

Upper Condamine Customer Advisory Committee

Date: 8 November 2023

Time: 1:30pm – 2:15pm

Location: Brookstead Community Hall, Madaleine Street

Attendees: Fraser Bligh, Johannes Roellgen, Lindsay Krieg

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

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

Apologies: Jan Lafrenz

Minutes:

Agenda items		
Item no.	Item	Presenter
1	Meeting open	Craig Cahill
2	Operations manual amendment	Craig Cahill
3	Dual purpose meters	Craig Cahill
4	Upper Condamine 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.

2. Operations manual amendment

- Sunwater presented from slide deck.
- Sunwater confirmed they are expecting the draft to be given to the department by the end of November to process.
- The Department of Regional Development, Manufacturing and Water (DRDMW) confirmed they have been working closely with the Commonwealth on water recovery and closing the gap. DRDMW is expecting the results from the Commonwealth within the next few weeks.
- Member enquired if prices will be published. DRDMW confirmed the prices provided will be on an aggregated basis and that they don't think individual prices will be published due to data privacy.

3. Dual purpose meters Text

- Sunwater presented from slide deck.
- Member enquired if all customers will be using the platform Goanna. Sunwater and DRDMW confirmed Goanna is a preferred supplier for unregulated meters only and Sunwater is providing supplemented and dual-purpose data to DRDMW.
- Member enquired if Sunwater was going to report to DRDMW. Sunwater confirmed yes, the data will come back to Sunwater's data system and then sent to the DRDMW and be made available for customers.
- Member enquired if Sunwater will have a dashboard for customers. Sunwater confirmed that is the intent.
- Member enquired if all metres need to be replaced. Sunwater confirmed any metres under 600 will need to be replaced with the new electro-magnet meters those over 600 can utilise mace type meters.
- Member enquired when Sunwater will conduct the maintenance and replacement of the meters. Sunwater confirmed they plan on doing the maintenance on meters during quieter times for irrigators. Sunwater will consult with irrigators on the best time to replace the meters.

4. Upper Condamine operations reporting

- Sunwater presented from slide deck on operations reporting, outlining the spilling and evaporation from dam.
- Member asked what the lead days are for placing water orders. Sunwater confirmed four days.
- Sunwater presented from slide deck on planned corrective maintenance work.
- Member enquired if Sunwater is confident in their estimates. Sunwater confirmed that without going on site and doing the detail, these are the known figures. Once they go on site the figures could change.
- Member enquired who or what company will be doing the maintenance on the meters. Sunwater confirmed the preferred supplier for meter procurement is Nutrien water.

- Member enquired about the cost burden for dual purpose meters and asked if the meter holder must agree to pay the other half. Sunwater confirmed this is correct and a proposal to customers will be sent soon.
- Member enquired how often the risk assessment needs to be completed for Leslie Dam. Sunwater confirmed the assessment needs to be done every five years.
- Member enquired how long the arc flash works will be happening for. Sunwater confirmed arc flash works will continue into 2024.

5. Sunwater customer survey Text

- 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

Phone: 13 15 89

Email: customerengagement@sunwater.com.au

Live chat: [sunwater.com.au](https://www.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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