

Media Release

2 September 2021

Hunter Water Operating Licence under review

The Independent Pricing and Regulatory Tribunal (IPART) is seeking feedback on potential changes to the Hunter Water Operating Licence.

The current licence, which is due to be replaced from 1 July 2022, sets the terms under which Hunter Water must provide water and sewerage services for the Lower Hunter region. It sets the quality and performance standards that Hunter Water must comply with, including water quality standards and standards regulating service interruptions. It also includes terms and conditions requiring Hunter Water to undertake water conservation, for protecting and consulting with customers and, for managing Hunter Water's assets and environmental activities.

IPART audits and reports annually on Hunter Water's performance against its licence conditions.

IPART Chair, Ms Carmen Donnelly, said. "IPART's review will consider potential improvements to customer protections and reduce duplication of regulatory functions with agencies such as NSW Health and the Environment Protection Authority (EPA)."

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 the issues we have identified and anything else that matters to them.

Details about the review are included in the Issues Paper released today. IPART is inviting public and stakeholder comment on these before **22 October 2021**. Hunter Water's submission is due earlier, by **8 October 2021**, to allow other stakeholders time to consider Hunter Water's views when preparing their own submissions.

The Issues Paper is available on IPART's website.

Media Contact: Adrian Flood

 0427 105 865

 media@ipart.nsw.gov.au