70	738.65	752.62	766.58
Deemed sewer usage charge [B]	85.47	57.51	56.10	54.74	53.40	52.10
Total sewer charges [A + B]	730.00	768.25	780.80	793.39	806.02	818.68
% increase in total sewer charges	-	5.2%	1.6%	1.6%	1.6%	1.6%



Stormwater prices

Stormwater (drainage) bills are made up of fixed charges only.

 **For households, the charge is based on property type.**

 **For businesses, the charge is based on land area.**

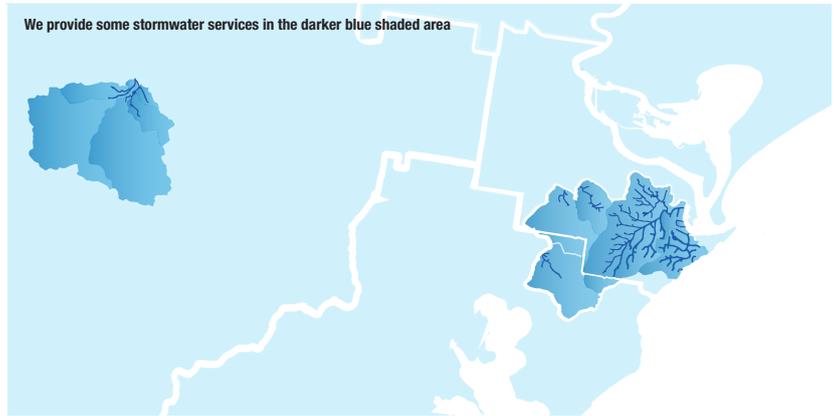
Stormwater is rainwater that runs off buildings and land. Stormwater is carried in stormwater channels and discharges directly into creeks, rivers, the harbour and the ocean.

Some customers only pay for stormwater services through their local Council rates. Others pay both Hunter Water and their local Council because there are shared responsibilities (see dark blue areas on the map). That's around one quarter of our customers.

In those areas our role is to maintain the current capacity of the major concrete channels and culverts in specific areas. Local councils have care and control of street level stormwater infrastructure such as street kerb and gutter, stormwater pits, and water quality devices. Councils' role is to manage the quality, quantity and frequency of stormwater runoff from existing or proposed developments (both public and private) including stormwater discharged from roads, buildings, open spaces and any other areas.

We are not proposing to change anything about the way we charge for stormwater services, but we do need to increase prices. Around three quarters of our concrete stormwater infrastructure was built before 1940. Much of it will need to be replaced over the coming decades to reduce the risk of collapse, and safety hazard to our community. We also need to build fences to keep the community safe from falling into open channels.

Because we don't have many stormwater customers, even small investments or cost increases lead to higher prices.



Proposed stormwater prices (\$2024-25, without inflation)	IPART 2024-25	2025-26	2026-27	2027-28	2028-29	2029-30
Residential						
Houses	97.04	111.79	126.55	141.30	156.05	170.81
Apartments (multi-premise) and low impact *	35.91	41.37	46.83	52.29	57.75	63.21
Non-residential						
Small property area ($\leq 1,000\text{m}^2$) and low impact	97.04	111.79	126.55	141.30	156.05	170.81
Medium property area ($\leq 1,001$ to $10,000\text{m}^2$)	316.94	365.13	413.31	461.50	509.68	557.87
Large property area (10,001 to $45,000\text{m}^2$)	2,015.70	2,322.15	2,628.61	2,935.06	3,241.51	3,547.97
Very large property area ($>45,000\text{m}^2$)	6,404.36	7,378.03	8,351.71	9,325.38	10,299.06	11,272.73
Non-residential property within a mixed multi-premises	35.91	41.37	46.83	52.29	57.75	63.21
% annual increase for stormwater charges	-	15.2%	13.2%	11.7%	10.4%	9.5%

Note: The low impact stormwater charge is for customers who go above and beyond to manage the stormwater on their property to ensure any runoff has a low impact on our stormwater infrastructure.

Apply online: <https://www.hunterwater.com.au/home-and-business/managing-your-account/low-impact-stormwater-charge>



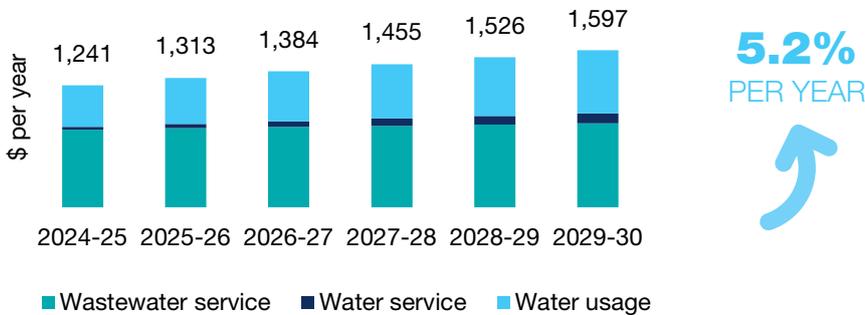
What this means for customer bills

Customers' bills depend on factors such as concession status, whether they are a residential or business customer, owning (or buying) their home or renting, and also how much water they use. Below is an indicative sample of customer bills to show the impacts of our proposed price changes. The examples are shown in this year's dollars (\$2024-25), before inflation, unless otherwise stated.

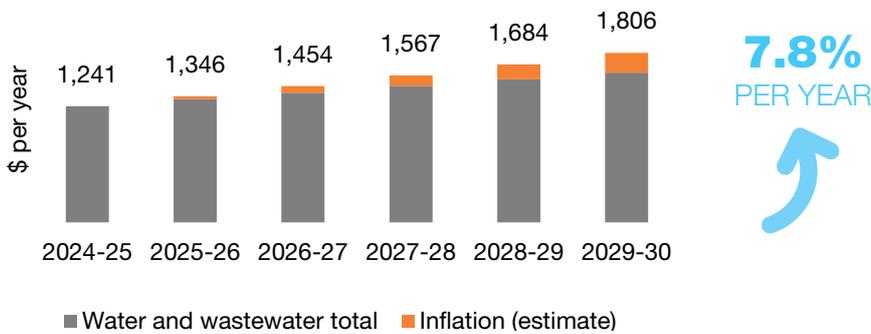
Typical Household

Household of three or four people who own their home, live in a house and have mid-range water use (146kL per year).

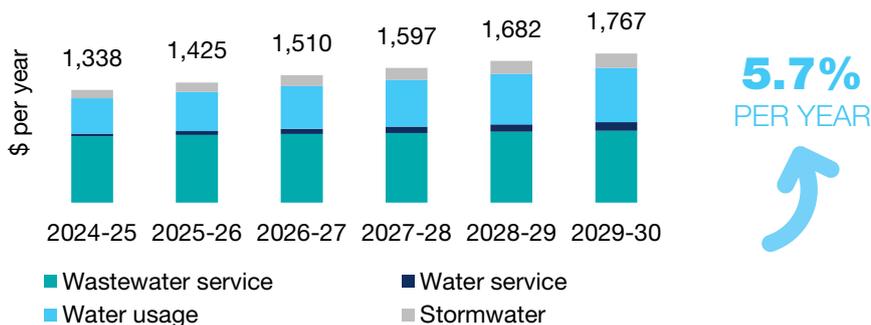
Water and wastewater (without inflation)



Water and wastewater (with inflation estimate)



Water, wastewater and stormwater (without inflation)



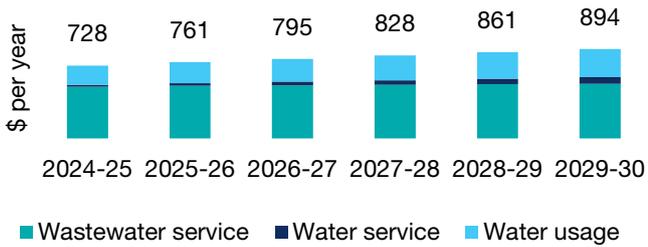
Here's what your bill may look like out to 2030, before inflation if you receive stormwater from us.

Different circumstance mean that your bills might not be typical. Here's the impact on three other household types. With the shift to more variable pricing, bills for low users will increase more slowly, while bills for higher users will rise more quickly. These charts do not account for any potential reduction in water usage that could result from the shift to more variable billing.

Pensioner Household

Household of one or two people who own their home, live in a house, have relatively low water use (100kL per year), and receive a concession in the form of a pensioner rebate.

Water and wastewater (without inflation)



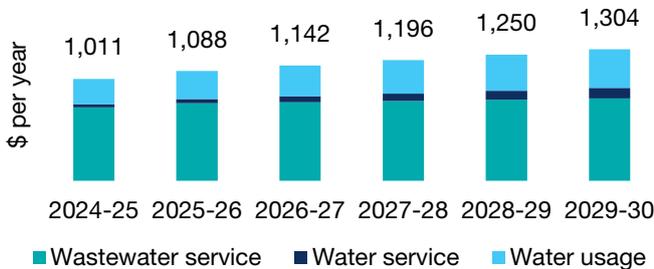
4.2%
PER YEAR



Small Household

Household of one or two people who own their home, live in an apartment and have relatively low water use (87kL per year).

Water and wastewater (without inflation)



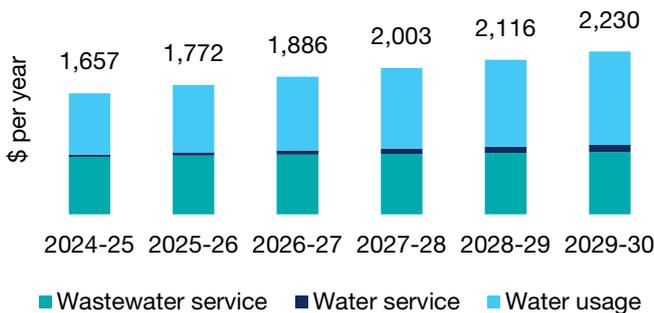
5.2%
PER YEAR



Large Household

Household of five or more who live in a house with a big garden and/or pool, who own their home and have high water use (290kL per year).

Water and wastewater (without inflation)



6.1%
PER YEAR





Businesses

Commercial, industrial and other business customers' bills depend on factors such as how many water meters they have, the size of those water meters, how much water they use and whether they discharge wastewater with more concentrated pollutants than households. The estimated impacts of our proposed prices on the bills of various types of non-residential customers is shown in the table below. The yearly total bill increases range between 3.8% and 8.9%.

Customer type	Water usage (kilolitres)	2024-25	2025-26 (Without inflation)	2029-30	Yearly total bill impacts
Service Station	70	\$1,303	\$1,389	\$1,651	4.9%
Small Shop	150	\$1,349	\$1,422	\$1,717	4.9%
Small/Medium Shop	165	\$1,959	\$2,068	\$2,509	5.1%
Large Licenced Club	8450	\$49,641	\$53,234	\$65,325	5.6%
Medium Licenced Hotel	1200	\$6,803	\$7,287	\$9,175	6.2%
Regional Shopping Centre - with high strength trade waste	73100	\$293,540	\$314,144	\$405,394	6.7%
Large Office - Newcastle	3600	\$17,804	\$19,019	\$23,898	6.1%
Regional Office - Maitland	230	\$3,725	\$3,899	\$4,601	4.3%
Small Industrial Firm	50	\$1,691	\$1,789	\$2,098	4.4%
Medium Industrial Firm	73300	\$264,581	\$286,642	\$375,125	7.2%
Large Industrial Firm - no sewer	190000	\$550,762	\$608,662	\$842,164	8.9%
Large Industrial Firm - with sewer	243300	\$818,494	\$890,800	\$1,183,426	7.7%
Plant Nursery	5500	\$16,941	\$18,666	\$25,551	8.6%
Fast Food Outlet	1450	\$8,403	\$9,128	\$10,988	5.5%
Shopping Centre - with high-strength trade waste	7800	\$44,896	\$44,087	\$54,075	3.8%
Large Industrial Firm - with high strength trade waste	42000	\$152,704	\$168,802	\$219,561	7.5%

Note: Bill impacts for non-residential customers who are trade waste customers, do not include any potential incentive charges on excessive BOD and TSS levels. We have also not included agreement renewals in the above bill impacts.

Supporting our customers

Many of our customers are already struggling to pay their bills. We understand that the price increases we are proposing will further contribute to the cost-of-living pressures affecting many of our customers. Providing support has never been more crucial.

We're committed to helping customers struggling with their water bills and ensuring everyone has access to affordable, safe water and wastewater services. We're increasing the amount we spend on assistance, to ensure we can proactively support customers and help them manage the higher bills we propose.

Our customer assistance programs provide personalised support tailored to customer's individual circumstances.

The key initiatives we'll continue to offer include:



Bill relief through our Payment Assistance Scheme (PAS)



EasyPay repayment options



Rebates for eligible customers like pensioners



Essential plumbing and leak assistance to resolve issues promptly, regardless of our customers' financial situations

We will attend events and other outreach opportunities, to ensure our customers are aware that assistance is available. We've also made some recent improvements to ensure customers get the support they need by:

- ◆ Improving our communication to raise awareness and increase accessibility
- ◆ Upskilling our staff to ensure support and compassion extends beyond frontline staff
- ◆ Improving our proactive identification of customers experiencing vulnerability.

Personalised support options

There are many ways we can help. Contact us the way you feel comfortable.

Once you contact our team, we'll assess your situation and offer appropriate support.



Call on 1300 657 657



Live Chat (during business hours)



[Email us](#)



Next steps

Our 2025-30 pricing proposal sets out how we'll deliver on the expectations and priorities of our customers, community, and stakeholders to create a sustainable water future for all. It is grounded in recent insights about community preferences, including how they would like us to prioritise and make trade-offs. We engaged earlier, broader and deeper than ever before. We've valued what we heard by directly reflecting it in our proposal – from outcomes to specific projects, and from expenditure all the way through to prices.

We believe our pricing proposal balances maintaining our current high quality service levels, meeting regulatory obligations, making progress towards addressing emerging challenges and aspirations, and keeping bills affordable at a time when cost-of-living pressures are being felt.

We're committed to delivering six outcomes that will create long-term value for our customers, community and the environment. We want our community to be confident that their values and preferences are driving our priorities and that we are delivering on our promises.

We will be improving our reporting and enabling our community to be directly involved in holding us to account, through a new Community Committee.

Our Pricing Proposal will be considered by IPART from October 2024 to June 2025. IPART will scrutinise our proposal and undertake a public consultation process, providing multiple opportunities for community comment.



Price review stage	Activities
Hunter Water submits 2024 Pricing Proposal	We submitted our pricing proposal, starting the formal price review.
Issues Paper	IPART will release an Issues Paper at the start of November 2024. The Issues Paper highlights and seeks feedback on the focus areas for IPART's review, and the areas where they need more information. It also invites submissions from all interested stakeholders on our proposal and specific topics for the review.
Public Hearing	IPART will hold a formal public hearing in November 2024. The location and times will be advertised in local newspapers and on IPART's website. We will present on key aspects of our proposal, including demonstrating how the proposal will promote the long-term interests of customers. IPART will present its initial analysis and findings. The hearing is an opportunity for all interested stakeholders and IPART to challenge us on aspects of our proposal.
Draft Report and Determination	IPART will release their draft prices and decisions. The draft report will explain the reasons for their decisions, including evaluation of what we are proposing for 2025-30, consideration given to public submissions it has received and its own assessments. IPART will seek stakeholder comment on these draft decisions.
Final Report and Determination	The final prices set by IPART will apply from 1 July 2025. Inflation will be added each year through the pricing period.

We encourage everyone to have their say!

We encourage you to have your say on our proposal through IPART's price review process.

All the details will be advertised in the media and on IPART's website: <https://www.ipart.nsw.gov.au/>

We would also love to have you involved in our ongoing community engagement activities!

Register on our website to keep updated about activities you can participate in, including ongoing engagement, projects and shaping our 2030 to 2035 pricing proposal.

Email: pricing.engagement@hunterwater.com.au

Website/Pricing proposal: <https://www.hunterwater.com.au/haveyoursay/2025-2030-price-proposal>

Get in touch

We're here for you when you need us.

 1300 657 657
(8am - 5pm)
1300 657 000
(Emergency 24/7)

 <https://www.hunterwater.com.au/haveyoursay/2025-2030-price-proposal>

 Website live chat
(8am - 5pm, Mon-Fri)

 pricing.engagement@hunterwater.com.au





Glossary

\$m	Millions of Dollars
IPART	Independent Pricing and Regulatory Tribunal of NSW, the independent body that oversees regulation in the water, gas, electricity and public transport industries in NSW
KL	Kilolitres, one thousand litres
KM	Kilometres
ML	Megalitres, one million litres
No.	Number
PA	Per Annum
\$2024-25	Today's dollars, which means dollars in the financial year 1 July 2024 to 30 June 2025



Call

1300 657 657, weekdays 8am-5pm

1300 657 000, 24 hours, seven days

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