

Lower Mary Customer Advisory Committee

Date: 17 November 2023

Time: 9:30am – 10:05am

Location: Maryborough Neighbourhood Centre, 52 Ellena Street

Attendees: Scott Maxwell, Norman Muller, Adam Doyle, Melinda Barlow Scott Roxburgh, Scott Allcott

Sunwater representatives: Darren Large, Ally Timms, Keelie O’Sullivan

Apologies: Andrew Adams (proxy: Yolande Kliese)

Minutes:

Agenda items		
Item no.	Item	Presenter
1	Meeting open	Darren Large
2	Lower Mary update	Darren Large
3	Customer survey	Ally Timms
4	General business	Darren Large

1. Meeting open

- Acknowledgement of Country.
- Sunwater gave an overview of agenda.
- Attendees were introduced.
- Sunwater confirmed the meeting minutes were published on the Sunwater website.
- The CAC confirmed the previous minutes are correct.

2. Lower Mary update Text

- Sunwater presented from slide deck outlining completed works.
- Member requested an explanation on the use of Bentonite. Sunwater confirmed because of the timeframe and silt, they put the bentonite on top of the water and continue to monitor it and top up on the upper zone.

3. Customer Survey

- Sunwater presented from slide deck.
- Touchpoint customer survey was sent to all Sunwater customers on 1 November 2023. The survey closes on 30 November.

4. General Business

- The next CAC meeting is scheduled for April 2024 and invitation will be sent shortly.

5. Irrigation Price Path (IPP) Consultation

- The CAC meeting was followed by a stage three IPP consultation. In the meeting, members of the CAC submitted the following statement: "We do not support electricity pass through methodology as there is insufficient evidence of financial benefit to customer."

6. Approval and review

Chair:	Darren Large
Minutes:	Ally Timms
Date:	20 November 2023

Phone: 13 15 89

Email: customerengagement@sunwater.com.au

Live chat: sunwater.com.au (Monday to Friday, 8:30am – 4:30pm)

Post: PO Box 15536 City East QLD 4002

Fax: (07) 3036 6482

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