

Date: Tuesday, 22nd November 2022

Time: 11:00AM-12:30AM

Location: St Anglicans Church Hall, Emerald

Attendees:

Representing customers: Ross Burnett, Robert Ingram, Neek Morawitz, Scott Collinge, Peter Galea

Sunwater representatives: Jason Smith (GM Central), Bailey McBeth Cooper (Operations Manager Nogoa Mackenzie), Manesh Magan (Customer Engagement Team Lead), Emily Caleo (Customer Engagement Advisor)

Apologies: Matthew Barnes, Paul Wortley, Misha Grayson, Neil Dale, Brian Gorman, Neville Brownlie, Hamish Millar, Emma McCullagh, Anne Marie O’Callaghan, Nigel Burnett, Les Fluerty, Dion Roberts, Aaron Kiely, David McDougall, Donna Lewis, Jason Hill, Madeline Bourke, John McDougall

Minutes:

Agenda items		
Item no.	item	Presenter
1	Meeting Open	Jason Smith
2	Sunwater Water Trading Board	Manesh Magan
3	Online Water Ordering	Jason Smith
4	Spillway Works	Jason Smith
5	General Business	Jason Smith

1. Meeting Open

- Overview of agenda
- Introduction of Bailey McBeth Cooper – Nogoa Mackenzie Operations Manager
 - Sunwater to share Bailey’s contact details with the IAC members.
- Apologies

2. Sunwater Water Trading Board

2.1. Overview and demonstration

Sunwater gave overview and demonstration of the Sunwater Water Trading Board (WTB)

- Sunwater advised that the WTB was built with the intent of being simple and straightforward to use, as well as cost-free for the user.

2.2. Questions and feedback

- The IAC queried how the WTB was communicated to customers for using.
 - Sunwater advised that a notification /communication was delivered through multiple channels:
- All customers received SMS & Email
- Peak Body Industries were sent comms packs
- Water Ministers office was sent a briefing pack
- IACs and CACs have been consulted
- That IAC confirmed their support for the WTB.

3. Online Water Ordering

Sunwater gave an overview of the online ordering process.

- Sunwater advised that, although FIN customers will be able to access the water ordering tool through their online platform, this would not be a valid water order for their accounts and any orders will still need to go through FIN.

3.1. Questions and feedback

- The IAC noted that it will be important for Sunwater to manage failed water meters and meter adjustments, especially where B2B is introduced, in regard to water orders not aligning with water taken. There is a concern that this will expose customers to unjustified penalties.
 - Sunwater advice: A new scheme management process is not being introduced. Sunwater customers are currently required to water order. The Sunwater Online Water Ordering system will make this easier for Sunwater to manage the delivery of orders and will allow for better efficiency control and will hopefully save the scheme multiple ML of losses.
- The IAC noted that internet connection problems can interfere with this option.
- The IAC noted that they would like a farm manager to be able to use the app/online portal to water order, without seeing further details of the account, such as billing etc.
- Sunwater advised that towards the end of January 2023, we will aim to have up to 10 River customers using the online water ordering platform.

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4. Spillway works

4.1. Spillway works

- Sunwater advised that drilling was continuing in the spillway.
- [Fairbairn Dam Community Notification](#): access track upgrade and spillway monitoring

4.2. Questions and feedback

- The IAC queried why these weren't done during the major works.
 - Sunwater advised that there was more drilling to be completed.

Post meeting advice:

- The Fairbairn Dam Improvement Project (DIP) commenced in 2016, with the intent of ensuring the long-term viability of the dam by bringing its infrastructure into line with current design standards.
- In addition, Sunwater regularly monitors its dams by physically inspecting the structure and reading instruments that record water storage levels and water pressure within the dam and foundations. Each referable dam is surveyed every year.
- The current work will facilitate ongoing monitoring and maintenance.

5. General Business

5.1. Customer Trip

- Sunwater advised on the modernisation project in Mareeba, where channel automation was installed.
- Sunwater advised that they would like to invite Sunwater customers, FIN, Eton, Theodore, St George etc. to travel to Mareeba for a tour of the scheme and to understand the automations.
- Sunwater confirmed that if there is elsewhere in QLD that committee members would like to visit, this can be taken into consideration.

5.2. Questions and feedback

- The IAC queried which company completed the automation in Mareeba
 - Sunwater advised that Rubicon was contracted for the automation.
- Sunwater advised that there will be new regulation coming, regarding meter requirements.
 - The IAC requested is Sunwater had any data that showed how electromagnetic meters perform over time by manufacturer that Sunwater could share with customers. The IAC are particularly interested in failure and calibration rates for the different sized meters.
- Sunwater to advise.

6. Approval and Review

Chair:	Jason Smith (GM Central)
Minutes:	Emily Caleo (Customer Engagement Advisor)
Date:	Tuesday 22 nd November 2022

7. Action items

Agenda item	Action	Responsible person/s
1.	Baileys contacts to be shared with the IAC.	Jason Smith/Bailey McBeth Cooper
3.	Sunwater to consider/investigate the possibilities to make changes to the Sunwater customer app/online portal, especially for Farm Managers with limited account access.	Emily Caleo
4.	Sunwater to publish and circulate a copy of the Fairbairn Dam Community Notification: access track upgrade and spillway monitoring.	Emily Caleo
5.	Scheme visit invitations sent to LMA board/customers, by 30 th December 2022.	Jason Smith
5.	Sunwater to collect data for the cost base for new electromagnetic meters, numbers of meters installed, and number of repairs works for the meters that have been fit. Possible to find from SAP/Asset Management team	Jason Smith/Bailey McBeth Cooper/Derek Boo

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