

Date:	2 December 2020	Committee Members:	
Time:	9.00am – 11.00am	Core Member Attendees Mario Barbagallo (BRIA) Russ McNee (BRIA) Peter Hall (AgForce Cane) Ricky Mio (AgForce Cane) Robert Stockham (GBA) David Sartori (LBW) Scott Moorhead (TCC) Julie Atriach (PCGO) Greg Watson (CBL) Les Elphinstone (KCGO) Sib Rapisarda (Horticulture)	Advisory Member Attendees Rob Milla (BPS) Evan Shannon (Farmacist) Sharon McIntosh (QFF) Mayor Lyn McLaughlin (Burdekin Water Futures) Sunwater Attendees Travis Richards (GM Ops North) Colin Bendall (EGM Operations) Manesh Magan (Customer Engagement Lead) Dan Turton (Customer Experience Manager) Fiona Salter (Project Manager) Melissa Lascelles (Energy Advisor)
Venue:	Location	Burdekin Theatre Foyer Video Conferencing over Teams - Sharon McIntosh	
		Apologies	
		Michael Kern (AgForce Cane) Sharon McIntosh (Video Conference Failure)	

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Burdekin Customer Advisory Committee

Minutes

Item #	Item	Presenter
1 Introduction	<p>Meeting Open and actions reviewed</p> <ul style="list-style-type: none"> • Invites to present at December meeting: <ul style="list-style-type: none"> ○ Scott Moorehead – TCC Pipeline duplication project ○ Melissa Lascelles – Energy Audit and Burdekin energy savings <p>Both on agenda for December 2020 meeting</p> <ul style="list-style-type: none"> • DNRME approached to attend December 2020 meeting (Lower Burdekin Groundwater Strategy and Water Plans). DNRME unable to make December meeting but tentatively booked for March 2021 meeting. 	All
2 Sunwater EGM Operations	<p>Introduction -Colin Bendall</p> <p>Colin outlined importance and focus from Sunwater on engagement with stakeholders and outlined the key projects being progressed in the region</p> <p>Burdekin Falls Dam Raising Project</p> <ul style="list-style-type: none"> • Questions presented regarding the Burdekin Falls Dam Raising Project. Sunwater has committed to have Senior members from the infrastructure development team attend a future meeting to provide further information on the current status and works being undertaken as part of this project. • Customers raised questions on how to provide feedback on the impacts of the Burdekin Falls Dam Raising Project. Customer representatives invited to provide feedback via relevant links on Sunwater website (please see link below). <p>https://www.sunwater.com.au/projects/burdekin-falls-dam-raising/eis-process/</p>	Colin Bendall
3 Energy Portfolio Management	<ul style="list-style-type: none"> • Summary of Sunwater FY20 projects, achievements and savings. • Graphical presentation of Sunwater (whole) and Burdekin distribution scheme performance for energy efficiency. • Outline of Sunwater Energy Audit Program – Burdekin audit commenced in December 2020 and expected to conclude in June 2021. Outcomes expected include: <ul style="list-style-type: none"> ○ Confirm baseline energy consumption information ○ Provide benchmark indicators by asset ○ Confirm commercial arrangements i.e.; Regulated Retail Tariff vs Contestable ○ Identify opportunity for embedded generation (renewables, water storage, gensets) ○ Operational optimisation (peak demand, time of use) ○ Identify opportunities for low cost and short pay back efficiency projects such as; ○ Power quality issues (power factor correction, variable speed drives) 	Melissa Lascelles

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<p>4</p> <p>Lower Burdekin Groundwater Project Update</p>	<p>Presentation on Burdekin Rising Ground Water Project Update</p> <ul style="list-style-type: none"> • Engagement with Government agencies and local organisations to establish information of value from past and present projects where information can be shared for mutual benefit and cost/time savings • Project website is under development likely to be accessible by March 2020 meeting • Preliminary design of trial bore for extraction of groundwater is underway. • Sunwater acknowledge that approx. 60% of project budget was initially focused on development of extraction bores and conjunctive use in Haughton scheme. The conjunctive use part of this project is being evaluated and if not deemed feasible, Sunwater will assess alternative investments in mitigation options to support project objectives. • Site visit to multiple sites including Gladys Lagoon to determine monitoring requirements and potential for automation of operation. • Sunwater committed to engagement with previous LMA representatives and government to access relevant data/information collated during LMA process to ensure full extent of groundwater mitigation and infrastructure efficiencies are investigated. • Discussion took place to understand how much project funding would be spent on investigation v actual infrastructure work. Initial project budget indicates *6-9% of allocated budget to be spent on investigation (*this figure is expected to be refined as project progresses). • Sunwater acknowledged customer desire to see infrastructure works being undertaken, not an extensive spend of budget used for investigation. <p>Future Works 3-6months</p> <ul style="list-style-type: none"> • Confirming location and commencing installation of monitoring bores in key groundwater locations (Gladys Lagoon, Mulgrave Storage Inlet, RB5/5 alignment, Ba1/1 and Ba1/2 and H10) • Sunwater committed to additional investigation of sites including inlet channel to Mulgrave storage. • Install of level sensors to monitor existing operating heights of key infrastructure <p>Project team to meet with key stakeholders regarding potential inclusions in Gladys Lagoon component of the project.</p> <ul style="list-style-type: none"> • Specific discussion targeted around changed operating parameters for Gladys Lagoon, along with specific discussion regarding viability of a pipeline as a replacement solution to current Gladys Lagoon operation. • Sunwater provided reassurance that any viable option would be considered if deemed to be an effective solution for the ongoing sustainability of the scheme. Sunwater, where possible, will be targeting passive solutions to groundwater mitigation to minimise O&M costs for customers. 	<p>Fiona Salter/Travis Richards</p>
<p>5</p> <p>TCC Haughton Pipeline Stage 2</p>	<p>Scott presented on the key project elements for Haughton Pipeline Stage 2 project:</p> <ul style="list-style-type: none"> • \$195M Government funding for approx. 30km of pipeline from Burdekin River to Stage 1 of Pipeline. • Indicative commencement of Stage 2 works 	<p>Scott Moorhead</p>

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	<ul style="list-style-type: none">○ Construction tenders invited October 2020○ Design November 2020○ Construction Contract Awards October 2021○ Construction Complete December 2023	
6 Terms of Reference Review	Terms of Reference was reviewed with following outcomes: <ul style="list-style-type: none">● Dispute Resolution section – All attendees agreed this section was not required in term of reference as the committee is largely not a decision-making entity and therefore a dispute process not required.	Travis Richards
7 Customer App and Journey Mapping	This agenda item was held over for the next meeting due to time constraints.	

Meeting Closed at 12:13pm

Next Meetings

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

ACTION Items

For December 2020	
Burdekin Falls Dam Raising Project	
Invite Sunwater Representative/s to present further details on project (<i>as requested by Colin Bendall, EGM Operations</i>)	Travis Richards
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

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