

Date: Wednesday, 15 March 2023

Time: 12:00PM-2:00PM

Location: Microsoft Teams

Attendees:

Working group members: Adam Heap, Jake Pretorius, David Hiette, Neil Dale, Peter Besch

Department of Regional Development Manufacturing & Water members: Scott Stevens, Ariane Leyden

Sunwater representatives: Jason Smith (General Manager Central), Bailey McBeth Cooper (Operations Manager, Nogoa Mackenzie), Marian Hart (Yield and Planning Manager), Emily Caleo (Customer Engagement Advisor), Sarah McComber (Project Manager), Keelie O’Sullivan (Stakeholder Relations Advisor), Melissa Waghorn (Customer Accounts & Compliance Manager)

Apologies:

Ross Burnett, Neek Morawitz

Minutes:

Agenda items		
Item no.	item	Presenter
1	Meeting open	Emily Caleo
2	Project Update: Preliminary Business Case	Sarah McComber/Keelie O’Sullivan
3	Carryover Options	Marian Hart
4	Customer Forum Update	Emily Caleo
5	General Business	Emily Caleo/All
6	Meeting Close	All

1. Meeting Open

- Overview of agenda.
- Apologies noted.
- Minutes from previous meeting confirmed.

2. Project Update: Preliminary Business Case

2.1. Project Update

- Sunwater presented from [slide](#).
- Sunwater thanked the LWSWG for their participation in the Social Impact Evaluation.
- Preliminary Business Case (PBC) to be delivered to DRDMW in May 2023 and LWSWG to be presented findings early in 24FY.

2.2. Questions and Feedback

- No comments or feedback

3. Carryover Options

3.1. Carryover options update

- Sunwater gave an overview of the work completed on the [Carryover options](#) and the [Nogoa Information Bulletin](#)
- Sunwater provided background on the reasons for considering other carryover options, noting that reviewing the way carryover is calculated was a request raised by customers in the Nogoa Mackenzie Water Supply Scheme (WSS), which Sunwater committed to investigating.
- Sunwater confirmed that changes to the carryover model used would need to be tested by DRDMW.
- Sunwater advised that a Carryover Options Information Bulletin and Feedback form will be shared, with supporting documentation, for the LWSWG and Nogoa Mackenzie WSS customers to provide feedback on.

3.2. Questions and Feedback

- Sunwater confirmed that all carryover options are included, with supporting data, in the presentation previously shared.

4. Customer Forum Update

- Sunwater shared the background of the Customer Forum from [October 2020](#).
- Sunwater provided updates (appendix A) to customer ideas and suggestions.
- Sunwater confirmed that the updates will be shared with the LWSWG for further feedback and comments.

5. General Business

- Next meeting to take place in June 2023. Date TBC.

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6. Meeting Close

- Meeting closed at 12:45PM

7. Approval and Review

Chair:	Emily Caleo (Customer Interactions Advisor)
Minutes:	Emily Caleo (Customer Interactions Advisor)
Date:	Wednesday, 15 March 2023.

8. Appendices

8.1. Appendix A. Customer Ideas & Suggestions forum updates.

Table 1 Sunwater update		Estimated Close Date	Open/Closed
The announced allocations for zones B-D should not be impacted by the water levels of Fairbairn Dam	There is the potential for this scenario to be tested in the new hydrological model when it is available during the Water Plan review process. The Fitzroy Basin Water Plan review is due to be finalised in 2025.	2025	OPEN
Conduct a review of the current location and layout of the Resource Operations Licence (ROL) zones	Forum idea requires clarity from customers: <ul style="list-style-type: none"> Concerns Justifications Desired outcomes 	2025 (Pending clarification)	OPEN
Alter the dates of the water year	Sunwater to run scenarios to test the outcomes on Announced Allocations. Considerations to start the water year before the typical wet season.	2025	OPEN
Re-establish storage volumes created by the Bedford Weir Fabridam	Improved Water Security project in Preliminary Business Case (PBC) stage (Options analysis). <ul style="list-style-type: none"> Next step is a Detailed Business Case, pending outcomes of the PBC 	May 2023	OPEN
Alter the way post-winter flows are conducted	Sunwater has requested additional information about the first post-winter flows in the Water Plan review process, to better understand the environmental requirements of this pass flow.	2025	OPEN
Send regular, consistent, and transparent communications to customers	Sunwater has continued to improve its customer communications. Examples of scheme specific information sharing: <ul style="list-style-type: none"> Forecasting April Information Bulletin Operational reports End of Water Year Newsletter Service and Performance Plans 	Sunwater is committed to continuing to review and improve customer communications.	CLOSED
Re-introduce forward draw	Forward draw is a legacy product that Sunwater offered historically. However, Sunwater no longer offers this as a product, in any water supply scheme. Forward draw works by offering customers the ability to take allocation water from the next water year, to use in the current water year. The primary risk associated with offering this product is due to the challenges in forecasting water availability with certainty.	-	CLOSED

Introduce continuous share	Not being considered at this stage. It would be a complete change to water sharing rules and would require testing and implementation through the Water Plan review process. Also, would require resourcing to implement in a large scheme primarily due to system limitations and ongoing resourcing requirements.	-	CLOSED
Continue to explore how Back to Base Metering can be implemented and utilised	Back-to-base metering trial continues to be rolled out across the scheme. Updates will continue to be provided via the Low Water Storage Working Group. All meters being replaced will have back-to-base capabilities. Sunwater hopes to begin testing the online dashboard, for the Nogoa Mackenzie WSS, by December 2023 with a selection of meters across the scheme that have already been upgraded. Works will continue into future years as meters become due to being replaced in the PCM (Planned Corrective Maintenance) program, to align with Sunwaters asset management strategy.	Back to base metering will continue in line with the meter replacement program	OPEN
Remove the cap that is currently in place for carryover	A review of carryover processes has been discussed in the Sunwater submission as part of the Water Plan review. The useable volume is limited, as a result any increase in carryover will reduce the available water for announced allocations.	2025	OPEN
Continue to enforce water ordering rules to ensure water security and availability	Sunwater continues to educate customers of the importance of water ordering. New methods of water ordering are being explored (i.e., Customer App, Sunwater Online, IVR (phone ordering)). Due to current system limitations, online/customer app water ordering will not be available until the new customer management program is launched.	Sunwater is committed to continuous improvement in WSS efficiencies.	CLOSED
Sunwater to continue to develop informative and accessible resources for customers	Sunwater are committed to the development of resources to help customers manage their accounts and stay informed. Sunwater Customer app and website have been updated to include information for customers and the public, for example: <ul style="list-style-type: none"> • Water quality and Blue-Green Algae (BGA) data for Nogoa Mackenzie WSS are accessible on the Sunwater website. Furthermore, BGA notifications are issued to customers via the Sunwater App in specific circumstances (i.e., when BGA triggers a high recreational hazard or in instances when BGA reduces from a high recreational hazard). • Storage Forecast portal on the Sunwater website. • Sunwater Water Trading Board, launched in 2022, for the publishing of water available for sale and EOI to buy, to improve the uptake of underutilised water allocation. • Scheme news updates on the Sunwater website WSS pages. 	Sunwater is committed to continuing to develop valuable resources for customers and community.	CLOSED

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