

Date: Tuesday, 4 May 2021

Time: 9:30am – 11:30am

Location: Mayfair Tavern Function Room

Agenda items		
Item no.	item	Presenter
1	Meeting Open	Manesh Magan
2	Bedford Weir Options Study	Roshan Singh, Marian Hart, Luis Rodriguez
3	Customer Forum Update	Manesh Magan
4	Next Meeting Date	Manesh Magan

Minutes	
Item no.	Minutes
1	<p>Meeting Open</p> <p>Welcome to attendees and introductions around the room conducted.</p>
2	<p>Bedford Weir Options Study (<i>Presentation Attached</i>)</p> <p><i>Options and multi-criteria assessment have been endorsed by the Nogoa Mackenzie Low Water Storage Working Group members present at the meeting.</i></p> <p><u>Presentation of modelling from loss of Bedford inflatable rubber dam (IRD) – Marian Hart (Sunwater)</u></p> <ul style="list-style-type: none"> ▪ The group raised concern that the timeframe for this project does not align with Federal funding application dates. Sunwater advised preparation has already commenced, discussions with the department underway to ensure we are able to meet required timeframes. ▪ The group questioned if the model covers Bedford only. Sunwater confirmed model covers the entire scheme. It was also confirmed that the model is based on 100% usage. ▪ The group questioned confidence in the model. Sunwater advised it is generally accepted as a good model and location and volume of allocations in the model is generally consistent with the current location and volume. No rating applied to the model; however, this is a new generation model. ▪ ▪ 123-year period considered that there will be similar periods of drought throughout the model to match current situation. ▪ Confirmed reliability is impacted due to Inflatable Rubber Dam (IRD) removal by 1% for Medium Priority (MP) water (that is, the monthly MP Water Sharing Index) over the modelled period. Sunwater are to express that 1% is a significant loss for irrigation customers particularly during dry conditions when there may not be inflows to Fairbairn Dam but there can be flows in the river downstream of Fairbairn due to inflow from Theresa Creek and the Comet River.

	<ul style="list-style-type: none"> ▪ Group asked if we could take care in the documentation to identify that it is replacement of 5000 ML of storage volume that will improve reliability and not a change to available allocation. There is no available unallocated water in the scheme. <p><u>Presentation on Multi-Criteria Assessment (MCA) framework – Roshan Singh (Sunwater)</u></p> <ul style="list-style-type: none"> ▪ Sunwater presented all criteria to working group. The criteria were all endorsed by those present in the working group noting the following questions and discussion points: ▪ The group questioned if weightings will be applied to the MCA. Sunwater confirmed; however, advised weightings have not yet been applied. Weightings will be applied to shortlisted options during next phase to select to preferred option. <p><u>Presentation on ten (10) options and info against criteria.</u></p> <ul style="list-style-type: none"> ▪ Sunwater presented ten (10) options to the group for consideration. The group collectively discussed and agreed there should be two option types: <ul style="list-style-type: none"> ○ <i>Like-for-like option: Gates or Concrete</i> ○ <i>Enhancement option: Gates higher or Concrete higher</i> ▪ It was discussed that fishway requirements may come into effect as a result to any height modifications to Bedford weir. The group raised that these should be considered separately to funding. ▪ The group advised for option 4 that Sunwater must indicate volumes being replaced and volumes being added. ▪ Additional option was proposed to assess efficiency optimisation of river scheme. This was flagged to be a separate issue/project that needs to be further investigated once river release data has been analysed. <p><u>Questions and feedback</u></p> <ul style="list-style-type: none"> ▪ The group expressed frustration as MCA was also completed to establish the IRD. It was expressed that the group want Government to commit to a process that replaces IRD and quickly. ▪ Regarding pre-reading, specifically Historical water use data – numbers have come back and confirmed demand is present but there are other contributing factors to water use efficiency. ▪ Regarding pre-reading, specifically usage by zone. Questioning this data. Flood years used for 2010-2011 which previously impacted previous project negatively. ▪ Sunwater Board notes suggest water use was significantly higher (84-85%) than what has been supplied. Industrial water use was down as Sunwater advised Industrial customers could not carry-over water. These rules have now changed. ▪ Leading up to 2014-2015, significant volume of water was not used which is now utilised. The numbers on the three years do not represent the current state of the scheme. Feedback is that these figures look bad and don't represent true usage data. It was agreed that Sunwater will need to work on this prior to Government submissions. ▪ Details around insurance applicable following the failure of Bedford IRD requested – taken on notice from Sunwater.
<p>3</p>	<p>Customer Forum Update</p> <p>Updates provided on the following customer driven ideas (https://www.sunwater.com.au/wp-content/uploads/Home/Schemes/Nogoa-Mackenzie/Customer%20Update%20-%20Customer%20Forum%20Update%20Nogoa%20Mackenzie%20Water%20Supply%20Scheme.pdf)</p>

	<ul style="list-style-type: none"> ▪ Re-establish storage volumes created by the Bedford Weir IRD (In progress as above). ▪ Send regular, consistent, and transparent communication to customers: action taken to improve consistency and timing of communications from Sunwater. ▪ Back to base metering: Trial taking place in South Region. Working to understand technology and how hardware or software installations may be utilised. ▪ Enforce water ordering rules: Sunwater Customer App being launched this month. Currently a message service is being used in Nogoa Mackenzie. Will work with customers to understand how we can provide a better service and provide customers with the ability to take control of their water accounts. ▪ Carryover: The group requested a financial analysis on the sliding scale option proposed. Sunwater have taken on notice; however, advise that resourcing to complete this task currently assigned to high-priority assignments and therefore this may be delayed.
4	Next Meeting Date: June 2021 – date TBC

Action Items		
Item no.	Item	Responsible Person
1	Update presentation to ensure terminology used is <i>replacement storage volume</i> and <i>reliability</i> rather than <i>system yield</i>	Sunwater Project Manager
2	Update presentation options to show 5000 ML to be replaced + any additional volumes added (like for like options and enhancement options to be separated)	Sunwater Project Manager
3	Insurance eligibility following the damage to Bedford IRD	Sunwater Project Manager
4	Supply river release data	Sunwater Project Manager

1. Approval and Review

Chair:	Manesh Magan, Sunwater Customer Engagement Lead
Minutes:	Manesh Magan
Date:	5 May 2021