



MINUTES OF MEETING – 19th August 2014

Meeting opened at 10:30am

Present:

Attendees	Representation
John Bender	Irrigator
Ian Wolski	Irrigator
Karan Quartermaine	SunWater
Darrel McKinlay	SunWater

1. Apologies

- David Uebergang

2. Previous Minutes

The minutes of the previous meeting held on 25th March 2014 were accepted.

3. General Business

3.1 SunWater proposed that the Chinchilla Irrigation Scheme support the introduction of water ordering on line. *Accepted*

3.2 SunWater proposed that the following changes be accepted to the Chinchilla Weir Water Supply Scheme - *Water Supply Arrangements and Service Targets*:–

PROPOSED CHANGES

Taking Water from the Scheme

In the Chinchilla Weir Water Supply Scheme, customers must place water orders using the IVR (Interactive Voice Response) or SunWaterOnline ordering system. Orders must be placed before taking water so as to allow SunWater to release sufficient water from Chinchilla Weir, and to minimise losses. Advanced water orders prior to taking water are required as follows:

- at least 8 days before taking water for those customers downstream of the weir; or
- 24 hours for all customers on the weir pool

To place an order customers can utilise the following ordering systems:

- SunWaterOnline – www.sunwater.com.au
- Phone Water Ordering System (Interactive Voice Response – IVR); Telephone 13 15 89



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PREVIOUSLY READ

Taking Water from the Scheme

In the Chinchilla Weir Water Supply Scheme, customers must place water orders using the telephone ordering system:

- at least 16 days before taking water for those customers downstream of the weir; or
- 24 hours for all customers on the weir pool

This allows SunWater to make timely releases from Chinchilla Weir, and to minimise losses.

To place an order, phone 4693 2131 or fax 4693 2361

PROPOSED CHANGES

Unplanned Shutdowns will be fixed so that at least partial supply can be resumed to those customers requiring water within:

- 48 hours of SunWater being notified of the event, during a peak demand period; or
- 5 working days of SunWater being notified of the event, outside peak demand period
- Peak demand periods are to be set in consultation with Irrigator Advisory Committee

Some events may interrupt supply greater than the above standard and are excluded from these targets. SunWater will notify all affected customers by SMS messaging and/or email, or telephone.

PREVIOUSLY READ

Unplanned Shutdowns will be fixed so that at least partial supply can be resumed to those customers requiring water within:

- 48 hours of SunWater being notified of the event, during a peak demand period; or
- 5 working days of SunWater being notified of the event, outside peak demand period
- Peak demand periods are to be set in consultation with Irrigator Advisory Committee

Some events may interrupt supply greater than the above standard and are excluded from these targets. SunWater will publish in local newspapers, on local ABC radio and SMS messaging, these events from time to time.

PROPOSED CHANGES



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For shutdowns planned to exceed 2 weeks, at least 8 weeks written notice by letter will be provided to each customer affected by the annual shutdown.

For shutdowns planned to exceed 3 days, at least 2 weeks written notice by letter, email, telephone, SMS, or verbal advice will be provided to each customer affected by the shutdown.

For shutdowns planned to be less than 3 days, at least 5 days notice will be provided by email, SMS or verbally to each customer affected.

Each notice will state the start date, and anticipated shutdown duration.

Reminder SMS and/or emails will be sent one week before the planned shutdowns commence.

PREVIOUSLY READ

For shutdowns planned to exceed 2 weeks, at least 8 weeks written notice by letter will be provided to each customer affected by the annual shutdown.

For shutdowns planned to exceed 3 days, at least 2 weeks written notice by letter, fax, telephone, or verbal advice will be provided to each customer affected by the shutdown.

For shutdowns planned to be less than 3 days, at least 5 days notice will be provided at least verbally to each customer affected.

Each notice will state the start date, and anticipated shutdown duration.

A reminder will be placed in the local newspaper one week before the planned shutdowns commence.

All changes were accepted.

4. Next Meeting

The next meeting will be determined as required.

Meeting closed at 12.30pm