

Chinchilla Weir Customer Advisory Committee

Date: 26 November 2024

Time: 8:40am to 9:05am

Location: RSL Chinchilla 61 Heeney St, Chinchilla QLD 4413

Customers: Peter Brownhalls (online), Leigh Cook (WDRC)

Sunwater representatives: Craig Cahill (General Manager – Operations South), Charlene Pearse (Customer Engagement Coordinator), Darrell McKinlay (Senior Operator Maintainer), Rinesh Ram (Water Planning Officer)

Apologies: Mark Jenyns, Val Bender, John Bender, Ian Wolski, Tanya Viano, Ross Uebergang, Terry Fagg

Minutes:

Agenda items		
Item no.	Item	Presenter
1	Meeting open	Craig Cahill
2	Service and Performance Plans (S&PPs)	Craig Cahill
3	Operational update	Craig Cahill
4	Update on Touchpoint Customer Survey 2024	Charlene Pearse
5	General business	Craig Cahill
6	Meeting close	Craig Cahill

1. Meeting open

- Acknowledgement of Country delivered.
- Sunwater gave an overview of the agenda.
- Attendees were introduced.
- Minutes of previous meeting accepted.

2. Service and Performance Plans (S&PPs)

- Link to the S&PP presented during the meeting can be found on the Sunwater website: [Service and Performance Plan - Chinchilla Bulk Water Service Contract](#)
- Sunwater presented scheme performance and highlighted several items including comparison of forecast and actual annuity-funded projects for 2023-24.
- Sunwater confirmed the current QCA process for the next price path is ongoing.
- Sunwater presented the 2024-25 annuity-funded projects noting that the arc flash project is still in progress and meter replacements remain a forecast cost.

3. Operational update

- Sunwater presented about Chinchilla Weir operations in relation to CSG water.
- Over the last week levels have increased – over 11,000 ML going over the top of the weir.
- Sunwater presented on storage operations, Announced Allocations and water usage.
- Approximately 520 ML of water allocation has been delivered so far this water year.
- Sunwater presented on the dual purpose meter validation program.
- To date 14 meters have been validated and communication cards ordered for the remaining.

4. Update on Touchpoint Customer Survey 2024

- The Touchpoint Survey opened 1 November and closes 30 November 2024.

5. General Business

- Sunwater presented the Chinchilla area organisational chart. Nathaniel Ash, Operations Coordinator Chinchilla, will be starting 2 December.
- CAC meetings for 2025 were discussed and it was decided only two are required – in April/May and September/October.
- A Department representative updated members about the changes since the recent change of government. The name has changed from the Department of Regional Development, Manufacturing and Water to the Department of Local Government, Water and Volunteers.
- Meeting closed at 9.05am.

6. Approval and review

Chair:	Craig Cahill
Minutes:	Charlene Pearse
Date:	26 November 2024