

# Customer Advisory Groups Charter

The WaterNSW Act 2014 (the Act) [waternsw.com.au/about/legislation/water-nsw-act-2014](http://waternsw.com.au/about/legislation/water-nsw-act-2014) establishes the objectives and functions of WaterNSW through an operating licence which requires WaterNSW to establish a means of consultation and effective communication with customers.

## CUSTOMER ADVISORY GROUPS

### Charter

This Charter has been established by WaterNSW to apply to all Customer Advisory Groups and may be reviewed and updated by WaterNSW for the commencement of each new Customer Advisory Group term. Within the term of a Customer Advisory Group, WaterNSW and Customer Advisory Groups may propose amendments to the Charter, which to be effective, require the approval of both parties. Proposed amendments should be emailed to [cag.support@waternsw.com.au](mailto:cag.support@waternsw.com.au) and will be tabled at the next Customer Advisory Group meeting round for discussion and consideration by WaterNSW and all Customer Advisory Groups.

### Purpose

The Customer Advisory Groups provide a forum to provide advice from a customer point of view to WaterNSW, on an area basis. WaterNSW holds Customer Advisory Group meetings with a broad cross-section of our customers on issues, including but not limited to: system operations; pricing; asset operations and maintenance; WaterNSW involvement in Government programs; customers and stakeholder engagement; and other issues relevant to our performance and delivery of services to customers.

### Areas

WaterNSW has established Customer Advisory Groups for the following 10 Areas (which aggregate catchments throughout NSW as per Appendix 1).

- Barwon-Darling
- Border Rivers
- Coastal-Hunter Valleys
- Greater Sydney
- Gwydir
- Lachlan
- Macquarie-Cudgegong
- Murray-Lower Darling
- Murrumbidgee
- Namoi-Peel

## MEMBERSHIP

### Appointment and selection criteria

WaterNSW calls for nominations for, determines and appoints membership of Customer Advisory Groups:

i. with the objective of including at least one customer representative from each of the following categories (where there are customers in this category for the area associated with the Customer Advisory Group), however there is nothing precluding a Customer Advisory Group member representing more than one of these categories:

- stock and domestic water users
- regulated river water users
- unregulated river water users
- groundwater users
- environmental water users
- industrial and commercial water users
- Local Water Utilities
- major utilities
- volumetric categories of water users (small/medium/large)
- Aboriginal cultural heritage water users.

ii. where necessary with consideration to:

- the relative number of customers which nominating organisations demonstrate their nominees represent
- licence type and geographic representation
- the inclusion of an alternate delegate nominee.

iii. to a maximum of fifteen members.

### Term

Members will be appointed for a three-year term (concluding 30 June 2025) following which WaterNSW will set future terms to align with pricing consultation cycles and Operating Licence terms. Members may serve an unlimited number of terms.

### Member role and responsibilities

As membership is customer representation based, the information and input provided by members will include demonstrable input from their nominating organisations and reflect a broader contribution of all customers from the categories being represented. Members have an

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obligation to provide regular feedback to all water users forming their constituency and treat information declared to be confidential appropriately. Members must be familiar with and comply with the Customer Advisory Groups Code of Conduct.

## Vacancies during a term

A vacancy will arise if a member:

- resigns in writing to WaterNSW
- is absent for three consecutive meetings without notification to WaterNSW
- is no longer a member or employee of the nominating organisation or customer category they represent
- dies or becomes incapacitated.

To fill a vacancy, WaterNSW will seek nominations from the existing members' nominating organisation / customer category. If the organisation is unable or unwilling to nominate a replacement representative, WaterNSW may advertise publicly for new nominations.

## New term of office

WaterNSW will call for nominations for members (including alternate delegates) prior to the end of each term by writing to organisations that have previously nominated, inviting them to nominate representatives for the ensuing term, in addition to advertisements for nominations also being placed in appropriate media.

## OPERATING PROCEDURES

### Meetings

WaterNSW convenes both area-based Customer Advisory Group meetings and Customer Advisory Groups Representative meetings. Both forums are to meet not less than twice a year. WaterNSW determines meeting schedules and agendas based upon key issues relating to WaterNSW's planning and operations and advice received in the interest of customers. Members will be provided with adequate information, within WaterNSW possession or under its control, to enable them to discharge the tasks assigned, other than information or documents that are confidential (including documents that are subject to client legal privilege). Issues monitoring and follow up is affected via standard meeting minuting and action procedures. Members may suggest topics for inclusion on agendas on issues relevant to our performance and delivery of services to customers by emailing at least 3 weeks prior to a meeting in order to allow sufficient time on the agenda.

## Chairperson

### i. Election

A chairperson for each Customer Advisory Group will be elected annually by a vote of members. Chairpersons can be elected/appointed for a maximum of three consecutive years. Members may also elect a deputy on an annual or meeting basis.

### ii. Roles and responsibilities include:

- being Customer Advisory Group representative to WaterNSW as required, reflecting the views of the Customer Advisory Group; providing input on the interests of customers towards the determination of up to 50% of meeting agendas; impartially chairing meetings in accordance with the Charter.

## Communication of outcomes of the Customer Advisory Groups

WaterNSW will provide a summary after each round of Customer Advisory Groups, including applicable valley-specific issues, which will be made available on the WaterNSW website.

## FUNDING AND RESOURCING

Customer Advisory Groups are funded and resourced by WaterNSW.

## Sitting fees/remuneration

Sitting members are paid as per the Public Sector Scale as determined by Premier and Cabinet.

## Appendix 1

CAG area	Catchments
Barwon-Darling	Barwon/Darling, Mooni, Culgoa, Warrego, Paroo, North West NSW
Border Rivers	Border Rivers
Coastal-Hunter valleys	Hunter, Richmond, Tweed, Brunswick, Clarence River, Macleay, Bellinger, Hastings, Manning, Karuah, Clyde, Moruya, Tuross, Bega, Towamba, Lake Georges
Greater Sydney	Georges, Hawkesbury/Nepean, Wollongong, Shoalhaven, Lake Macquarie/Tuggerah (Central Coast), Warragamba, Hacking, Parramatta, Sydney, Fish River
Gwydir	Gwydir
Lachlan	Lachlan
Macquarie-Cudgong	Castlereagh, Macquarie/Bogan
Murray-Lower Darling	Upper Murray, Murray/Riverina, Lower Darling, Benanee
Murrumbidgee	Murrumbidgee, Snowy
Namoi-Peel	Namoi, Peel

## Contact us

Call us on **1300 662 077**

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