

### MINUTES OF MEETING – 12 May 2017

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Meeting opened by Milton Pukallus at 9:00am at the Canegrowers Building Maryborough. Allen Birt (Chair) is overseas. Milton introduced Tony Reynolds and Jon Davidson and explained their roles and the purpose of them attending this meeting.

#### Present

Attendees	Representation
Andrew Adams	Maryborough Sugar Factory
Cameron Waterson	Canegrowers Maryborough (from 10:40am to close)
Chris Nitschinsk	Section 3 – Copenhagen Bend Pipeline System
Desmond Morris	Section 2 – Walker Point System
Norm Muller	Section 2 – Walker Point System
Tony Coutts-Smith	Maryborough Sugar Factory
Darren Large	Operations Manager - SunWater Bundaberg
Jon Davidson	Renewals Development & Delivery Manager (South) – SunWater Brisbane
Tony Reynolds	Senior Administrator - SunWater Bundaberg
Milton Pukallus	Service Manager - SunWater Bundaberg

#### Standing Agenda Items

- Apologies
- Review Storage Positions
- Feedback in regards to Billing, Customer Support
- Scheme Snap Shot (water delivered, water pumped per diversion), unplanned and planned outages

#### Apologies

Allen Birt, Trevor Crook. (Cameron Waterson away until 10:40am)

#### Review Storage Positions

Milton mentioned the river catchments were full or almost full thanks to the recent rainfall event from ex-TC Debbie. He also wanted to express his thanks on behalf of SunWater to the IAC members and the general irrigation community for the co-operation which was evident during the problems associated with the limited supply in March and the unavailability of the Walker Street pumps. There is now a better process in place to manage rostering and water use should a similar situation arise into the future.

There is current data concerning all SunWater Storage Positions 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 to the public - [http://www.sunwater.com.au/data/storageforecast/Forecast\\_Portal.htm](http://www.sunwater.com.au/data/storageforecast/Forecast_Portal.htm)

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### **Feedback in regards to Billing, Customer Support**

The group felt the customer accounts and invoice paperwork could be altered to a simpler format. Some pertinent information regarding water allocations and use seem to be toward the end of the document rather than on the front page. This information was more beneficial to irrigators if it was presented “up front”. 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.

Tony advised the group that any feedback could also be submitted to [customersupport@sunwater.com.au](mailto:customersupport@sunwater.com.au)

### **Scheme Snap Shot**

Darren advised the group that water use to the end of March totalled 13,328ML which was a higher than normal volume for this scheme.

Representatives from Maryborough Sugar Factory asked if consideration could be given to selling off some of the SunWater entitlement. Irrigators could take advantage of this water by using off-stream and on-farm storages. Darren confirmed there were also a high number of Temporary Transfers this financial year.

Milton presented a spreadsheet containing information and graphs that showed pumping volumes from the pump stations. There has been an increase in pumping to satisfy irrigation demand due to the dryer weather earlier this calendar year. There was a request from the irrigators to add to these graphs the percentage of each pumps capacity and to also overlay with the last three years pumping data. Jon Davidson suggested this would also assist SunWater when looking at trends and potential repairs and refurbishment programmes into the future.

### **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 confirmed the scheme shutdown was still proposed to commence 29 July 2017 for the longest possible period to assist with weed management, infrastructure repairs etc. It was commented that around 4-6 weeks would be an ideal length of shutdown.

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

Milton delivered the NSP for Lower Mary Bulk and Darren delivered the NSP for Irrigation. There was discussion on meter installations and the type and style of meter currently being installed by SunWater. Milton and Darren both advised the group the SunWater position and program was to follow the guidelines of the National Metering Initiative although other entities and local governments may have taken an alternate business decision.

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Questions to be referred:

- Generally - Is SunWater considering using any land or infrastructure to generate electricity through solar power?
- Bulk – Table 8 – Annuity Balance - It appears the annuity contribution is increasing over time so who is going to have to pay for this and when? The QCA balance seemed to fairly steady in value, by comparison.
- Irrigation – Table 2 - Water Data – of the 10,892ML SunWater entitlements is it possible to advise how much of that is held for scheme losses and how much might be available to irrigators on the water market?

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)

NSP Feedback  
PO Box 15536 CITY EAST  
BRISBANE QLD 4002

#### R & E Projects review 2018

2018 project details for the Lower Mary area was covered during the NSP presentation section of this meeting. Jon Davidson provided the group with further details on each major project for 2018 and proposed 2019 projects.

#### General Business

A question was raised as to whether SunWater was investigating options to make improvements to storages to allow for buffers particularly on the Walker Point Channel.

Another query concerned if SunWater was planning any proposed improvements or changes to the delivery options of water throughout the scheme. It was mentioned that irrigated land area had increased since scheme inception and the channel system may not keep up with future demand.

Des Morris mentioned that it seemed to him that pumps may be the biggest risk/loss factor to the scheme and questioned if SunWater was conducting any options studies to ensure viability and continuity of the pumping regime. Generally, the group considered there may be an increased number of irrigations moving to a lower pressure irrigation system.

Meeting closed at 11:15am

#### Next Meeting

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

#### Service Manager SunWater

Milton Pukallus

19/06/2017