

Date: Tuesday, 6 October 2022

Time: 10:00am – 12:00pm

Location: The Boardroom, Chinchilla RSL

Attendees:

Representing customers: Ian Geldard, Ross Uebergang, Tanya Viano

Council members: Leigh Cook

Sunwater representatives: John Kelly (General Manager South), Manesh Magan (Customer Engagement Lead), Darrel McKinlay (Senior Operator Maintainer), Emily Caleo (Customer Engagement Advisor)

Apologies:

John Bender, Peter Brownhalls, Mark Jenyns

Minutes:

Agenda items		
Item no.	item	Presenter
1	MEETING OPEN	JK
2	PURPOSE	MM
3	SERVICE AND PERFORMANCE PLANS	JK
4	PLANNED CORECTIVE MAINTENANCE	JK
5	FLOOD SOCUR REPAIRS	JK
6	DRDMW METER VALIDATION REQUIREMENTS	JK
7	AGENDA ITEMS	JK
8	GENERAL BUSINESS	JK
9	MEETING CLOSE	JK

address: Green Square North, Level 9, 515 St Pauls Terrace,
Fortitude Valley, Queensland 4006

post: PO Box 15536, City East, Queensland 4002

ACN: 131 034 985

telephone: +617 3120 0000

email: CustomerEngagement@Sunwater.com.au

sunwater.com.au

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1. Meeting Open

- Introductions of attendees
- Apologies
- Overview of agenda

2. Purpose

- Questions/expectations of the committee moving forward:
- Sunwater: Increased membership which includes DRDMW may provide opportunity for more discussion on regulatory matters/why we have to do certain things. Good to have a broader scope and different conversations.
- Will be good to know when legislative changes are being made (Department) and the conversations can happen straight away – space for transparency.

2.1. Overview of the Customer Advisory Committee (CAC) [Terms of Reference \(ToR\)](#)

- Overview of the Terms of Reference given by Sunwater
- Sunwater advised that the CAC provides a platform facilitating interaction and presentations with a range of customer and stakeholder groups

2.2. Feedback

- CAC confirmed that they would like the meetings to occur twice a year. Preferably one in April and one in September. If there are additional topics that need to be raised, the CAC are happy for a meeting to be called on an “as needed” basis.

3. Sunwater Service and Performance plans

3.1. Presentation of the Chinchilla Service and Performance Plans

Sunwater gave overview of the [Service and Performance plans \(S&PPs\)](#) published on the Sunwater website.

- Sunwater advised what the Queensland Competition Authority (QCA) is and reasons why the QCA target was exceeded in FY21. Primarily this was due to insurance and preventative and corrective maintenance costs being higher than anticipated by QCA.
- Sunwater advised that the annuity spend is higher mostly due to putting more in the budget for the Metering validation/replacement requirements.
- Sunwater advised that the shutdowns, scheduled for the maintenance of infrastructure and assets, hasn't been a great issue for this scheme as timing of maintenance can be easily scheduled/rescheduled by the Sunwater operators in line with irrigation practices.
- Sunwater advised the significant difference between annuity targets and forecasting was the replacement of the valves at Chinchilla weir, which needed to be done, they were seized and unable to service the scheme efficiently.
- The other significant forecast costing is the Meter validation requirements, set by the Department of Regional Development, Manufacturing and Water (DRDMW).

3.2. Questions and feedback

- The CAC queried why the water year in review (2020/21) was not the water year we just came out of (2021/22).
 - Sunwater advised this is because the figures aren't finalised in time for them to be released in this document. If we did include these figures, the S&PPs would not be available for a long time after the new water year began.

4. Planned Corrective Maintenance

4.1. FY22 and FY23 Planned Corrective Maintenance Programs

Sunwater presented [FY22](#) and [FY23](#) Planned Corrective Maintenance (PCM) Programs

- Sunwater explained the Arc Flash Project. Arc flash is a type of uncontrolled release of electrical energy resulting in an electrical explosion or discharge. As a result of revised arc flash guidelines, Sunwater has completed studies to determine the arc flash risk around switch boards. Sunwater are required to determine the arc flash risk at all switchboards across the state and ensure we are meeting these requirements.
- Sunwater advised that the Bathymetric survey from the previous year was unable to be finished due to the volume of water in the weir so this will need to happen again to determine the level of siltation and volume of water capacity.

4.2. Questions and feedback

- The CAC queried why the amount spent compared to that allowed for in the original budget was higher.
 - Sunwater advised that the main driver for the additional spend was the valve replacements. This was a large undertaking which required specialist divers and equipment.

5. Flood Scour Repairs

5.1. Chinchilla weir left bank flood scour repairs

- Sunwater advised that there has been a significant amount of scour and materials eroded on the left bank due to the floods this year being so constant. Repair will be completed with geotextile fabric, followed by a layer of heavy sand and then a gravel/rock.
- Sunwater have had trouble getting a contractor to do that. Procurement has been particularly difficult.
- Not significantly difficult work but the expenditure hasn't been included in the forecasted budget.

6. DRDMW Meter Validations

6.1. DRDMW Meter Standards and Meter Validation

- Sunwater advised that there is a DRDMW requirement that dual purpose (supplemented/unsupplemented water) meters need to be validated between 30 Nov 2022 and 30 Nov 2023.

- Sunwater covered the validation process, including the role of the certified meter validator, and confirmed that if a meter is not valid, works will be required to replace the meter.
- Sunwater advised that the meters need to have pulse output for logger/telemetry abilities, meters above 600mm do not need to be patented approved, however meters below 600mm need to be patented approved.
- Sunwater confirmed that currently, we are only validating and replacing dual purpose meters.

6.2. Questions and feedback

- The CAC queried that if a new pump with a new meter (dual purpose) is installed, who wears the cost?
 - Sunwater advised that the process will not change to how it currently is, the customer buys/pays for the original meter and Sunwater owns/maintains it.
- The CAC asked if a pump has two meters and one was dual purpose but will be changed, does this need to be done before 30 Nov 2023?
 - Sunwater confirmed that the works would need to be completed by 30 Nov 2023.
- The CAC asked if the new meters, with telemetry, let you know when people have started their pumps when they shouldn't have (alerts)?
 - Sunwater confirmed that it will give us data to help us run the system more efficiently. This could potentially be a feature to allow Sunwater to encourage customers to comply with water ordering requirements.
 - Sunwater advised this data will all be uploaded to a platform for customers to view their usage.
- Sunwater advised that DRDMW aren't sure when supplemented water meters will be validated.

7. Agenda items

[No feedback]

8. General business

- Who is responsible for the control of carp in the river? There were discussions in previous years about herpes being released to wipe them out and then no action was taken. Can Sunwater put in a query about this and deliver the response back to the CAC?
- Sunwater advised that with the ongoing wet season and CSG wet water take, there needs to be airspace for taking CSG water when it runs through.
 - CAC noted that there is no airspace due to rain events.
 - Sunwater is hoping to get approval for an amendment to its End of Waste Approval to change a condition that currently requires all water pumped from the Kenya pump station to be used by customers. The amendment would allow a portion of CSG water discharged into the weir not to be used by customers provided there was a flow upstream at Brigalow gauging station.
 - Sunwater advised that customers in the area may be able to temp transfer water to neighbours with storages for CSG water that is unable to be taken.
- Next meeting date set for April 2023.

9. Meeting Close

[12:00pm]

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10. Approval and Review

Chair:	John Kelly
Minutes:	Emily Caleo
Date:	Tuesday, 06 September 2022