

## MINUTES OF MEETING – 10 May 2017

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Meeting opened by Mark Mammino at 9:00am at the SunWater Depot Bundaberg.

### Present

Attendees	Representation
Mark Mammino	Chairperson
Tyler Bengston	Gin Gin Section
Peter McLennan	Bingera Section
Tony Castro	Gooburrum Section
Peter Russo	Isis Section
John Gorringe	Isis Central Sugar Mill
Darren Large	Operations Manager - SunWater Bundaberg
Tony Reynolds	Senior Administrator - SunWater Bundaberg
Milton Pukallus	Service Manager - SunWater Bundaberg
Observers	
Donna Sheehy	Isis Canegrowers Isis

### Standing Agenda Items

- Apologies
- Review Storage Positions/Forecast AA models
- Feedback in regards to Billing, Customer Support
- Paradise Dam works affect on AA
- Scheme Snap Shot (water delivered, water pumped per diversion), unplanned and planned outages
- Water Quality Data

### Apologies

Bree Grima, Jason Bartels, Dale Hollis, Simon Doyle, Alan Mahoney, Nic Catasti (SW), Andrew Maughan (SW).

### Review Storage Positions/Forecast AA model

Milton accessed the SunWater website to show the group information concerning Storage Positions that is available to the public - [http://www.sunwater.com.au/\\_data/win/reports/win\\_storages.htm](http://www.sunwater.com.au/_data/win/reports/win_storages.htm)

Storage forecasts are also available -

[http://www.sunwater.com.au/\\_data/storageforecast/Forecast\\_Portal.htm](http://www.sunwater.com.au/_data/storageforecast/Forecast_Portal.htm)

### Feedback in regards to Billing, Customer Support

Peter suggested the current “Billing Notice” and invoicing is very difficult to interpret. There does not seem to be any clear flow of the information reported and for those with more than one offtake this can be confusing. Donna asked if there was a possibility of providing a “How to read your bill” section on each document to assist with understanding of the content. It was also mentioned the distribution methods can sometimes lead to delays in receiving an invoice and statement. Mark reminded the group that SunWater OnLine allowed ready access to the most current water billing information.

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### **Paradise Dam works affect on AA**

Using modelling it is anticipated that the Announced Allocation for the Northside could be 100% and for the Southside between 80-90% however this calculation will not be confirmed for some weeks yet. Works continue at Paradise Dam after the recent demobilisation and subsequent remobilisation after the recent event associated with ex- TC Debbie. Works are expected to continue through to the end of October 2017 (weather dependant).

### **Scheme Snap Shot**

Darren presented a spreadsheet containing information and graphs that showed pumping volumes from each scheme. There has been a marked increase in pumping during electricity peak periods to meet water delivery requirements. Peter and John asked for future charts to display the % of AA used and the period referred to in each chart be shown.

### **Water Quality Data**

During the installation of level monitoring equipment at Isis and Woongarra Balancing Storages, SunWater took the opportunity to install water quality measurement instrumentation at these sites. Darren presented a PowerPoint display showing information gathered since installation in early April. There was discussion on the impacts of salinity and Electrical Conductivity to agriculture. Donna mentioned the topography and geography around the catchment contributed to this issue. Darren explained to the group that Water Quality also has an impact on pump refurbishment costs depending on the location of pumps and motors.

### **Additional Agenda Items**

- Annual Shutdown timetable, timeframes
- 2017 Scheme Performance Reports (NSP's) Bulk and Distribution
- R & E Projects review 2018
- General Business

### **Annual Shutdown timetable, timeframes**

Darren advised the next shutdown was the Lower Woongarra System which commences next week. The annual shutdown programme was discussed at the last IAC meeting and the details provided to Bundaberg Canegrowers and Bundaberg Fruit & Vegetable Growers who distributed the information via newsletters and other methods. Newspaper advertisement and individual notices to irrigators are also completed ahead of the scheduled start of any shutdown. SunWater strives to meet water delivery requirements however the diversity of cropping can impact on timeframes available for treatments like Acrolein and other weed control measures. Where possible, SunWater communicates and accommodates the needs of the majority of irrigators.

### **2017 Scheme Performance Reports (NSP's) Bulk and Distribution**

Milton (arriving at 09:20am) delivered the NSP for Bundaberg Bulk and Darren delivered the NSP for Irrigation. Customer input to and feedback is greatly valued. To have your say, please contact via e-mail or post:

[nspfeedback@sunwater.com.au](mailto:nspfeedback@sunwater.com.au)

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Questions from this meeting to be referred:

- *Concern about the upward trend of routine costs and the impact on future water pricing (similar to increased electricity tariffs) – is this cost recovery or revenue generation?*
- *Bulk – SunWater proposal to increase the Revenue Transfer value and impact on Bulk Water pricing from the distribution scheme. Will the CSO disappear from 2019 onwards?*
- *What would be the effect on future costs (i.e. bulk water charges) if the CSO remained or was removed completely?*
- *Bulk – Timing of the options study for Ben Anderson Barrage shutters retention. Shouldn't the options study be completed and then the \$445k of Refurbishing 35 shutters project modified to suit the proposed way forward, possibly substantially reducing the costs?*

### R & E Projects review 2018

2018 project details for the Bundaberg area was covered during the NSP presentation section of this meeting.

### General Business

A question was raised as to whether SunWater was using CCTV at infrastructure and sites. Milton confirmed some sites had motion-activated cameras at some barrage and weir sites. Two people will appear in the Bundaberg court system charged with trespass at Bucca Weir and this was due in part to camera footage. The distribution system also has “hidden” still cameras to monitor activity at high-risk sites.

Meeting closed at 11:25am.

### Next Meeting

The date of the next meeting will be advised by the committee chairperson or SunWater Service Manager.

Mark Mammino  
Chairperson

Milton Pukallus  
Service Manager – Bundaberg

Date 19/06/2017