

# SunWater

## CUSTOMER CONSULTATION FRAMEWORK

The SunWater Customer Consultation framework was developed in consultation with peak industry following feedback from customers. The key drivers of the framework are to enhance customer consultation and to work with customers to provide:

- better outcomes for their businesses
- more transparency in SunWater's decisions
- more responsiveness from SunWater to customer needs.

The framework does this by providing mechanisms for customers to work with SunWater on issues and by providing clarity for how and where issues are best addressed. In addition to communicating directly with SunWater, the framework has two key mechanisms for customer consultation:

- Irrigator Advisory Committees
- Issues Based Working Groups.

### **IRRIGATOR ADVISORY COMMITTEES**

Each scheme has an Irrigator Advisory Committee which focuses on scheme operational issues. The Irrigator Advisory Committee:

- provides advice and recommendations to SunWater regarding scheme operational issues
- represents the interests of the broader irrigator base in respect of SunWater's ongoing operation of the water supply scheme
- provides a mechanism by which SunWater and customers raise and discuss matters of mutual interest in relation to the management of the physical aspects of the scheme and customer relationship issues.

The membership and functioning of Irrigator Advisory Committees are governed by the Irrigator Advisory Committee Charter.

### **ISSUES BASED WORKING GROUPS**

Issues based Working Groups are established on an "as required" basis to deal with:

- contentious issues that arise within schemes that need policy or high-level decision making
- issues that have implications that extend beyond a single scheme's operations
- statewide policy matters of substance
- "issues-in-common" across a number of schemes/customer groups.

Groups are formed to deal with specific issues and conclude when the issue has been resolved. The membership of each Issues based Working Group is dependent on the issue to be resolved, but is expected to have a majority of water users making up membership.

Communication of working group activities to customers is primarily the responsibility of SunWater, with strategic contributions from customer representatives.

### **CONSULTATION WITH PEAK INDUSTRY**

The framework enables SunWater to continue to work closely with peak industry groups on statewide policy issues by implementing an approach similar to the model applied for the rural water pricing process. The model allows for, on an "as needs" basis, the creation of extension groups to consider and provide advice on specific policy issues. Engaging with peak industry groups enables the strategic monitoring of water issues and provides a further avenue for customers to raise issues in relation to scheme operations and management.