

Lower Mary River Customer Advisory Committee

Date: 28 October 2024

Time: 11:00pm – 11.35am

Location: Maryborough Services & Citizens' Memorial Club, 163-175 Lennox St, Maryborough

Attendees: Andrew Adams, Adam Doyle, Scott Gregson-Allcott, Scott Maxwell, Norman Muller, Scott Roxburgh, Scott Scuton, Lance Stone

Sunwater representatives: Darren Large (General Manager, Burnett and Lower Mary), Shannon Lancaster (Operations Manager, Burnett and Lower Mary), Sarah O'Grady (Stakeholder Relations Advisor) and Charlene Pearse (Customer Engagement Coordinator)

Invited guests: Brodie Kenzler, Julie Noever Bravo

Apologies: none

Minutes:

Agenda items		
Item no.	Item	Presenter
1	Meeting open and previous actions	Darren Large
2	Service and Performance Plans	Darren Large
3	Off-Stream storage update	Darren Large
4	Sunwater Touchpoint Customer Survey 2024	Sarah O'Grady
5	General business	Darren Large
6	Meeting close	Darren Large

1. Meeting open

- Sunwater gave an overview of the agenda.
- Attendees were introduced.
- Action from previous meeting 18 April 2024 - Sunwater to notify CAC when recruitment commences.

2. Service and Performance Plans (S&PPs) and 2023/2024 Performance

- Link to the S&PPs presented during the meeting can be found on our Sunwater website - [2024 Service and Performance Plan - Lower Mary River Bulk Water Service Contract](#)
- Sunwater presented the 2024 slides on the performance of the scheme. Sunwater gave an overview of the S&PP development and a snapshot of water contracts, water pricing, expenditure and water delivered.
- Sunwater provided an update on the bulk water scheme – expenditure above QCA forecasts. Sunwater only recovers QCA's pricing (this means less risk for customers). No service targets as it's a river scheme. Sunwater noted there has been some work at the barrage and at Owanyilla Pump Station.
- Sunwater provided update about arc flash work.
- Sunwater provided an update on the distribution scheme – Sunwater raised and welcomed feedback on 48-hour Service Target (ST) window. Sunwater noted most schemes have a 72-hour ST window. While Sunwater always aims to respond as quickly as possible, at times 48 hours isn't achievable due to external factors such as the time required for concrete to set.
- Costs were above QCA forecast - insurance is a significant cost, however a good result was achieved regarding electricity costs. It was noted that Sunwater can only recover QCA's pricing.
- Customer asked about metre installations. Sunwater confirmed that they are Siemens and durable.

3. Off-Stream Storage Update

- Sunwater presented slides on the proposed Lower Mary Off-Stream Storage - investigation of site options is underway.
- Civil design, cost estimates and financial modelling with forecasting an investment decision is expected in mid-2025.

4. Sunwater Touchpoint Customer Survey

- Sunwater explained that the Touchpoint Survey will open 1 November and close 30 November 2024.

5. General business and Meeting Close

- Timing for the next meeting: suggested timing - February 2025/March 2025

6. Approval and review

Chair:	Darren Large
Minutes:	Charlene Pearse
Date:	28 October 2024

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