

## Chinchilla Customer Advisory Committee

**Date:** 8 November 2023

**Time:** 8:30am – 9:15am

**Location:** Chinchilla RSL, 61 Heeney Street

**Attendees:** Ian Wolski, John Bender, Mark Jenyns, Tanya Viano

**Sunwater representatives:** Craig Cahill, Darrell McKinley, Ally Timms, Keelie O’Sullivan, Natalie Bain

**Department Representatives:** Peter Brownhalls, Department of Regional Development, Manufacturing and Water (DRDMW)

**Apologies:** Ross Uebergang

### Minutes:

Agenda items		
Item no.	Item	Presenter
1	Meeting open	Craig Cahill
2	Chinchilla Weir – behaviour in relation to CSG water	Craig Cahill
3	Dual purpose meters	Craig Cahill
4	Chinchilla operations reporting	Craig Cahill
5	Sunwater customer survey	Ally Timms
6	General business	Craig Cahill

## 1. Meeting open

- Sunwater gave an overview of the agenda.
- Acknowledgement of Country.
- Attendees were introduced.
- Sunwater confirmed the last meeting minutes were published on the Sunwater website.
- Craig confirmed an edit to the last meeting minutes.

## 2. Chinchilla Weir- behaviour in relation to CSG water Text

- Sunwater presented to slide deck and provided a snapshot of the last four months.
- Member enquired if the results are satisfactory. Sunwater confirmed they are satisfied with the results.
- Member enquired about environmental water and the losses when releasing gas water. Sunwater confirmed they release the amount of allocations and don't release losses, only what's put in the weir.
- Member asked if Sunwater knows how much gas water is delivered to customers. Sunwater confirmed they do but it is not shown in the graph in the presentation.

## 3. Dual purpose meters

- Sunwater presented from slide deck.
- Member enquired if there's meters that do three readings; gas water, water harvesting and allocation water. DRDMW confirmed there is.
- Member enquired if there is a process to get them in place. DRDMW confirmed there is.

## 4. Chinchilla operations reporting

- Sunwater presented from slide deck.
- Member requested Sunwater confirm if the gauging stations get validated. DRDMW confirmed they have a gauging station maintenance program, and that DRDMW is confident the gauges are recording accurately.
- Member enquired how Sunwater gauges the water from the rain. Sunwater confirmed the rainwater is ponded in the weir.
- Member enquired if DRDMW was aware other states' water allocation was increased to protect irrigators. DRDMW confirmed they were not aware of this.

## 5. Sunwater customer survey

- Touchpoint customer survey was sent to all customers on the 1 November 2023. The survey closes on 30 November.

## 6. General business

- The next CAC meeting is scheduled for 13 March 2024 and invitations will be sent shortly.

## 7. Approval and review

Chair:	Craig Cahill
Minutes:	Ally Timms
Date:	23 November 2023

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