

Date: Wednesday 03 August 2022

Time: 9:00am – 10:40am

Location: Burdekin Theatre, Microsoft Teams

Attendees:

Sunwater Chair: William Weaver (General Manager, Operations North)

Representing customers: David Satori, Greg Watson, Mario Barbagello, Russ McNee, Robert Stockham (dial-in), Steven Pilla, Sharon McIntosh (Microsoft Teams), Lisa Parker, Panikos Spyrou, Ian Davies, Peter Hall

Sunwater representatives: William Weaver (General Manager, Operations North), Manesh Magan (Customer Engagement Lead), Fiona Salter (Project Manager, Program Delivery Clare), Sarah McComber (Study Manager, Growth and Asset Creation), Robyn Eastment (Regional Property Coordinator), Melissa Lascelles (Energy Advisor, Operations), Emily Caleo (Customer Engagement Advisor)

Apologies: Arwen Rickert, Chris Johnson, Dave Paine, Jayson Dowie , Ricky Mio, Rob Milla, Sib Rapisarda, Dean Sgroi, Lyn McLaughlin, Travis Richards, Evan Shannon

Minutes:

Agenda items		
Item no.	item	Presenter
1	Meeting open	WW
2	Lower Burdekin Groundwater Strategy	FS
3	Energy Market Update	ML
4	Accessing Sunwater Land	RE
5	Customer Survey	MM
6	Modernisation – Burdekin Haughton Water Supply Scheme	SM
7	General Business	ALL

1. Meeting Open

- Sunwater introduced William Weaver as the new General Manager, Operations North.

2. Lower Burdekin Rising Groundwater Project update

- Sunwater presented from [slide pack](#).

2.1. Lower Burdekin Rising Groundwater Project update

- Sunwater noted that our Business Case submission for additional funding will be due in the coming weeks;
- Sunwater clarified that whilst the funding has been announced in the federal budget, there are still processes, including updating information and business case submission to obtain the funding.

2.2. Questions and Feedback

- CAC queried why there has been no ground broken on Gladys Lagoon pipeline that was expected to be constructed in 2020. Irrigators in the Burdekin region are beginning to become frustrated that the Gladys Pipeline has not been delivered.
 - Sunwater advised that there are a number of factors required to satisfy implementation of infrastructure works. Data is currently being collected which will feed into a final recommendation for targeted works within the region.
- What is the current timeline?
 - Sunwater advised that the original timeframe gives two years for investigation and two years for implementation.

3. Energy Market Update

3.1. Electricity supply volatility impacts

- 70% of current electricity costs in contestable contract with minimal impact from recent volatility. 30% of cost are part of regulated retail tariff
- 4-5 sites have been identified to transition to contestable contract. Further analysis to be undertaken as once the site transitions it cannot transfer back to regulated market rates
- Additional average cost is estimated at \$250k (6.5%), energy costs across scheme are \$3-\$6M
- Operational optimisation and alternate generation continue to be assessed

3.2. Questions and feedback

- Does Sunwater forecast that market volatility impacts will come back through the network charges?
 - Sunwater responded that the majority of the impact will be in the retail pricing
 - Sunwater advised that Ergon Network are about to commence their 5-year reset, process. Noting that current price path is for the period 2020 – 25.

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4. Accessing Sunwater Land

- Sunwater presented from [slide pack](#).

4.1. Requirements for accessing Sunwater land or infrastructure

- Sunwater reiterated that access to Sunwater land is welcome, as long as it is done properly and safely.
- Sunwater also noted that there is particular interest to work together on legacy use of land.

4.2. Questions and feedback

- Feedback that a member of the CAC has successfully applied for a grazing licence and found the process easy and simple to follow
 - The CAC noted a case where drainage was applied for and the indemnities in the contract were seeming to cover Sunwater only. Sunwater advised that departures from a contract will be considered, and a fair and legal solution can be executed.

5. Customer Survey

- Sunwater presented from [slide pack](#).

5.1. Annual Customer Survey results

5.2. Questions and feedback

- The CAC made mention to the significance of the increase in CSAT score and that generally people will only fill in surveys if they have something negative to say.

6. Modernisation – Burdekin Haughton Water Supply Scheme

- Sunwater presented from [slide pack](#).

6.1. NWGF grant agreement and update on Detailed Business Case

- Sunwater noted that the Mareeba Dimbulah modernisation project was very successful for improving efficiencies. There will be different drivers for the Burdekin and other works are also being considered.

6.2. Questions and feedback

- The CAC, particularly SRA, requested to be consulted throughout the process as there will be opportunities to collaborate with the scheme modernisation as irrigators begin to consider large scale automation on farms.
- The CAC queried if the scheme modernisation will drive up demand or lower costs.
 - Sunwater advised that irrigators have used very small volumes of water for cropping. Sunwater will pull together some metering figures and provide these to the CAC for their information.

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7. General business

- During agenda item 5.2, the CAC noted that the timing of the annual shutdowns was not ideal and is being run for too long.
 - Sunwater advised that these timings are flexible, and we can consider other shutdown timings to better suit the scheme demand.
- The CAC queried the changes for taking security deposits for new allocation holders. The CAC would like to know what the driver was for this change and if there would be a point where security requirements were satisfied, and deposits refunded to the allocation holder.
 - Sunwater to take this on notice and provide an answer.
- Requested agenda items for the next CAC meeting:
 - Carryover process and rules
 - Scheme rules and targets update.
- Next meeting proposed for early October. In person meetings preferred.

8. Meeting close

10:40am

9. Approval and Review

Chair:	William Weaver
Minutes:	Emily Caleo
Date:	Wednesday 3 August 2022

10. Action Items

Agenda Item	Action Item	Responsible Person/s
7.0	Security deposit requirements	Sunwater

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