

# Reflections on Water Reform in Australia



**Rebuilding  
Nations 2020  
November 2020**

Kevin Young  
youngkj80@hotmail.com

**SOC ACT**

**HUNTER WATER ACT**

**DOH  
EPA**

**SHAREHOLDER**

**INDEPENDENT  
PRICING AND  
REGULATORY  
TRIBUNAL**

**TAX ACT,  
FINANCE AND  
AUDIT ACT**

**Statement of  
Corporate Intent  
MONITORING**

**OPERATING LICENCE  
CUSTOMER CONTRACT**

**BOARD**

**CEO**

**STAFF**

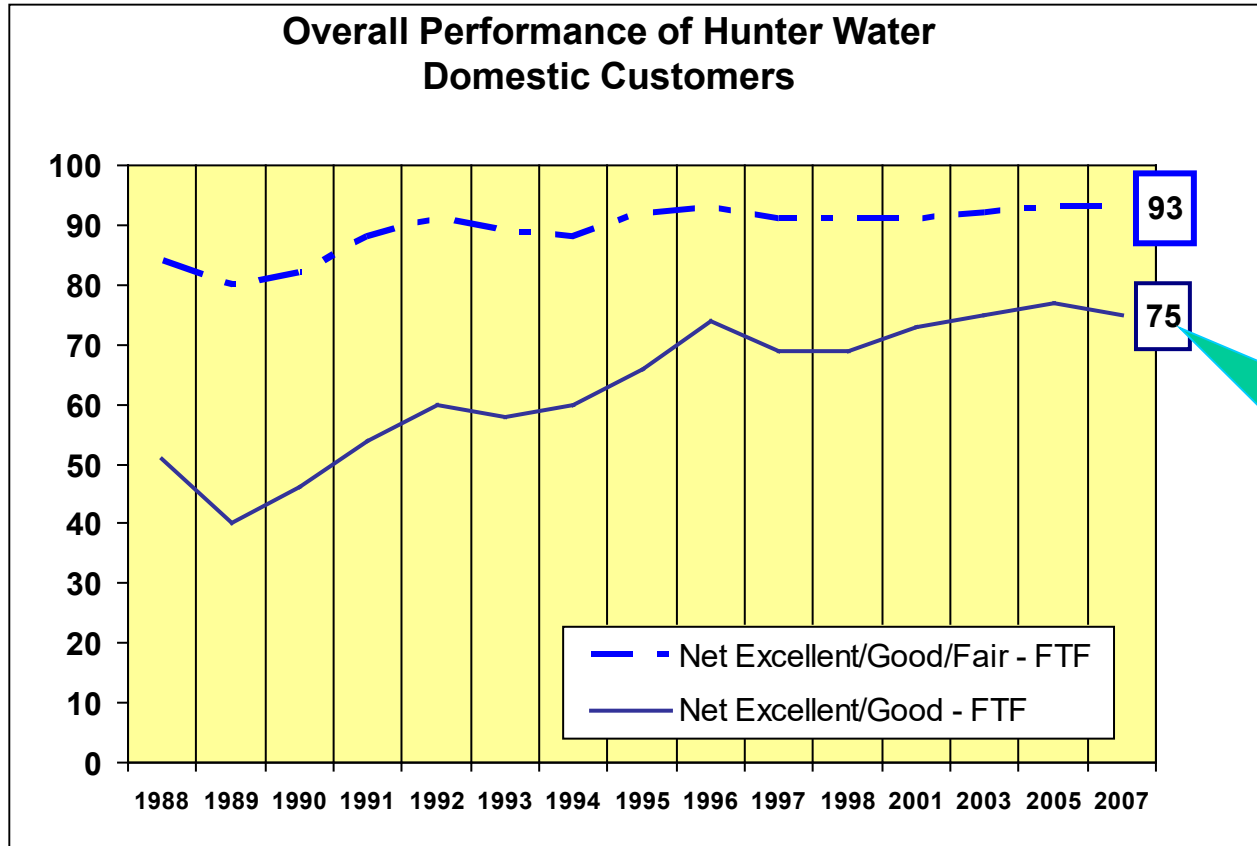
REGULATORY  
FRAMEWORK

REGULATORY  
FRAMEWORK

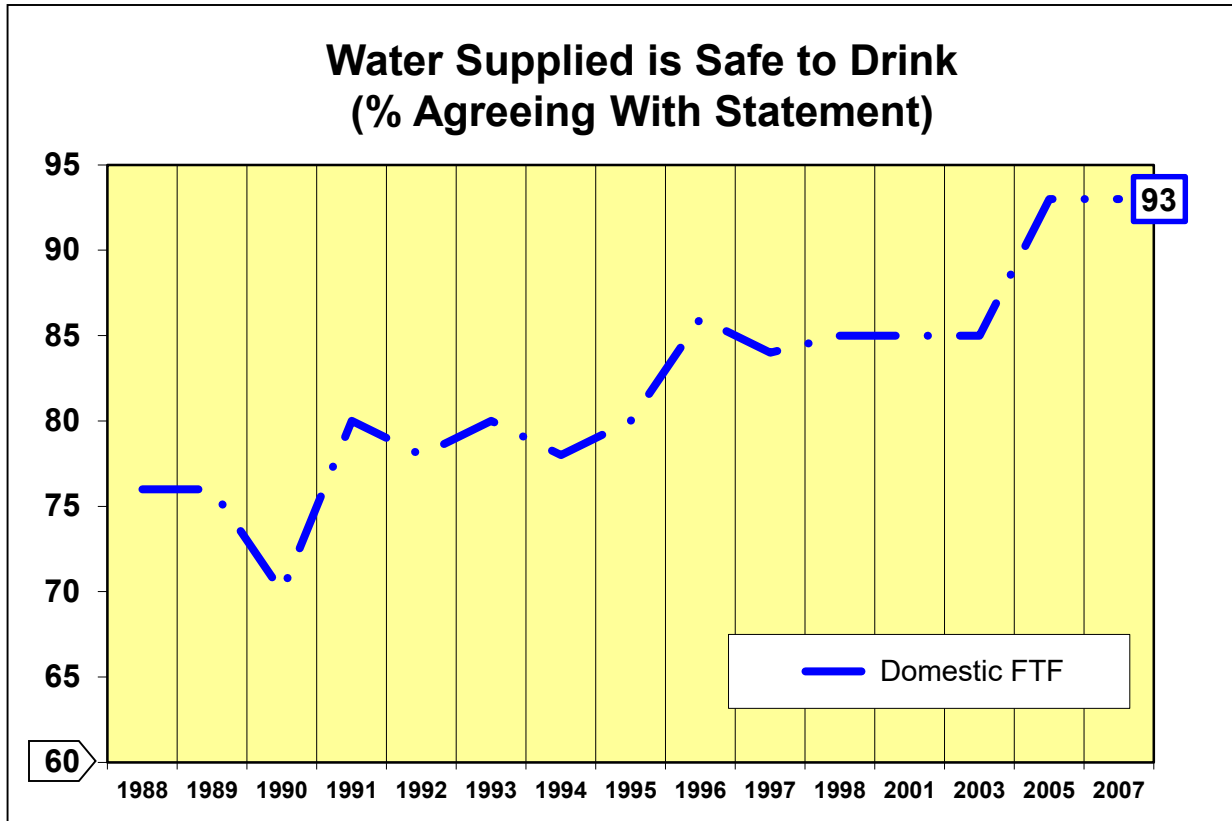
OBLIGATIONS  
TO  
SHAREHOLDERS  
AND  
CUSTOMERS

OPERATIONAL  
MANAGEMENT

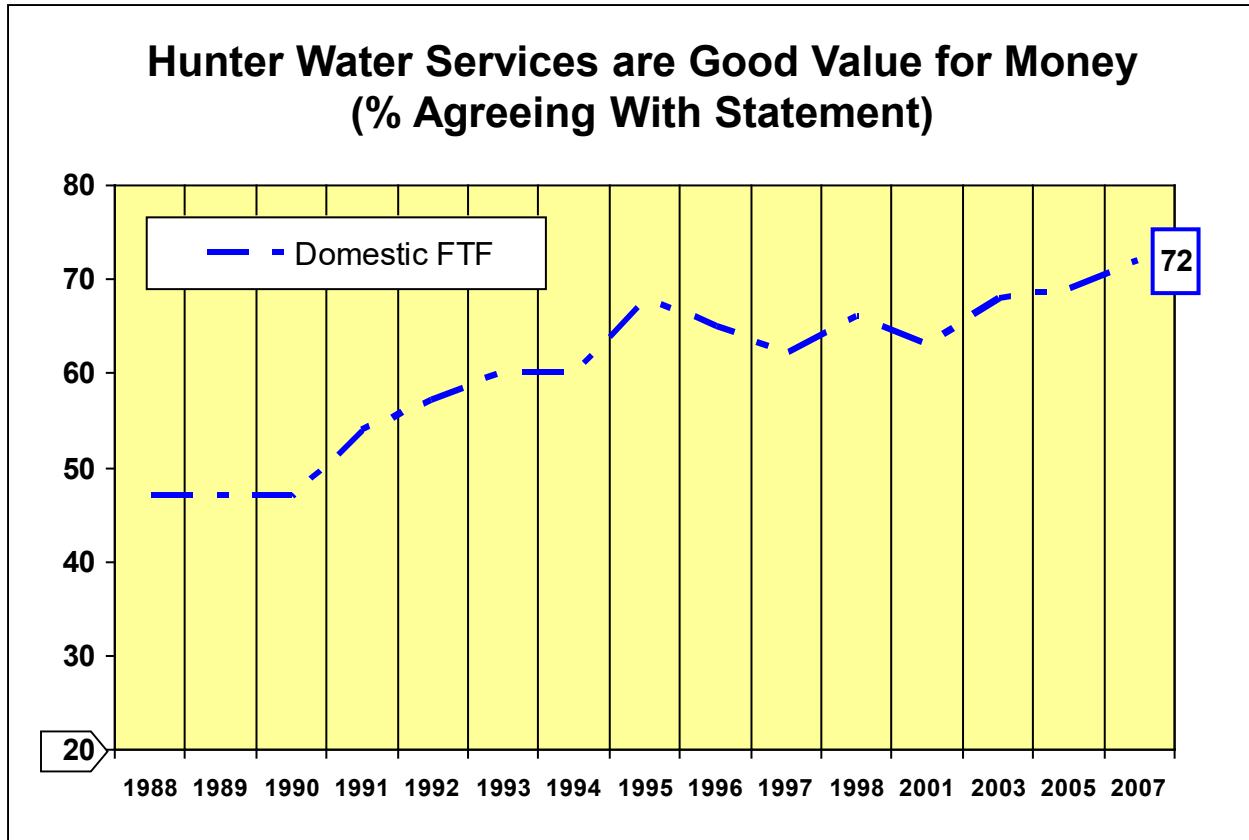
# Customer Satisfaction



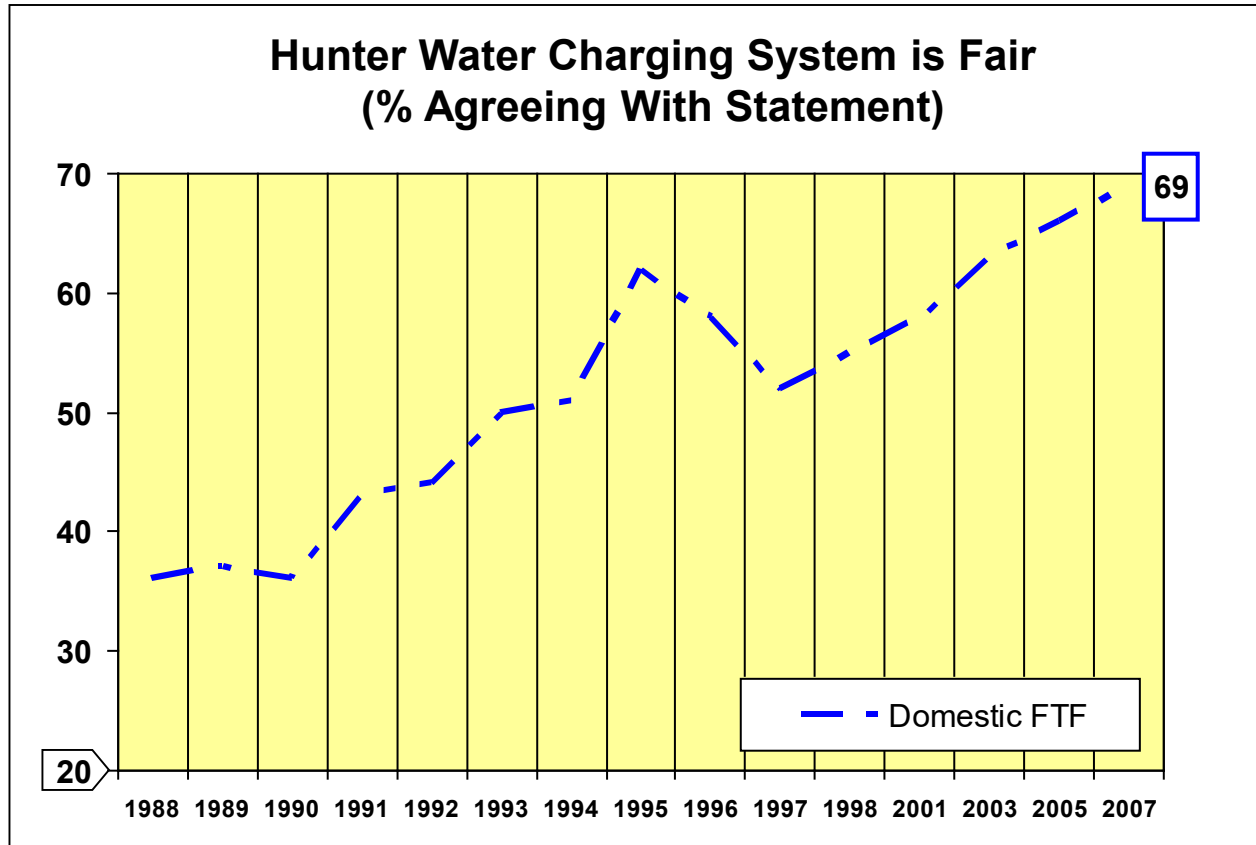
# Water Quality rating



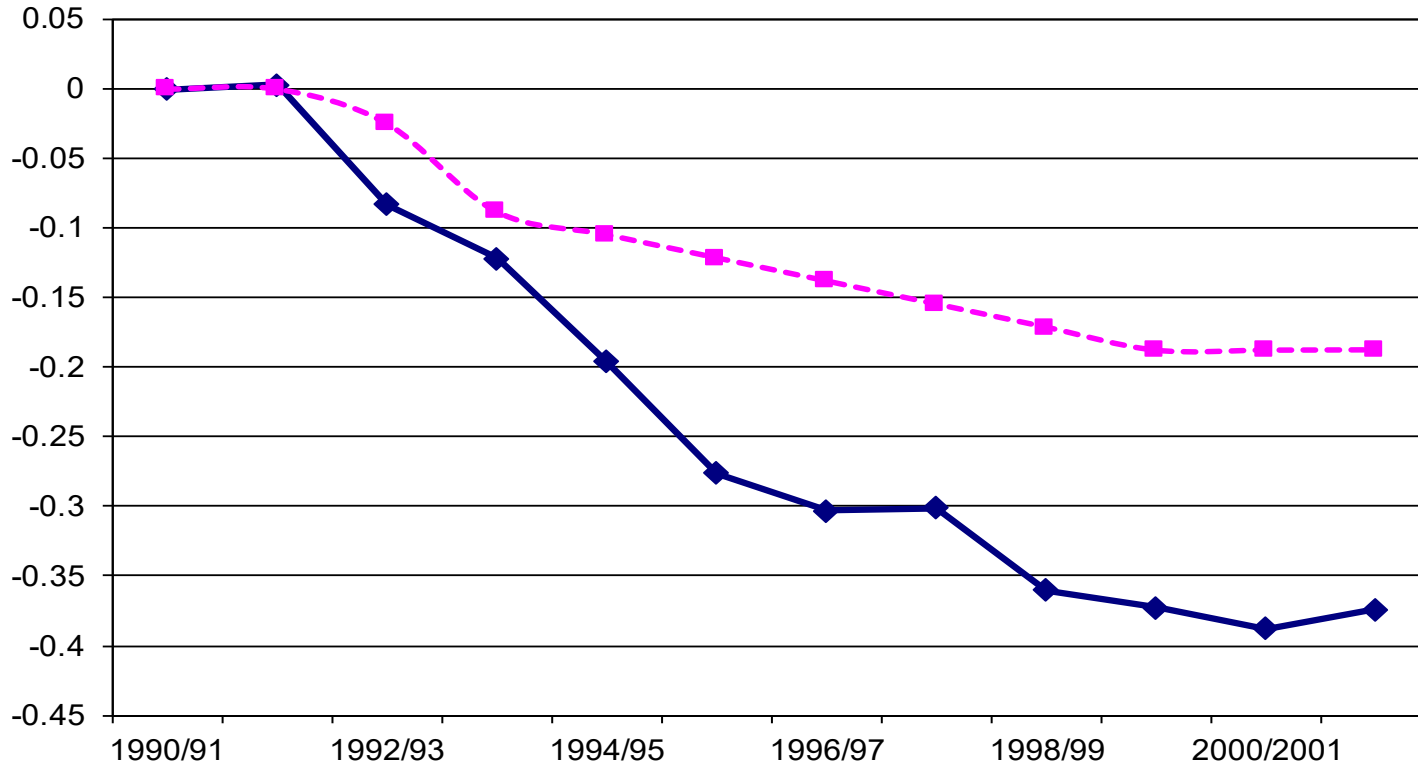
# Value for money rating



# Charging System fair?



# Cumulative Reduction in Operating Cost per Property



—◆— Hunter Water Corp  
- -■- Industry Trend



# Utility structures in Australia

