

## Update: customer forum

### Nogoa Mackenzie Water Supply Scheme

4 April 2023

Dear Customers,

In September 2020, Sunwater held a customer forum where all customers had an opportunity to share their ideas on how we could improve our service delivery in the Nogoa Mackenzie Water Supply Scheme (NMWSS). Where an idea could be developed, Sunwater committed to work with customers and stakeholders, via the Nogoa Mackenzie Low Water Storage Working Group (LWSWG), to understand the implications and implement viable ideas.

The [customer forum ideas and suggestions](#) were published to the Sunwater website, on the Nogoa Mackenzie landing page.

Together with the LWSWG, our goal is to implement customer-focused and commercially viable solutions that benefit our customers and community. To date, Sunwater have explored, or begun to consider, the viability of the ideas raised. *Table 1* below, outlines the customer forum ideas and suggestions (actions), Sunwater's work-to-date, the estimated closure date for the action and the status of the action (open/close).

Please note, while we are committed to exploring all ideas, Sunwater operates in accordance with a Resource Operations Licence (ROL) and Operations Manual approved by the Department of Regional Development, Manufacturing and Water (DRDMW) therefore, there will be limitations as to what we can implement.

To provide feedback, please email [customerengagement@sunwater.com.au](mailto:customerengagement@sunwater.com.au) or call customer support on 13 15 89 between 8:30am and 4:30pm, Monday to Friday.

Regards,  
Jason Smith  
General Manager Central

Table 1

Customer ideas & suggestions	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"> <li>• concerns</li> <li>• justifications</li> <li>• desired outcomes</li> </ul>	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	Sunwater’s “Improved Water Security” Options Analysis aims to develop a cost-effective solution to increase long-term water reliability for the NMWSS that, at a minimum, meets the Scheme’s historical performance prior to the removal of the Bedford Weir Inflatable Rubber Dam. A Detailed Business Case would be the next step under the Business Case Development Framework; however, this is subject to the outcomes of the of the Options Analysis.	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"> <li>• Forecasting in the April information bulletin</li> <li>• Operational reports</li> <li>• End of Water Year Newsletter</li> <li>• Service and Performance Plans</li> </ul>	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	-	CLOSED

Phone: 13 15 89

Email: [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

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	require resourcing to implement in a large scheme primarily due to system limitations and ongoing resourcing requirements.		
Continue to explore how Back-to-base metering can be implemented and utilised	<p>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.</p> <p>Sunwater hopes to begin testing the online dashboard, for the NMWSS, 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.</p>	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	<p>Sunwater are committed to the development of resources to help customers manage their accounts and stay informed.</p> <p>Sunwater Customer app and website have been updated to include information for customers and the public, for example:</p> <ul style="list-style-type: none"> <li>• <a href="#">Water quality and Blue-Green Algae (BGA)</a> data for Nogoia 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).</li> <li>• <a href="#">Storage Forecast portal</a> on the Sunwater website.</li> <li>• <a href="#">Sunwater Water Trading Board</a>, launched in 2022, for the publishing of water available for sale and EOI to buy, to improve the uptake of underutilised water allocation.</li> <li>• Scheme news updates on the Sunwater website <a href="#">WSS pages</a>.</li> </ul>	Sunwater is committed to continuing to develop valuable resources for customers and community.	CLOSED

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