

Meeting date: Wednesday, 2 February 2022

Time: 9:00am – 9:45am

Location: Microsoft teams

Attendees:

Chair: David Hayes (Sunwater, Operations Manager North)

Burdekin Customer Advisory Committee members: Greg Watson, Ian Davies, Mario Barbagallo, Panikos Spyrou, Rob Milla, Russ McNee, Steven Pilla, Dean Sgroi, John Pierotti

Sunwater representatives: Manesh Magan (Customer Engagement Lead), Fiona Salter (Project Manager, Program Delivery Clare), Luis Rodriguez (Project Development Manager), Emily Caleo (Customer Experience Support), Nadia Pedersen (Administrator Scheduler)

Guests: Lyn McLaughlin (Burdekin Shire Council Mayor), Sharon McIntosh (Policy Advisor, Water, Queensland Farmers Federation)

Apologies: Arwen Rickert, Chris Johnson, Dave Paine, David Satori, Evan Shannon, Jayson Dowie, Peter Hall, Ricky Mio, Robert Stockham, Sib Rapisarda, Travis Richards (General Manager, Townsville Water and Waste)

Minutes:

Agenda items		
Item no.	item	Presenter
1	MEETING OPEN	David Hayes
2	LOWER BURDEKIN GROUNDWATER MITIGATION PROJECT UPDATE	Fiona Salter
3	BURDEKIN HAUGHTON WATER SUPPLY SCHEME MODERNISATION PROJECT	Luis Rodriguez
4	SENSOR GAUGES INSTALLATION – LOWER BURDEKIN WATERBOARD ASSETS	David Hayes
5	CUSTOMER ENGAGEMENT	Manesh Magan
6	GENERAL BUSINESS	David Hayes
7	MEETING CLOSE	David Hayes

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1. MEETING OPEN

[Agenda item 1]

- Introductions:
 - Sunwater introduced William Weaver as the new general manager for the North region and confirmed his apology for the meeting.
- Sunwater provided an overview of the meeting agenda.
- Sunwater confirmed previous meeting minutes had been received and reviewed by the committee.
- The following points were raised by the committee concerning previous meeting minutes:
 - Regarding the topic of the Queensland Water Markets Optimisation (QWMO) Action Plan – move bullet point 4 to first bullet point. Sunwater confirmed this action will be taken.

2. LOWER BURDEKIN GROUNDWATER MITIGATION (LBGM) PROJECT UPDATE

[Agenda item 2]

- Sunwater presented from [slide pack](#)
- Questions/comments raised by the Customer Advisory Committee:
 - No questions/comments raised regarding the LBGM project
 - The committee noted that it is positive to see that Sunwater has completed, or progressed action items raised at previous meetings

3. BURDEKIN HAUGHTON WATER SUPPLY SCHEME MODERNISATION (BHWSSM) PROJECT

[Agenda item 3]

- Sunwater presented from [slide pack](#)
- Questions/comments raised by the Customer Advisory Committee:
 - No questions/comments were raised regarding the BHWSSM project
- Sunwater advised that more details will be available in the future regarding which schemes and sections will be impacted or investigated as part of the modernisation project.

4. SENSOR GAUGES INSTALLATION – LOWER BURDEKIN WATERBOARD (LBWB) ASSETS

[Agenda item 4]

- Sunwater advised that five level sensors have been ordered to be positioned at the LBWB pump station inlets areas. This has been approved by Charlie Papali (LBWB). Sunwater has no definitive date to confirm when these will be installed; however, the intention is within the next 3-months.
 - Sunwater will be liable for the full cost.
 - The sensors will connect remotely (back to base technology) to our WIN network, giving oversight of levels so that Sunwater can effectively and efficiently release and deliver water downstream of Burdekin Falls Dam.
- Questions/comments raised by the Customer Advisory Committee:
 - No questions/comments were raised

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5. CUSTOMER ENGAGEMENT

[Agenda item 5]

- Sunwater confirmed the Terms of Reference (ToR) document and the purpose of the CAC.
- Sunwater requested feedback and/or recommendations for agenda content to be included in upcoming CAC meetings and the cadence of the meetings:
 - The committee noted that there should be a recurring agenda item to review and discuss contracts and Scheme Rules & Targets.
 - Regarding the Electricity Cost Pass-Through (ECPT) trial, the committee requested information relating to individual pump efficiencies for the scheme, so that parameters can be set when a decision is made as to whether the scheme opts-in for the ECPT debit/credit system.
 - Sunwater advised that there are continued plans and conversations regarding pump efficiencies.
 - The committee noted that a bi-monthly meeting may be suitable, a more regular interval with shorter meeting times.
 - Sunwater advised that this will be confirmed by a majority rules vote. Sunwater will follow this up as an action item.
 - The committee advised an overview of what Sunwater and the Burdekin Haughton scheme are doing as a whole for the agricultural industry and the communities they function in. As well as scheme specifics, such as, if Sunwater has had changes to office locations or staffing, what Sunwater is doing to retain local job opportunities and other key callouts for the scheme.
 - Sunwater advised that a Scheme Overview booklet has been created and can be circulated to the committee.
 - The committee asked if Sunwater will be seeking to apply for any funding or committing to any projects as a result of the billion-dollar funding announced for the Great Barrier Reef, noting that there are three different funding streams.
 - Sunwater have taken this item on note.
 - The CAC requested that someone from Queensland Government attend the next meeting and present the benefits/challenges of dewatering solutions for the rising groundwater.
 - Sunwater have taken this item on note.

6. GENERAL BUSINESS

[Agenda item 6]

- Sunwater advised that the next meeting will tentatively be set for Wednesday, 6 April 2022; however, this will be put out for a vote before confirming.
- Final Questions/queried from the Customer Advisory Committee:
 - The CAC queried what would be the best avenue for directing maintenance requirements to (eg. Weed growth along Sunwater drains)?
 - Sunwater advised that these should be sent through to David Hayes. Sunwater further noted that it is very beneficial to receive this kind of feedback from customers so that there is better visibility of what is happening across the scheme.
 - Sunwater also noted that there has been a significant increase in drain maintenance over the last three months.

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7. MEETING CLOSE

[Agenda item 7]

- Sunwater chair thanked attendees for their time and encouraged committee feedback.

8. ACTION ITEMS

Item no.	Item	Responsible person(s)
1.	Sunwater to edit meeting minutes from QWMO consultation	Emily Caleo
2.	Sunwater to send out the vote for meeting cadence	Emily Caleo
3.	Sunwater to circulate Scheme Overview booklet	David Hayes & Emily Caleo
4.	Sunwater to respond to question relating to Great Barrier Reef funding	David Hayes
5.	Sunwater to approach Government to understand availability to present on dewatering solution	Manesh Magan

9. Approval and Review

Chair:	David Hayes (Operations Manager North)
Minutes:	Emily Caleo (Customer Experience Support)
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