

Upper Condamine Customer Advisory Committee

Date: 13 March 2024

Time: 1:30pm – 2:15pm

Location: Brookstead Community Hall, Madaleine Street

Attendees: Gary Cooper, Johannes Roellgen, Lindsay Krieg

Sunwater representatives: Craig Cahill, Ally Timms, Alice Collyer, Darell McKinlay

Apologies: Fraser Bligh

Minutes:

Agenda items		
Item no.	Item	Presenter
1	Meeting open	Craig Cahill
2	Operations manual amendment	Craig Cahill
3	Metering upgrades progress and plans	Craig Cahill
4	Upper Condamine operations reporting	Craig Cahill
5	Planned corrective maintenance program 2024 and 2025	Craig Cahill
6	General Business	Craig Chahil

1. Meeting open

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

2. Operations manual amendment

- Sunwater presented from slide deck including update on the communication sent out regarding the Operations Manual amendment.
- Member asked if irrigators need to request an amendment. Sunwater confirmed amendment was provided to customers (including irrigators) to review. Based on feedback received, Sunwater submitted amendment to the Department to finalise.
- Sunwater presented from slide deck outlining the updates to the dual-purpose meters.
- Sunwater confirmed it received additional funding for continuing the validation process.
- Member asked when customers will know more the upgrade process. Sunwater confirmed customers will be sent communication shortly.
- Member asked if all meters need to be replaced. Sunwater confirmed some offtakes will need new meters, while some will just need validation.
- Member asked if meters need to be updated by March 2025. Sunwater confirmed that is the date updates need to be completed by.

3. Upper Condamine operations reporting

- Sunwater presented from slide deck outlining the water usages as of February 2024.
- Member asked if there is work to do on pumps. Sunwater confirmed there are annual maintenance checks on pumps at a cost of around \$90k per pump.
- Sunwater presented a graph outlining storage behaviours from July 2023 to March 2024.

4. Planned corrective maintenance program 2024 and 2025

- Sunwater presented table detailing planned corrective maintenance works.
- Member asked how close program is to budget. Sunwater confirmed not all the budget has been used for the meters project. Member enquired how much budget for the arc flash had been used. Sunwater gave an overview of the arc flash project, where the budget is used and described the different categories of arc flash.
- Sunwater presented a table outlining the planned corrective maintenance work for FY25.
- Member asked why there is recurring safety studies for Leslie Dam. Sunwater confirmed they are required to ensure dam safety.
- Sunwater confirmed the smart schemes project will be rolled out across four schemes over four years. Sunwater is currently trialling technology in the Macintyre Brook scheme.
- Member asked what would happen with the water allocation to be purchased as part of the Operations Plan amendment. Sunwater advised the intent was to retire the allocation. Customers had a view that visibility of the allocations should be maintained for future reference rather than retired/removed from the scheme. Sunwater said that once the amendment was considered by the Department and approved, discussions around the retirement of the water allocation or quarantining of the water allocation would be held

5. General business

- Member requested breakdown of local costs as part of the Irrigation Price Path (IPP) project. expressing the view that the scheme is moving less water than the past five years, however, support costs have increased.

- Member requested breakdown of southern region staff.
- Member advised customers have concerns about Sunwater’s quoting process. Member used example when Sunwater quoted \$3 million for a pump maintenance, then someone else quoted \$1 million. Therefore, member doesn’t trust Sunwater is accurately searching for more cost-efficient quotes. Members acknowledge the discomfort isn’t from the local team. Sunwater confirmed projects are often managed at a local level and larger projects have head office support. Sunwater also explained it secures multiple quotes for larger value work in line with expectations to consider value, safety and cost amongst other criteria.
- Member observed there was a 50% staff increase and asked Sunwater to explain what the organisation is now doing that requires more staff. Sunwater explained they are changing from solely an operations maintenance business to a building business – i.e. Rookwood Weir and Burdekin Falls Dam improvement. Additionally, Sunwater operates in an environment where it needs to meet evolving governance, safety, environmental and other expectations and with that comes the need for specific skills and roles that didn’t exist five or 10 years ago (for example).
- Member enquired about the cost burden for dual purpose meters and asked if the meter holder must agree to pay the other half. Sunwater confirmed this is correct and a proposal to customers will be sent soon.
- Member enquired how often the risk assessment needs to be completed for Leslie Dam. Sunwater confirmed the assessment needs to be done every five years.
- Member asked how long the arc flash works would take. Sunwater confirmed arc flash works will continue in 2024.
- The next CAC meeting is scheduled for 13 June 2024 and invitations will be sent shortly.
- Meeting close.

Sunwater actioning: Sunwater to provide breakdown of local costs as outlined in the IPP project at the next CAC meeting.

Sunwater actioning: Sunwater to send breakdown of HUF to committee members prior to next meeting.

- **Update:** Please see Appendix E headworks utilisation factor technical paper here: [Irrigation Price Path - Sunwater](#)

Sunwater actioning: Sunwater to provide organisation chart of southern Sunwater employees in the next CAC meeting.

Sunwater actioning: Sunwater to add meeting date to footer of the meeting presentation.

6. Approval and review

Chair:	Craig Cahill
Minutes:	Ally Timms
Date:	27 March 2024

Phone: 13 15 89

Email: customerengagement@sunwater.com.au

Live chat: [sunwater.com.au](https://www.sunwater.com.au) (Monday to Friday, 8:30am – 4:30pm)

Post: PO Box 15536 City East QLD 4002

Fax: (07) 3036 6482

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