

1. Purpose

The purpose of Sunwater's Customer Advisory Committee (CAC) Terms of Reference (ToR) is to provide a framework that supports the formation and effective operation of each committee.

2. Objective

Aligned with Sunwater's strategic goal of being a stakeholder-centric business, CACs aim to foster mutual understanding with customers through transparent communication and meaningful engagement.

3. Role of CACs

The primary role of CACs is to facilitate:

- collaboration to improve and maintain an economical, efficient and sustainable level of service for customers
- transparent information sharing to build and sustain trust by helping customers understand Sunwater's operating environment and infrastructure, and how these affect the delivery of services
- dialogue that enables Sunwater to develop a deeper understanding of customers' businesses and future plans, ensuring these insights are considered in strategic and operational planning
- a forum for exchange of information between customers and other stakeholders where appropriate.

CACs may discuss a broad range of topics, including but not limited to:

- service levels and customer reporting systems
- planning and delivery of renewals and capital works programs
- operational activities and asset maintenance
- effective implementation/application of regulatory compliance activities
- opportunities for growth and innovation
- emerging challenges and opportunities in water supply schemes
- operational costs, particularly to support Queensland Competition Authority (QCA) Irrigation Price Path recommendations
- outage management, including timings, and discussion of planned and unplanned outages
- storage performance and drawdown modelling
- announced allocations and carryovers
- investment in water management technology.

4. CAC membership

4.1. Membership overview

CACs are made up of customers who are interested in deepening their understanding of Sunwater's services, operations and costs. Members contribute to the long-term sustainability of Sunwater and the industries and communities it supports. CAC members may also play a representative role within industry and peak bodies, helping to strengthen two-way communication. They are encouraged to share Sunwater updates with their networks and provide feedback that supports transparent and informed decision-making.

Sunwater runs an Expressions of Interest process to recruit members when establishing a new committee and applies the following principles when selecting individuals:

- representation across customer segments: membership should reflect the diversity of customer types within the scheme (i.e. irrigation, industrial, urban)
- industry relevance: members should represent customers involved in the primary crop types or industries within the scheme (e.g. sugar cane, cotton, macadamias)
- diversity of experience: CACs should include members of varied backgrounds and experience in engaging with Sunwater on matters such as service levels and pricing
- regional stakeholder inclusion: consideration may be given to extending membership to key regional stakeholders who could influence or be impacted by decisions made in a scheme or be impacted by Sunwater's operations, such as relevant government department representatives and environmental groups.

The names of CAC members will be published on Sunwater's website alongside this ToR.

4.2. Term of appointment

CAC membership will be reviewed every two years. Members are asked to commit to serving the full two-year term to ensure continuity and meaningful contribution throughout the committee's lifecycle.

4.3. Governance

CAC members must agree to operate under this ToR upon acceptance onto the committee. Sunwater may update the ToR from time to time. Any changes will be tabled at the next CAC meeting for each scheme. Sunwater may publish meeting minutes on its website and notify scheme customers when available.

4.4. Resignation of members

Members may resign at any time by providing written notice to Sunwater via customerengagement@sunwater.com.au

If a member becomes a candidate for public office – either through political party pre-selection or independent nomination – their membership will cease and Sunwater will seek a replacement member.

4.5. Attendance and replacement of members

If a member is unable to attend a meeting, they must notify the Secretariat (Sunwater) at least 24 hours in advance. Members may nominate a proxy to attend in their place.

If a member is absent from three or more meetings, the Chair may ask the member to reconsider their membership on the CAC.

4.6. Roles and responsibilities

Roles	Responsibilities
Chair (Sunwater representative or elected customer)	• Approve meeting agendas, materials and minutes for distribution by the Secretariat. • Chair all CAC meetings and ensure discussions remain focused and productive.
Core members (customers)	• Actively participate in meetings in line with agreed behaviours. • Represent the interests and views of their customer type. If expressing a personal view, this should be clearly stated. • Review relevant documents and materials provided prior to meetings. • Maintain communication with their representative groups and share relevant updates from CAC meetings. • Propose agenda items that align with the CAC objectives.
Invited members (key regional stakeholders)	• Attend meetings when confirmed as required or when there is a relevant topic to raise with members. • Provide subject matter expertise and broader regional insights to support discussion and decision-making. • Suggest suitable agenda items aligned to the objectives of the CAC. • Present on regionally topical matters of relevance to the scheme.
Secretariat (Sunwater)	• Coordinate with the Chair to prepare and distribute meeting agendas and materials. • Prepare presentations and organise guest speakers. • Record and transcribe meeting minutes (as needed) for accuracy and efficiency. • Circulate draft meeting minutes and presentation slide decks to CAC members following each meeting. • Maintain records of meeting actions and carry out relevant actions (e.g. forwarding a document).

4.7. Engagement protocol

To support effective collaboration and respectful dialogue, CAC members agree to uphold the following principles:

- ensure all members have the opportunity to share their views
- respect the views and contributions of fellow members
- attend meetings and actively participate in discussions
- maintain confidentiality when it is requested
- consent to having their contact details shared among CAC members to support communication
- agree to their name and representative group membership being published on Sunwater's website
- abide by and uphold the ToR throughout their membership.

4.8. Remuneration

CAC membership is voluntary. No financial remuneration will be paid to members. Sunwater will cover costs associated with meeting logistics such as venue hire and catering, where required.

5. CAC operations

5.1. Meetings and procedures

The CACs will meet three times per year unless otherwise agreed by the committee. Meetings typically run for up to two hours, depending on the agenda. Additional meetings may be convened through the Chair on an 'as needed' basis.

Meeting invites will be distributed via an Outlook calendar invitation, which will include the time, venue and virtual attendance options. Members are asked to RSVP via the calendar invite or nominate a proxy by emailing customerengagement@sunwater.com.au

While in-person attendance is preferred, participation via video or phone conference will be facilitated where possible.

The Secretariat will:

- aim to circulate the agenda and any meeting papers at least three business days prior to each meeting
- use digital assistance tools such as automated transcription to record and transcribe minutes and actions for accuracy
- aim to distribute draft minutes and presentation slide decks to members within twenty business days following each meeting.

5.2. Agenda items for discussion

Sunwater will aim to share agenda items with members at least three business days prior to each CAC meeting. Additional items may be proposed by members ahead of the meeting. To ensure meaningful discussion, the number of agenda items may be limited based on available time and relevance to the CAC's objectives.

5.3. Use of digital assistance tools

To support accurate and reliable record-keeping, Sunwater may record meetings, use digital assistance tools such as automated transcription and note-taking technologies.

To safeguard the privacy of committee members, CAC members are not permitted to record meetings, use personal digital assistance tools, nor share meeting recordings or transcripts. Breaches of this policy may result in the Chair exercising their discretion to remove the member from the committee.

6. Conduct

6.1. Confidentiality

To maintain trust and protect member privacy:

- CAC members will not be identified by name in the body of the meeting minutes unless requested or agreed to during the meeting
- meeting minutes will use general descriptors such as 'Sunwater representative' and 'member' where appropriate
- documents distributed during and after CAC meetings are meant for CAC members only. Permission must be obtained before reproducing or distributing these materials.

- members who wish to share their own materials with the wider customer group must clearly indicate on distributed materials that the content is not an official CAC document and must not include Sunwater branding or logos.

6.2. Conflicts of interest

If a member identifies a potential conflict of interest related to an agenda item or discussion, they must notify the Chair. The Chair will determine the appropriate course of action to ensure transparency and uphold the CAC's code of conduct.

6.3. Member conduct and dispute resolution

All members are expected to conduct themselves in alignment with the principles outlined above in the Engagement Protocol. Non-compliance may result in the Chair exercising their discretion to remove the member from the committee.

In the event of a dispute that cannot be resolved during regular meeting discussions, the Chair will facilitate mediation between the parties involved. This process aims to resolve the issue constructively and preserve the collaborative spirit and integrity of the committee.

6.4. Media protocols

To ensure consistent and responsible communication, the following media protocols apply to attendees of CACs:

- General discussions from CAC meetings may be shared publicly; however, individual member names and personal opinions must remain confidential unless explicit consent is provided.
- CAC members may communicate with other customers about CAC matters, unless confidentiality has been specifically requested. However, CAC members must not speak on behalf of the CAC or Sunwater to the media.
- If approached by media, CAC members must direct the enquiry to Sunwater. Where appropriate, Sunwater may engage with relevant CAC members before responding to ensure accuracy and alignment.

7. Document history

Version	Date	Description	By
3	12/11/2025	Key updates include provisions for the use of digital tools, guidelines on expected member conduct, an invitation for members to submit agenda items and revised timeframes for issuing agendas	S O'Grady

8. Approval and review details

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