

Burdekin Customer Advisory Committee

Date:	15 September 2020	Committee Members:	
	Time:	9.00am – 11.00am	Core Invitees Mario Barbagallo (BRIA) Russ McNee (BRIA) Michael Kern (AgForce Cane) Ricky Mio (AgForce Cane) Robert Stockham (GBA) David Sartori (LBW) Scott Moorhead (TCC) Julie Atriach (PCGO) Greg Watson (CBL)
Venue:			Location
	Travis Richards (GM Ops North) Manesh Magan (Customer Engagement Lead) Dan Turton (Customer Experience Manager) Aaron Elphinstone (Program Delivery Manager) Lee Findlay (Regional Administrator) Fiona Salter (Project Manager)		
	Attendees:		
		Burdekin Council Loft - with above attendees Video Conferencing over Teams - Sharon McIntosh	
		Apologies	
		Mayor Lyn McLaughlin (Burdekin Water Futures) Sib Rapisarda (Horticulture) Aaron Johansson (CEO Charters Towers Regional Council) Les Elphinstone (KCGO) Arwen Rickert (BBIFMAC)	

Minutes

Item #	Item	Presenter
1 9.00am	<p>Meeting Open</p> <ul style="list-style-type: none"> Apologies – Lyn McLaughlin, Sib Rapisarda and Aaron Johansson 	All
2 9.10am	<p>Introduction and purpose and long-term goals</p> <ul style="list-style-type: none"> David Sartori – Lower Burdekin Water Board for 8 years, achieve initiatives and discuss local and strategic water management Julie Atriach – Burdekin Cane Growers for 10 years – positive move 50/50 customer with Sunwater and Burdekin water Board and achieving better engagement with Sunwater Robert Stockham – GBA more that 10years, important change and support that wasn't there before and should benefit from the group Rob miller – support to farmers – provide technical irrigation advise Evan Shannon – 40 years and has in the Burdekin – legacy issues need to be sorted and excited about working together to sort issues and legacies Greg Watson – good to engage and get feedback – critical water needs and being productive Jayson Dowie - productivity to growers – knowledge on soil and plants Mario Barbagallo – water industry for 25 years ago – forum share knowledge with price path QCA – benefit to water plan Russ McNee – open mind with advisory committee – long memory – we need to work together Scott Moorhead – Townsville City Council Michael Kern – meeting is a good thing for strategic conversation – work together – bring any concerns to the table and input into the water pricing Sharon McIntosh – help advocate with the farms reduce the impact with ground water – QCA price path Lee Findlay with Sunwater for 10 years in the Burdekin Fiona Salter with Sunwater for 15 years in the Burdekin Aaron Elphinstone with Sunwater for 19 years in the Burdekin Travis Richards with Sunwater for 5 years in the Burdekin Dan Turton – Manager of Customer Experience based in Brisbane. With Sunwater for 2 years Manesh Magan –Customer Engagement Lead based in Brisbane. With Sunwater for 13 months 	Roundtable discussion
3 9.30am	<p>Presentation on new Sunwater Customer App</p> <ul style="list-style-type: none"> Follow up items listed in Action Items below 	Manesh Magan
4	<p>Presentation on Burdekin Rising Ground Water</p> <p>Discussion points:</p> <ul style="list-style-type: none"> Lower Burdekin rising ground water mitigation project 	Travis Richards

Item #	Item	Presenter
10.00am	<ul style="list-style-type: none"> • Not successful in funding in the past • What Sunwater will be doing? • Root cause of why we have raising ground water – weather has a massive impact (Evan) • Clearing trees and vegetation has an impact – leakage of water – massive wet seasons • Circle of control 12.5million over 4 years • H10 issues channel lining – Haughton Bore Field (Mario) • Bore flowing – testing what is in the water – pesticides etc. Evan can advise where not to drill has 4 yrs. study completed a few years ago (Evan) • Are we looking at old data that we already have? Hotspots areas in Mulgrave. Haughton water can be reused – export Mulgrave water when needed (Mario) • Is there funding for farms? No need Sunwater doing all the work with no funding to farms (Evan) 	
5 10.50am	Short break to network	
6 11.00am	<p>Items you would like at the meeting:</p> <ul style="list-style-type: none"> • Meaningful engagement of what items and topics you would like communication advisor group – FB page, sharing ideas, being transparent • Group not dominated by Sunwater • Have a say in the service supply agreement and scheme rules entitlements • Next meeting to be organised for December 	Roundtable discussion

Meeting Closed at 11.15am

Next Meetings

- Burdekin Council Loft – 2nd December 9am – 1pm
- Burdekin Council Loft – 3rd March 9am – 1pm

ACTION Items

For December 2020	
Invite Wilmar and small crop growers like Rapisarda to Dec meeting	Lee Findlay
Scott from Townsville Council would like to do a presentation	Scott Moorhead
Go through 'Terms of Reference'	Travis Richards
DNRME – Water Plan	DNRME
Next Meeting plan for December 2020 and every 3 months – First Tuesday	Lee Findlay
Energy Advisor Melissa Lascelles – Sunwater to Present	Lee Findlay
Customer App questions	
Order into the future – do you get a SMS reminder (push notification	Manesh Magan
Tutorial for growers when it goes live	Manesh Magan
Have local Sunwater staff trained – not just Brisbane staff	Manesh Magan
Alert to Sunwater staff when the meter isn't working	Manesh Magan
Shutdown alerts from Sunwater to customer	Manesh Magan
Having the information available on different platforms to help manage your farms water	Manesh Magan

address: Green Square North, Level 9, 515 St Pauls Terrace,
Fortitude Valley, Queensland 4006

post: PO Box 15536, City East, Queensland 4002

ACN: 131 034 985

telephone: +617 3120 0000

email: customerengagement@sunwater.com.au

facsimile: +61 7 3036 6482

sunwater.com.au